



## Empowering Futures

### Appeals Policy

Version: 1.0

Date of Issue: 22 May 2025

Next Review Date: 22 May 2026

Approved by: Rhean White, Centre Manager

#### 1. Purpose

This policy outlines the process by which learners at Empowering Futures can appeal assessment decisions or other outcomes they believe to be unfair or incorrect. It ensures transparency, fairness, and compliance with awarding organisation and regulatory expectations.

#### 2. Scope

This policy applies to all learners enrolled on programmes with Empowering Futures.

Appeals may relate to:

- Assessment decisions
- Outcomes of internal verification or moderation
- Disciplinary or behavioural sanctions
- Access arrangements or reasonable adjustments

### 3. Principles

Empowering Futures is committed to:

- Ensuring that learners understand their right to appeal.
- Providing a clear, accessible, and supportive process.
- Ensuring that appeals are considered by impartial individuals.
- Respecting learner confidentiality and rights throughout the process.

### 4. Stages of the Appeals Process

#### Stage 1: Informal Resolution

- The learner should raise concerns directly with the tutor or assessor within 5 working days of receiving the decision.
- The tutor should provide an explanation or reconsideration within 5 further working days.
- If the learner is satisfied, the appeal will be closed at this stage.

#### Stage 2: Formal Appeal

- If unresolved, the learner must submit a written appeal to the Centre Manager within 10 working days of the informal outcome.
- The written appeal must detail the grounds for appeal and include any supporting evidence.
- An appeal panel will be formed within 10 working days, including a senior staff member not previously involved.
- The learner may be invited to attend an appeal hearing or submit further written statements.
- A written outcome will be provided within 5 working days of the hearing.

#### Stage 3: External Appeal

- If the learner remains dissatisfied, they may escalate the appeal to the relevant awarding organisation following its procedures.
- Empowering Futures will support learners by providing contact details and evidence of internal proceedings as required.

### 5. Record Keeping and Monitoring

A secure record of all appeals, decisions, and outcomes will be maintained for at least 3 years. The Centre Manager will monitor appeals to identify patterns and inform quality improvement.

### 6. Learner Support

Learners have the right to be accompanied by a peer or support person at any stage of the formal appeal process. Advice and guidance will be available from a designated member of staff to support the learner through the process.

## **7. Review and Improvement**

This policy will be reviewed annually or in response to feedback, complaints, or changes in external regulations. Lessons learned from appeals will be used to improve assessment practices and learner communication.

Signed: R. White

Name: Rhean White

Role: Centre Manager

Date: 22 May 2025