

(NOTE: Throughout this document, THE TEACHER TRAINER LTD is referred to as TTT)

TTT POLICY DOCUMENT

Appeals Policy

A structured route for learners to challenge assessment and related decisions.

Document Control

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Policy Owner	Phenil Mehta, Centre Manager
Appeals Contact	admin@theteachertrainer.co.uk
Approved By	Phenil Mehta, Centre Manager
Classification	Public
Applies To	All learners, Course Assessors, IQAs, EQAs and Centre Manager

Appeals Policy

1. Purpose

This policy sets out how TTT handles appeals by learners against assessment decisions and related outcomes. It ensures that every learner has a clear, accessible and fair route to challenge a decision they believe has been made incorrectly and that appeals are considered without prejudice to future engagement with TTT. The policy supports TTT's compliance with Ofqual's General Conditions of Recognition and the appeals requirements of each awarding organisation with which TTT is registered.

2. Scope

A learner may appeal against a decision, including the following:

- An assessment decision, including marking, grading or the outcome reached by a Course Assessor
- The conduct of an assessment, including the opportunities offered to demonstrate competence or attainment
- The adequacy of the range, nature and comprehensiveness of the evidence considered against the national standards
- Access to assessment, including the application of reasonable adjustments or special considerations
- Access to Internal Quality Assurance
- The handling of an earlier appeal
- Administrative decisions such as a failure to register a learner, apply for certification or calculate a deadline
- The outcome of a malpractice investigation or a sanction imposed under the Sanctions Policy
- The use of AI-assisted tools in marking or feedback, where the learner believes this has resulted in an inaccurate or unfair outcome

Complaints about service, staff conduct or administration that do not involve a challenge to an assessment outcome are handled under the Complaints Policy.

3. Definitions

The following terms carry the meanings given throughout this policy.

Appeal	A formal request by a learner for a decision to be reviewed on the grounds set out in this policy.
Appellant	The learner raising the appeal.
Stage 1 Appeal	The first internal review of the disputed decision, carried out by the original Course Assessor.

Stage 2 Appeal	An independent internal review by the IQA where Stage 1 has not resolved the matter.
Stage 3 Appeal	A final internal review by the Centre Manager where Stage 2 has not resolved the matter.
External Appeal	Escalation to the awarding organisation following exhaustion of the internal stages.
Representative	A friend, colleague, advocate or trade union representative who may support the appellant through the process.

4. Policy Statement

TTT is committed to the following principles and commitments.

1. Every learner has the right to appeal an assessment decision they believe has not been made correctly.
2. Appeals are handled fairly, impartially, promptly and with respect for the appellant's right to be heard.
3. Appeals are free of charge. No fee is applied for submitting an internal appeal.
4. The appeals process is independent of the original assessment decision at Stage 2 and beyond: no reviewer considers an appeal against their own prior decision.
5. Where an appeal is upheld, TTT takes proportionate corrective action, records lessons learned and offers staff training where appropriate.
6. Where an appeal is not upheld, the appellant receives a written explanation of the reasons and is informed of the next stage or the external escalation route.
7. TTT does not penalise a learner, now or in the future, for raising an appeal in good faith.
8. Appeals arising from AI-assisted marking or feedback are reviewed in full by a qualified human assessor; the AI output is not relied upon as the sole basis for a decision.
9. Appeals records are retained for a minimum of three years or longer where the awarding organisation requires it.

5. 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, advocate or trade union representative. The representative may assist the appellant in preparing and submitting an appeal but may not submit an appeal on the learner's behalf without the learner's explicit written consent. TTT communicates directly with the learner throughout the process regardless of whether a representative is involved. Any representative must conduct themselves respectfully and in line with the Zero Tolerance provision of the Course Terms and Conditions.

6. Roles and Responsibilities

Role	Responsibility
Centre Manager (Phenil Mehta)	Overall accountability for appeals; decides Stage 3 appeals; liaises with the awarding organisation on external appeals; reviews this policy annually.
IQA	Decides Stage 2 appeals; reviews the evidence independently of the Course Assessor; may reassess the learner's work or involve another qualified assessor.
Course Assessor	Decides Stage 1 appeals relating to their own decisions, with a written rationale; provides evidence to later stages on request.
Course Coordinator	Receives appeals; logs them in the Appeals Register; monitors timescales; facilitates access to evidence and reasonable adjustments during the process.
Learner	Submits a clear written appeal within the timescale; provides supporting evidence; engages respectfully with TTT throughout.

7. Appeals Procedure

7.1 Stage 1 (Course Assessor review)

1. The learner submits the appeal by email to admin@theteachertrainer.co.uk with the subject line 'Appeal - Stage 1' within 7 calendar days of being notified of the disputed decision.
2. The appeal explains why the learner disagrees with the decision and what outcome is sought. Supporting evidence may be attached.
3. TTT routes the appeal internally to the Course Assessor who made the original decision.
4. The Course Assessor acknowledges the appeal within 7 calendar days of receiving it.
5. The Course Assessor reviews the decision, explains their rationale to the learner and attempts to resolve the matter.
6. The outcome, whether upheld or not upheld, is confirmed in writing and forwarded to the IQA for information.

7.2 Stage 2 (IQA review)

1. Where the learner is not satisfied with the Stage 1 outcome, they submit a Stage 2 appeal by email to admin@theteachertrainer.co.uk with the subject line 'Appeal - Stage 2' within 7 calendar days of the Stage 1 outcome.
2. The Stage 2 appeal includes: learner name and contact details, date of assessment, learner evidence, name of assessor, date of the Stage 1 submission and the reasons for continued dissatisfaction.
3. The IQA acknowledges receipt within 7 calendar days and outlines the course of action.
4. The IQA conducts an independent review of the evidence, which may include reassessing the learner's work against the Assessment Criteria or involving another appropriately qualified assessor in the review.

5. Where the appeal relates to AI-assisted marking or feedback, the IQA carries out a full human review of the relevant assessment output.
6. The IQA issues a written outcome within 14 calendar days of acknowledgement, with reasoning. Where complexity requires more time, the learner is notified in writing with a revised target date.

7.3 Stage 3 (Centre Manager review)

1. Where the learner is not satisfied with the Stage 2 outcome, they submit a Stage 3 appeal by email to admin@theteachertrainer.co.uk with the subject line 'Appeal - Stage 3' within 7 calendar days of the Stage 2 outcome.
2. The Centre Manager acknowledges receipt within 7 calendar days and conducts a final internal review.
3. The Centre Manager may uphold, partially uphold or reject the appeal and issues a written outcome within 14 calendar days of acknowledgement.
4. The Stage 3 outcome concludes TTT's internal appeals process.

7.4 Stage 4 (External appeal to the Awarding Organisation)

1. Where the learner remains dissatisfied after Stage 3, they may escalate to the relevant awarding organisation, following that organisation's published appeals procedure and timescales.
2. TTT cooperates fully with any awarding organisation investigation and implements actions arising under the External Quality Assurance Policy.
3. Where the awarding organisation's decision is final and TTT considers that it has substantive grounds, the matter may be onward escalated to Ofqual by either TTT or the learner.

8. Timescales Summary

Stage	Submission Deadline	TTT Response Timescale
Stage 1	7 calendar days from notification of decision	Acknowledged within 7 days; outcome as part of ongoing dialogue
Stage 2	7 calendar days from Stage 1 outcome	Acknowledged within 7 days; written outcome within 14 days of acknowledgement
Stage 3	7 calendar days from Stage 2 outcome	Acknowledged within 7 days; written outcome within 14 days of acknowledgement
Stage 4	As specified by the awarding organisation	Set by the awarding organisation

TTT may extend a timescale where a case is complex or where evidence needs external retrieval. Extensions are notified to the appellant in writing with a revised target date.

9. Evidence and Records

TTT retains the following for a minimum of three years after the appeal is closed or longer where the awarding organisation requires it:

- The appellant's written submissions and supporting evidence
- The original assessment decision and IQA Sampling Report
- Written rationale at each stage, including AI-related reviews where applicable
- Reassessment records, where another qualified assessor has been involved
- Final written outcome and any resulting action plan or certification change

Records are held securely in line with the Data Protection Policy and the Data Retention and Disposal Policy.

10. Outcomes

Outcome	Action by TTT
Upheld in full	The disputed decision is reversed; the assessment record is updated; any certification change is processed; lessons learned are recorded and any staff training needs are addressed.
Upheld in part	Specific elements are revised; the appellant is informed in writing of which elements change and why.
Not upheld	The appellant receives a written explanation of the reasoning and is informed of the next stage or the external escalation route.

11. Vexatious or Repeated Appeals

Where an appellant repeatedly appeals on grounds already fully considered or makes representations TTT judges to be vexatious, TTT may close further internal correspondence on that matter in writing, with reasons and direct the appellant to the external escalation route. TTT retains the right to restrict abusive or threatening correspondence under the Zero Tolerance provision of the Course Terms and Conditions.

12. Training

Role	Training	Frequency
Course Assessors and IQAs	Handling appeals; evidencing reasoning; AI-assisted review	Induction and annual refresh
Centre Manager	Stage 3 review; awarding organisation escalation	Annual
Course Coordinator	Appeals administration; timescales; record-keeping	Annual

13. Monitoring and Review

This policy is reviewed annually by the Centre Manager as part of TTT's self-evaluation process. Interim reviews are triggered by Ofqual or awarding organisation changes, significant cases or patterns in appeals data that suggest systemic issues. Appeals volumes, categories and outcomes are reviewed quarterly. All outcomes are recorded in the Version History at Section 15.

14. Related Documents

This policy should be read alongside:

- Assessment Policy
- Internal Quality Assurance (IQA) Policy
- External Quality Assurance (EQA) Policy
- Malpractice and Maladministration Policy
- Learner Sanctions Policy
- Complaints Policy
- Reasonable Adjustments and Special Considerations Policy
- Accessibility and Reasonable Adjustments Policy
- Artificial Intelligence Policy
- Data Protection and GDPR Policy
- Course Terms and Conditions

15. Version History

Version	Date	Author	Summary of Changes
1.0	22/04/2026	Phenil Mehta	Supersedes prior Appeals Policy and Procedure dated 07/04/2026. Three-stage internal structure confirmed (Course Assessor, IQA, Centre Manager) with explicit external Stage 4. Grounds of appeal expanded to include AI-assisted marking, malpractice-related sanctions and administrative decisions. Representative rights and vexatious-appeal handling added.

16. Approval

This policy has been reviewed and approved by the Centre Manager of TTT.

Phenil Mehta
Name

P Mehta
Signature

22/04/2026
Date