DELIVERY CENTRE APPEALS POLICY & PROCEDURE

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.

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. At this stage the Head of Quality & Compliance must be informed of the appeal.

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

STAGE THREE

If the internal quality assurer is unable to resolve the appeal, the appeal must be made in writing by the learner to: Roni Singh, Head of Quality & Compliance Train'd Up, Old Manor House, 129 Henderson Street, Bridge of Allan, FK9 4RQ or e-mail: roni.singh@traindup.org.

The Head of Quality & Compliance will conduct a thorough investigation. The Head of Quality & Compliance 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 conformed to the awarding organisation's specification and subject-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.

www.cityandguilds.com
www.i-l-m.com
www.eal.org.uk
www.qualifications.pearson.com

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
Scotland: Scottish Qualifications Authority - SQA

MEMBER OF STAFF RESPONSIBLE FOR APPEALS PROCESS

Roni Singh
Head of Quality & Compliance
e-mail: roni.singh@traindup.org

Train'd Up (Head Office)
Old Manor House
129 Henderson Street
Bridge of Allan
FK9 4RQ

DIRECTOR POLICY APPROVAL

This Policy is reviewed as a minimum on an annual basis and is approved and endorsed by the Board of Directors and Senior Management Team.
Signed on behalf of Company Directors:
Laura Thompson

Name: Laura Thompson
Position: Finance Director
Date: 13/10/2025

END.

Train'd Up
Respecting People – Developing Business