

Department:	4.2 Quality and Curriculum
Activity:	4.2.25 Appeals Process

Document History

Issue	Issue Date	Author	Revision Notes
1	16/08/2021	Dave McMillan	Updated internal and external procedures. Updated document reference from 4.2.15 to 4.2.25
2	05/08/2022	Dave McMillan	Reviewed and updated. Removed reference to ALP.
3	14/11/2023	Michelle Phoenix	Reviewed and updated. Removed EU logo
4	16/09/2024	Michelle Phoenix	Reviewed and updated candidate to learner, tutor added
5	26/09/2025	Michelle Phoenix	Logo

Content

Page	
2	Stage 1 of Internal Process
2 - 3	Stage 2 of Internal Process
3	Final Stage of Internal Process
3	Right to External Appeal

Associated Policy or Process

4.2.2	Internal Quality Assurance (IQA) Policy
4.2.3	Internal Quality Assurance (IQA) Process

The appeals procedure allows all learners registered with CT Skills to challenge the outcomes of their assessments, if they feel that the assessment procedure was not carried out fairly.

The learner may appeal against an assessment decision made by a trainer assessor on the following grounds:

- Conduct of the assessment
- Adequacy of the range, nature and comprehensiveness of the evidence when set against the national standards and evidence requirements
- The opportunities offered to demonstrate competence of attainment
- Access to assessment
- Process of assessment
- Access to Internal Verification
- Administrative issues e.g. failure to register/apply for certification
- The handling of an appeal

Appeals Process		Related Documentation
1.1	Stage 1 • The learner should, in the first instance, raise the issue with their trainer assessor or tutor during/at the end of an assessment or within a maximum of SEVEN WORKING DAYS of the assessment taking place. • The trainer assessor/ tutor must reconsider the reasons underpinning the decision and provide clear feedback to the learner within THREE WORKING DAYS of receiving the appeal • If the trainer assessor/ tutor is upholding the original assessment decision, then the learner must be provided with full information describing what is required to demonstrate their competence. This should be provided in writing, and relate specifically to the standards relevant to the assessment decision • If the learner remains unhappy with the decision, the learner then completes an Appeals Form, which will be forward to the quality team.	4.2.25b Learner Appeals Form
1.2	Stage 2 • The quality team will review the assessment decision, gathering evidence to ensure that the assessment process is addressed with, fairness, accuracy, and validity and that the decision was based on the learners own submitted evidence • The quality team will make a decision within FIVE WORKING DAYS and meet with the learner and assessor following the evaluation and review of the assessment documentation	

--	--	--

Appeals Process		Related Documentation
	The initial assessment decision may be upheld and, in such circumstances, the quality team will advise the learner they can proceed to stage 3 of the process should they wish.	
1.3	Stage 3 - The third and final stage involves the right of appeal to the Assessment Appeals Panel. The quality team should pass all records to the Head of Quality & Curriculum (HQC). The HQC will convene an Assessment Panel WITHIN 30 DAYS of receiving the stage 3 appeal - Membership of the panel will not include any person/s who were involved in the original assessment decision or stage 1 or 2 of the appeal process - The panel will consist of the HCQ, an independent member of the quality team and an independent trainer assessor. In certain circumstances, depending on need, an experienced assessor or IQA from another approved centre may be asked to join the panel. - Evidence made available to the panel will include: - Assessment records and evidence - Learner statement - Trainer assessor statement - Quality team statement - Any other information the panel decides would be relevant in support of the appeal - The panel will reach one of the following outcomes: - Original Assessment Decision Upheld - Appeal Upheld (Initial Decision Reversed) - The learner will be informed in writing of the Panel decision within FIVE WORKING DAYS	

	• The relevant awarding organisation will be advised at all stages of the appeal and informed of the final decision • If the learner is not satisfied with the panel's decision, an appeal can be submitted to the relevant awarding organisation, details of which will be included in the Panel's outcome letter. • Appeals can be further be escalated to the Qualification Regulator. The Qualification Regulator's decision is final, and CT Skills is bound by this decision.	
--	---	--