TRAIN'D UP APPEALS POLICY & PROCESS

General Scope

Train'd Up is committed to ensuring that learners' assessment is done fairly, consistently and in accordance with the awarding organisation's specification and subject specific associated documents.

Learners' work will be marked by specialist tutors and assessors who have been approved by the awarding organisation, have appropriate qualifications and training, occupational competence, knowledge, understanding and skills. Train'd Up is committed to ensuring that work produced by learners is authenticated in line with the requirements of the awarding organisation. Where a number of subject tutors, are involved in marking learners' work, internal moderation and standardisation will ensure consistency of marking.

If a learner believes that this may not have happened in relation to his/her work, he/she may make use of this appeals procedure. An appeal may only be made against the assessment process and not against the mark submitted to the awarding organisation.

Process

STAGE ONE

Appeals should be made as early as possible, as and no later than two weeks following the result of their assessment. At this stage the learner must approach the tutor/assessor and request an informal discussion.

STAGE TWO

If the learner is unable to resolve the appeal through informal discussion with the tutor/assessor, the tutor/assessor must refer the appeal to the Internal Quality Assurer (IQA). At this stage the Quality Director must be informed.

The referral from the tutor/assessor to the IQA must be no later than two weeks after the original notification of the appeal from the learner to the assessor.

STAGE THREE

If the IQA is unable to resolve the appeal, the appeal must be made in writing by the learner to: Fallon Southwell, Quality Director Old Manor House, 129 Henderson Street, Bridge of Allan, FK9 4RQ or e-mail: fallon.southwell@traindup.org.

The Quality Director will conduct a thorough investigation. The Quality Director will not have had any involvement in the internal assessment process for the learner making the appeal.

The purpose of the appeal will be to decide whether the process used for internal assessment -specific associated documents. The learner making the appeal will be informed in writing of the outcome of the appeal, including any relevant correspondence with the awarding organisation, and any changes made to internal assessment procedures.

A written record will be kept and made available to the awarding organisation upon request. Should the appeal bring any irregularity in procedures to light, the awarding organisation will be informed. We aim to inform the learner of the decision a maximum of two months from the date of the first contact with the tutor/assessor (as described in Stage One above).

We hope that we can always solve your issue for you. However, if you are unhappy with our final response, you have the right to refer your appeal to the Awarding Organisation by following the Awarding Organisation's Appeals procedures. Details are available on the Awarding Organisation's Website.

EAL: Our Policies | Financial, Centres and General Policies | EAL
Pearson: Post-results services | Pearson qualifications
ECITB: Appeals Policy and Procedure RV3-3 Mar 24
CITY and Guilds: Appeals for qualifications

Learners and employers have the right to refer their appeal to the Qualifications Regulators. Regulators

would require evidence that you have fully exhausted the steps within the Awarding Organisation Appeal's Policy.

England: Ofqual - GOV.UK

Responsibility

Overall responsibility for this policy and procedures rests with the Quality Director.

Monitoring and Review

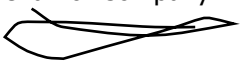
Train'd Up will review the policy annually as part of its annual self-evaluation arrangements and revise it as and when necessary in response to customer and learner feedback, changes in its practices, advise from the regulatory authorities or external agencies, changes in legislation, or trends identified from previous instances of malpractice or maladministration.

In addition, this policy may be updated in light of operational feedback to ensure our arrangements for dealing with suspected cased of malpractice or maladministration remain effective.

Director Policy Approval

This Policy is reviewed as a minimum on an annual basis and is approved and endorsed by the Senior Leadership Team.

Signed on behalf of Company Directors:



Name: Fallon Southwell
Position: Quality Director
Date: 10/07/2026

Document management

Owner:	Quality Director
Effective Date:	Pre 2026
Next Review Date:	09/07/2027
Document reference:	Appeals Policy and Process V14

Change History Record

Version control	Substantive change narrative	Author of substantive change	Date of substantive change
14	Updated individual responsibilities and owner of document	Quality Director	10/07/2026