

LEARNER APPEALS PROCEDURE

Introduction

1. If you are unhappy with an assessment or course outcome you have the right to appeal. Possible reasons for an appeal are:
 - You do not understand why you are not yet regarded as competent because of
 - unsatisfactory feedback from your tutor
 - You believe you are competent and that your tutor has misjudged you or has overlooked some vital evidence
2. Community Links Training and Enterprise ('Community Links') expects that most appeals will be resolved within our centre. An appeal will only be escalated to an awarding body after Community Links' internal appeals procedure has been fully exhausted.

Stage 1: Appeal to the Tutor

3. If you are not happy with an assessment decision you have the right to appeal directly to the Tutor who carried out the assessment. Your appeal must be in writing and must clearly indicate:
 - The points on which you disagree with the assessment
 - The evidence in your portfolio or learning evidence that you believe meets the knowledge or skills requirements
4. The Tutor must respond to you in writing within 10 working days with either a correction or a clear justification why the original decision should stand.

Stage 2: Appeal to the Lead Internal Verifier

5. If you are not satisfied with the outcome of Stage 1 you can appeal to Community Links' Lead Internal Verifier. Your appeal must be in writing but need not repeat the detail provided in Stage 1 because your original appeal and the Tutor's judgement will be made available to the Lead Internal Verifier.
6. The Lead Internal Verifier will consider the evidence and will respond to you within 5 working days as to whether the original decision should stand or no

Stage 3: Appeal to the Operations Manager

7. If you are still not satisfied with the outcome of Stage 2 you can appeal to Community Links' Operations Manager. This appeal must be in writing but need not repeat the detail provided in Stage 1 or Stage 2 because the your original appeal, the Tutor's

judgement and the Lead Internal Verifier's decision will be made available to the Operations Manager.

8. The Operations Manager will give you a clear judgement in writing within 5 working days as to whether the original decision should stand or not.

Stage 4: Appeal to the Awarding Body

9. If you are not satisfied with Community Links' decisions and have exhausted the internal appeals procedure you may proceed by appealing to the Awarding Body. This appeal must be in writing to the appropriate Awarding Body for your qualification and your appeal must be accompanied by copies of all documentation from stages 1, 2 and 3 above.
10. The Awarding Body will normally acknowledge receipt of the appeal, depending on their appeals process. They will consider whether Community Links original judgement was correct and advise you of their decision.

Stage 5: Appeal to the Regulatory Body

11. Following appeal to the Awarding Body, if you remain unsatisfied with the result, you are entitled to appeal to the Office of Qualifications and Examinations Regulation. The outcome of this appeal procedure is final.

Contact

12. To contact your tutor, Lead internal Verifier or gain relevant contact details for your awarding body, please contact

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Version Control

Version history	Content Changed
1 – Sep 2024	Policy produced
2 – 26/10/2025	• Headings made larger and bolder • Telephone number and email address added • Paragraphs numbered
3 -22/10/26	• Policy agreed

Review and Ratification

Next Review Date	Reason for Review
October 2027	Annual Review