



Policy: Clint Stamper Training Ltd - Learner Appeals Procedure/Policy

Written by: Clinton Stamper

Responsible Person: Clint Stamper

Approval date: 7/7/26

Date of next review: 7/7/27

1.0 Introduction

This Procedure sets out the Centre's systems for dealing with student appeals against either academic/assessment decisions made internally by Centre staff or the outcomes of external assessments by awarding bodies.

2.0 Grounds For Appeal

Candidates have grounds for appeal against assessment decisions relating to performance or progression. These grounds for appeal are as follows:

- request for consideration of mitigation against the use of an attempt due to a missed assessment deadline or non-submission of assessment material according to the required deadline;
- appeal against an individual academic/assessment decision.

3.0 Appeals Against Internal assessment Decisions

This Procedure provides an objective mechanism through which candidates may appeal against decisions relating to their assessment performance, achievement or progression. The procedure is designed to facilitate the resolution of disputed decisions on the basis of a mutual understanding of the issues involved. Disputed decisions may relate to results in individual

assessments, the attainment of a qualification or progression within a course of study or to a more advanced level of study.

3.1 Stage One

Initially, a candidate who disagrees with an academic/assessment decision must raise

their concerns with the relevant Subject Tutor and/or assessor.

Stage Two of the procedure may only be initiated when the candidate finds the outcome of discussions with a Subject Tutor and/or assessor unsatisfactory.

3.2 Stage Two

3.2.1 Candidates who wish to submit an assessment appeal must do so by written application.

3.2.2 Applications should be submitted by email or letter to the IQA or Centre Manager.

3.2.3 Applications should be made within 5 working days of discussion with the Tutor/Assessor

3.2.4 The Centre Manager will convene an Appeals meeting within 5 working days of receipt of the student's written case.

3.2.5 The candidate will be notified of the date, time, and venue of the meeting, and will have the right to address the attendees of the meeting. The candidate will be entitled to have a second person accompany him/her.

3.2.6 The Tutor or Assessor concerned will have the opportunity to present his/her case.

3.2.7 The candidate will not, however, have the right to remain in the meeting while a decision is being taken.

3.2.8 If the appeal is upheld, the Centre Manager will direct the action to be taken to rectify the problem and notify the candidate of such action in writing within 5 working days. All details will be recorded in the Minutes of the Appeals meeting.

3.2.9 If the appeal is not upheld, the candidate is notified in writing.

3.2.10 The decision of the Appeals meeting is final.

4.0 Appeals Against External Assessment Decisions

This Procedure provides a mechanism by which students presented for external assessment may appeal against the outcome.

On completion of external assessments and the subsequent notification of results, Tutors/Assessors or candidates themselves may wish to appeal the outcome. Each awarding body has different procedures to be followed and, therefore, all appeals against external assessment decisions will be processed and managed by the Examinations Officer, in line with the awarding body procedures.