



DOCUMENT	Academic Appeals Policy & Procedures
VERSION	V2022MP 26
PAGE	1 OF 5



POLICY & PROCEDURES

ACADEMIC APPEALS

REFERENCE	PPAAV2022MP 26
ISSUE DATE	30.01.26
REVIEW DATE	30.01.27



DOCUMENT	Academic Appeals Policy & Procedures
VERSION	V2022MP 26
PAGE	2 OF 5

1. PURPOSE

Crosby Training is committed to ensuring that all learners have the right to question, challenge, or appeal assessment decisions in a fair, transparent, and timely manner. This policy ensures:

- Openness and fairness in the appeals process.
- Protection of learners rights and the integrity of qualifications.
- Compliance with awarding body requirements and UK regulatory standards.

2. SCOPE

This policy applies to:

- All learners enrolled in qualifications delivered by Crosby Training.
- All assessment decisions made internally or by our appointed assessors.

It does not cover complaints unrelated to assessment (*which are addressed in our Complaints Policy*).

3. DEFINITIONS

- Appeal: A formal request by a learner for the review of an assessment decision.
- Procedural appeal: Concern that the assessment process was not conducted correctly.
- Academic judgement appeal: Concern regarding the professional assessment decision of the assessor. *Please note: awarding bodies typically do not overturn academic judgement unless procedural errors are evident.*



DOCUMENT	Academic Appeals Policy & Procedures
VERSION	V2022MP 26
PAGE	3 OF 5

4. POLICY STATEMENTS

Crosby Training will:

1. Ensure learners are aware of their right to appeal during induction.
2. Provide a clear, staged appeals procedure with defined responsibilities and timelines.
3. Maintain impartiality and confidentiality throughout the process.
4. Record, track and monitor all appeals to inform quality improvement.
5. Escalate appeals to the awarding body only after the internal process has been exhausted.
6. Protect the interests of all learners and the validity of qualifications.

5. PROCEDURES

STAGE 1 - INFORMAL RESOLUTION

1. The learner should first discuss concerns directly with the assessor.
2. The assessor will review the concern and attempt to reach an agreement within 5 working days.
3. If resolved, the outcome is documented and signed by both parties.

STAGE 2 - FORMAL INTERNAL APPEAL

1. If unresolved, the learner may submit a formal appeal in writing to the Academic Appeals Officer within 10 working days of the assessment result.
2. The appeal must include:
 - a. Learner name and course.
 - b. Assessment concerned.
 - c. Reason for appeal (procedural or academic).
 - d. Supporting evidence.



DOCUMENT	Academic Appeals Policy & Procedures
VERSION	V2022MP 26
PAGE	4 OF 5

- 3.** The Academic Appeals Officer will:
 - a.** Acknowledge receipt within 2 working days.
 - b.** Appoint an independent reviewer (not the original assessor).
 - c.** Conduct a review and provide a written outcome within 15 working days.

- 4.** If the appeal raises concerns about other learners results, the review may include additional moderation.

STAGE 3 - EXTERNAL APPEAL TO AWARDING BODY

- 1.** If the learner remains dissatisfied after the internal process, they may escalate the appeal to the relevant awarding body.
- 2.** Crosby Training will provide all records and evidence, ensuring transparency.
- 3.** External appeal procedures and timelines are determined by the awarding body.

6. LEARNER SUPPORT

- Learners may be accompanied by a tutor, mentor or representative during any stage.
- Guidance is available on how to prepare and submit an appeal.

7. RECORD-KEEPING

- All appeals and outcomes are recorded and stored securely for a minimum of 18 months.
- Records include: appeal submission, evidence, correspondence, outcomes and actions taken.



DOCUMENT	Academic Appeals Policy & Procedures
VERSION	V2022MP 26
PAGE	5 OF 5

8. MONITORING & QUALITY ASSURANCE

- Appeals data are reviewed quarterly to identify trends and inform quality improvements.
- Lessons learned are used to update assessment and appeals procedures.

9. CONFIDENTIALITY & IMPARTIALITY

- Appeals are handled impartially; no assessor involved in the original decision will review the appeal.
- All documentation and discussions are confidential, shared only with relevant staff and awarding bodies.

This policy has been developed in line with the requirements of Ofqual, relevant awarding organisations, and the expectations of Ofsted/Further Education regulators to ensure fair, transparent and consistent management of academic appeals.