


Document title:	Appeals Policy and Procedure	Owner:	Beverley Ellis, Operations Director
Version Number:	24-1	Previous Version:	23-1
Date of Issue:	25/10/2024	Date for review:	25/10/2026
This policy has been reviewed and approved by the Operations Director:			

1. Policy Statement

- 1.1. TRS Training Limited is committed to providing access to fair assessment procedures at each stage of the learner's training programme.
- 1.2. The policy reflects the statements within the Information, Advice and Guidance Policy and Teaching, Learning and Assessment Policy which sets out how we will ensure that learners are treated fairly and provide high quality information.
- 1.3. Learners are encouraged to play an increasing role in assessment of their own learning by seeking and responding positively to oral and written feedback.
- 1.4. Learners are actively encouraged to participate in peer assessment and in self-assessment where appropriate.

2. Scope of the Policy

- 2.1. This policy applies to all formal/summative assessments and describes the implementation principles to be followed in the event that a learner disagrees with an assessment decision or any aspect of the assessment process, which they may deem to be unfair that is carried out by a TRS member of staff.
- 2.2. This policy should be read in conjunction with our Teaching, Learning and Assessment and IAG Policy.
- 2.3. This policy should also be read in conjunction with CILT(UK)'s Appeals Policy [CILT\(UK\) AO Appeals Policy v5.pdf \(ciltuk.org.uk\)](https://www.ciltuk.org.uk/v5.pdf) and application form [CILT\(UK\) Appeal Application Form.docx \(live.com\)](https://www.ciltuk.org.uk/CILT(UK)AppealApplicationForm.docx) and HighField's Enquiries and Appeals Procedure [1 https://www.highfieldqualifications.com](https://www.highfieldqualifications.com)
- 2.4. This policy enables:
 - the learner to enquire, question or appeal against an assessment decision.
 - the learner to attempt to reach agreement with their Trainer (assessor) at the earliest opportunity.
 - TRS Training to standardise and record any appeal to ensure openness and fairness.
 - TRS Training to facilitate a learner's ultimate right of appeal to the 'Awarding Organisation' where appropriate; and protect the interests of all learners and the integrity of the qualification.
- 2.5. Learners have the right to appeal against assessment decisions made by Trainers (assessors) or IQAs if they believe that:
 - they have not been assessed against the stated criteria.
 - they have not received reasonable notice prior to an assessment being carried out.
 - ill health or other extenuating circumstances has affected their performance.
 - adequacy of the range, nature and comprehensiveness of the evidence is in question
 - or their treatment is in violation of our Equality & Diversity Policy.

3. TRS Values

3.1. This policy underpins our commitment to our values, with particular reference to:

- RESPECT – All individuals and their unique talents
- SUPPORT – A strong ethos of care, guidance and support
- RESPOND – Listening to our customers, partners and stakeholders and being equipped to meet their changing needs
- QUALITY – Providing outstanding teaching, learning and customer service
- ACHIEVEMENT – Recognising and celebrating success with learners and staff

4. Implementation Principles

Our policy for such appeals is a 3-stage process as follows:

4.1. Stage 1

- 4.1.1. Within 10 working days of the assessment decision being reported, the Learner appeals to their Trainer (assessor).
- 4.1.2. Within 5 working days from receipt of the appeal the Trainer (assessor) will attempt to resolve the issue by an examination of the documentation from the Learner.
- 4.1.3. If no satisfactory outcome can be agreed, the appeal should be referred by the Trainer (assessor) to their IQA for stage 2 of the appeals process.
- 4.1.4. This should be within 5 working days of failure to resolve the appeal at stage 1.

4.2. Stage 2

- 4.2.1. The IQA will review the Learner's appeal, make a judgment based on the evidence presented and report their decision, in writing to the Learner within 5 working days from receipt of the referral.
- 4.2.2. If the Learner is not satisfied with the outcome of this process, the Quality Manager is advised by the IQA and the appeal moves to stage 3 of the process.

4.3. Stage 3

- 4.3.1. Within 5 working days from the matter being passed to the Quality Manager the appeal is directed to another Trainer (assessor) not previously involved in the assessment of the Learner.
- 4.3.2. The Trainer (assessor) will review the candidate's grounds for appeal and make a judgement on the assessment decision based on all the evidence presented.
- 4.3.3. Within 5 working days the Trainer (assessor) should report the decision in writing to the Quality Manager who will review all the evidence previously examined and make a final decision.
- 4.3.4. The Learner will be advised of this decision in writing. This is the final stage of the appeal process and the decision made is final.
- 4.3.5. The Learner will be advised that they may refer the matter to the relevant Awarding Organisation.
- 4.3.6. All stages of appeal will be recorded and filed within the 'Approved Assessment Centre's information management system.
- 4.3.7. The Quality Manager will inform the relevant External Verifier.

- 4.4. Appeals against assessment decisions by external organisations, such as End Point Assessment Organisations or functional skills examination organisations will be made using their Appeals Procedure and Policy. The Quality Manager will support candidates in submitting their appeal. The Training Director will ensure organisation used in our programmes have fair and accessible appeals policies and procedures.

4.5.

5. Roles and Responsibilities

5.1. The Board approve and review the Policy bi-annually and receive and monitor EV reports

5.2. The Quality Manager:

- implement Principles of the Policy

- ensure learning programmes promote E&D and explain The Appeals Policy
- monitor assessment practice of each Trainer Trainer (assessor)
- report any appeals to the External Verifier

5.3. Trainers:

- implement Principles of the Policy
- ensure learners receive fair and equal access to training, learning and assessment and the right of appeal
- adhere to obligations of the Appeals Policy

6. Policy Monitoring and reporting arrangements

6.1. The Board will monitor the policy and receive reports on the outcomes of any appeals reaching Stage 3.

6.2. Revision of the policy will take place by bi-annually.

7. Revisions

Version	Date	Revision
24-1	25/10/2024	Inclusion of the Appeals Procedure
24-1	25/10/2024	Inclusion of references to Highfield Qualifications and links to their appeals policy
23-1	10/08/2023	2.3 Included references to CILT(UK) qualifications appeals policy and link.

APPEALS PROCEDURE

This procedure covers the process for raising appeals against an academic judgement or assessment decision that has been made.

Should a learner feel that proper processes have not been followed or that the academic judgements or assessment decisions have not been made in accordance with the regulations of the programme of learning, then they may appeal to the Operations Director via 1 of the following methods.

Call: 01744 809010
Email: bevellis@trstraining.net
Write to: Beverley Ellis, Operations Director
TRS Training Ltd, 4 Micklehead Business Village, St Helens WA9 4YU

Examples of areas where an appeal may be raised are as follows:

- if the learner believes that TRS Training Limited has not applied our procedures properly, consistently and fairly
- if the learner is not satisfied with the conduct of the assessment and believes has it disadvantaged them
- if the learner feels that the premises/environment for assessment has disadvantaged them

Should a learner wish to appeal against a decision made after a complaint has been investigated, then please refer to our Complaints Procedure.

When you contact us, please give your full name, contact details and a daytime telephone number along with:

- a full description of your appeal (including the subject matter and dates and times if known)
- any names of the people you have dealt with so far
- copies of any papers or letters to do with the appeal
- any other factors for consideration, such as any extenuating circumstances that the learner either did not address at the time or that they believe were raised but not taken into consideration when the decision was made

TRS Training Ltd ask that you raise your appeal as soon as possible after the event so that we have the opportunity to investigate fully. We will acknowledge receipt of your appeal within 5 working days

Appeals will be investigated and a review panel may be formed to reach a decision. We aim to investigate and respond to appeals within 10 working days.

This will be the final route of escalation within our company. Therefore, if you remain unhappy after following our own internal appeals procedure, please contact the awarding organisation directly.

Appeals procedures for the following awarding organisations can be found at:

CILT(UK): [CILT\(UK\) AO Appeals Policy v5.pdf \(ciltuk.org.uk\)](https://www.ciltuk.org.uk/ao/appeals-policy)

Highfield Qualifications: <https://www.highfieldqualifications.com> or call 01302 363277.

Should you address your appeal to Highfield Qualifications and remain unhappy with the outcome, you may then raise your appeal to the relevant qualification regulator. Either a representative of TRS Training Ltd or Highfield

Qualifications will be able to offer you guidance on the appropriate qualification regulator in each instance and can provide contact details.

The following list of qualification regulators has been provided as additional guidance.

- SCQF qualifications - SQA Accreditation
- RQF qualifications:
 - delivered in Wales - Qualifications Wales
 - delivered in Northern Ireland - CCEA Regulation
 - delivered anywhere else – OFQUAL

Please note: SQA Accreditation cannot overturn academic judgements or assessment decisions.

If you have any queries about the contents of this policy, please contact Beverley Ellis directly on 01744 809010 or via email bevellis@trstraining.net.