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# APPEALS POLICY and PROCEDURE

Last updated: 07/04/2026 | The Teacher Trainer Ltd. would hereafter be referred to as TTT in this document.

## 1. Scope and Communication

**Scope:** This policy applies to all TTT customers, including learners and staff involved in delivering or using TTT qualifications.

**Accessibility:** The policy is available to all stakeholders on the TTT website footer section.

**Staff Induction:** All staff involved in assessment, delivery and quality assurance must read and understand this policy during induction.

**Review:** This policy is reviewed annually and updated as necessary to reflect legislative or awarding organisation changes.

**2. Policy Statement:** All learners have the right to challenge the outcomes of their assessment decisions if they consider the assessment has not been carried out properly. Learners might appeal on a variety of issues. These issues may include the following:

- 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 in order to demonstrate competence of attainment
- Access to assessment

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- Process of assessment
  - Access to Internal Verification/Internal Quality Assurance
  - The handling of an appeal
  - Administrative issues e.g., failure to register/apply for certification
  - The use of AI-assisted tools in the marking or feedback process, where the learner believes this has resulted in an inaccurate or unfair assessment outcome
- 3. Statement of principles:** This policy is in place to enable TTT learners to enquire, question or appeal against an assessment decision. TTT will aim to reach an agreement with a learner at the earliest opportunity, regarding any appeals that are made. Where an appeal is upheld, TTT will review the lessons learnt and offer any staff member involved appropriate training where necessary. Where an appeal is not upheld, the learner will receive a written explanation of the reasons.
- 4. Representation and Support:** At any stage of the appeals process, a learner may be supported by a representative of their choosing, such as a friend, colleague or trade union representative. The representative may assist the learner in preparing and submitting their appeal but may not submit an appeal on the learner's behalf without the learner's explicit written consent. TTT reserves the right to communicate directly with the learner throughout the process regardless of whether a representative is involved. Any representative must conduct themselves respectfully and in accordance with TTT's Zero Tolerance Policy.

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## 5. APPEALS PROCEDURE

### Stage 1

- If a learner wishes to appeal, the appeal must be lodged (via email) within 7 calendar days of being notified of the assessment decision.
- The learner must explain why they disagree with the assessor's judgement of their work.
- Appeals should be submitted to [admin@theteachertrainer.co.uk](mailto:admin@theteachertrainer.co.uk), clearly marked '**Appeal - Stage 1**' in the subject line, and TTT routes it to the assessor internally.
- The assessor must acknowledge the appeal within 7 calendar days of receiving it.
- They should attempt to find a solution and explain their rationale for the decision that is being disputed.
- The assessor is required to record an overview of the appeal and the outcome of the discussion and forward this to the IQA.

### Stage 2

- Stage 2 appeals should be submitted to [admin@theteachertrainer.co.uk](mailto:admin@theteachertrainer.co.uk), clearly marked '**Appeal - Stage 2**' in the subject line.
- If learners remain dissatisfied with the assessment decision and wish to challenge the outcome of Stage 1, then they are required to appeal (via email) to the IQA within 7 calendar days of the Stage 1 process being completed.
- Learners are required to provide the IQA with as much information as possible (e.g., learner name, contact number, date of assessment, learner evidence, name of assessor, date appeal submitted, record of feedback from the assessor involved) regarding the disputed assessment decision. Learners should also keep a copy of this evidence for themselves.
- The IQA will acknowledge the receipt of the appeal within 7 calendar days and outline the course of action to be taken.

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- The IQA will conduct an appropriate review of the evidence and may reassess the learner's work against the assessment criteria for the qualification, where required.
  - Alternatively, the IQA may involve another appropriately qualified assessor in the review.
  - Where an appeal relates to the use of AI-assisted marking or feedback tools, the IQA will review the relevant assessment output alongside the original learner evidence. TTT acknowledges that AI tools may occasionally produce outputs that require human review and correction. In such cases, a qualified assessor will conduct an independent manual review of the work and this will form the basis of the IQA's decision.
  - The IQA will write to the learner within 14 calendar days with the findings and a decision as to whether the appeal was justified.
  - This period may be extended, depending on the nature of the appeal. Should this be the case, the situation will be explained to the appellant.
  - Investigations may include undertaking interviews with any relevant parties.
  - If the IQA feels the appeal is to be upheld, the learner will be notified of this in writing.

One of the following decisions will be communicated to the learner by the IQA in writing within 14 calendar days of the decision having been made. This will be to either:

- uphold the original assessment decision
- offer the learner an opportunity for a resit or reassessment free of charge
- overturn the original decision - the relevant procedure will be followed to ensure the learner's assessment decision is changed to show the correct mark and/or decision in this case. The decision will also be communicated to the original assessor.

### Stage 3

If learners have followed Stage 1 and 2 of the appeals procedure and remain dissatisfied with the outcome, they have the right to take their appeal to the relevant Awarding Organisation in order to escalate the appeal. This must be done within 21 calendar days of the decision being communicated to them by the centre. All evidence of appeal, decisions and disputes will be provided to the Awarding Organisation at this stage. The Awarding Organisation will investigate any appeals made in line with their Appeals Policy.

The Awarding Organisations TTT works with are listed below:

<b>Awarding Organisation</b>	<b>Website</b>	<b>Contact Email</b>	<b>Contact Number</b>
YMCA Awards	<a href="http://www.ymcaawards.co.uk">www.ymcaawards.co.uk</a>	<a href="mailto:awards.support@ymca.co.uk">awards.support@ymca.co.uk</a>	0203 994 9500
Highfield Qualifications	<a href="http://www.highfieldqualifications.com">www.highfieldqualifications.com</a>	<a href="mailto:info@highfield.co.uk">info@highfield.co.uk</a>	0130 236 3277
FOCUS Awards	<a href="http://www.focusawards.org.uk">www.focusawards.org.uk</a>	<a href="mailto:info@focusawards.org.uk">info@focusawards.org.uk</a>	0333 344 7388