



APPEALS PROCEDURE

If you, as an interested party, (learner, and employer, professional or awarding organisation) are concerned about any decision, which affects your position or progress towards obtaining your qualification, you have the right of appeal.

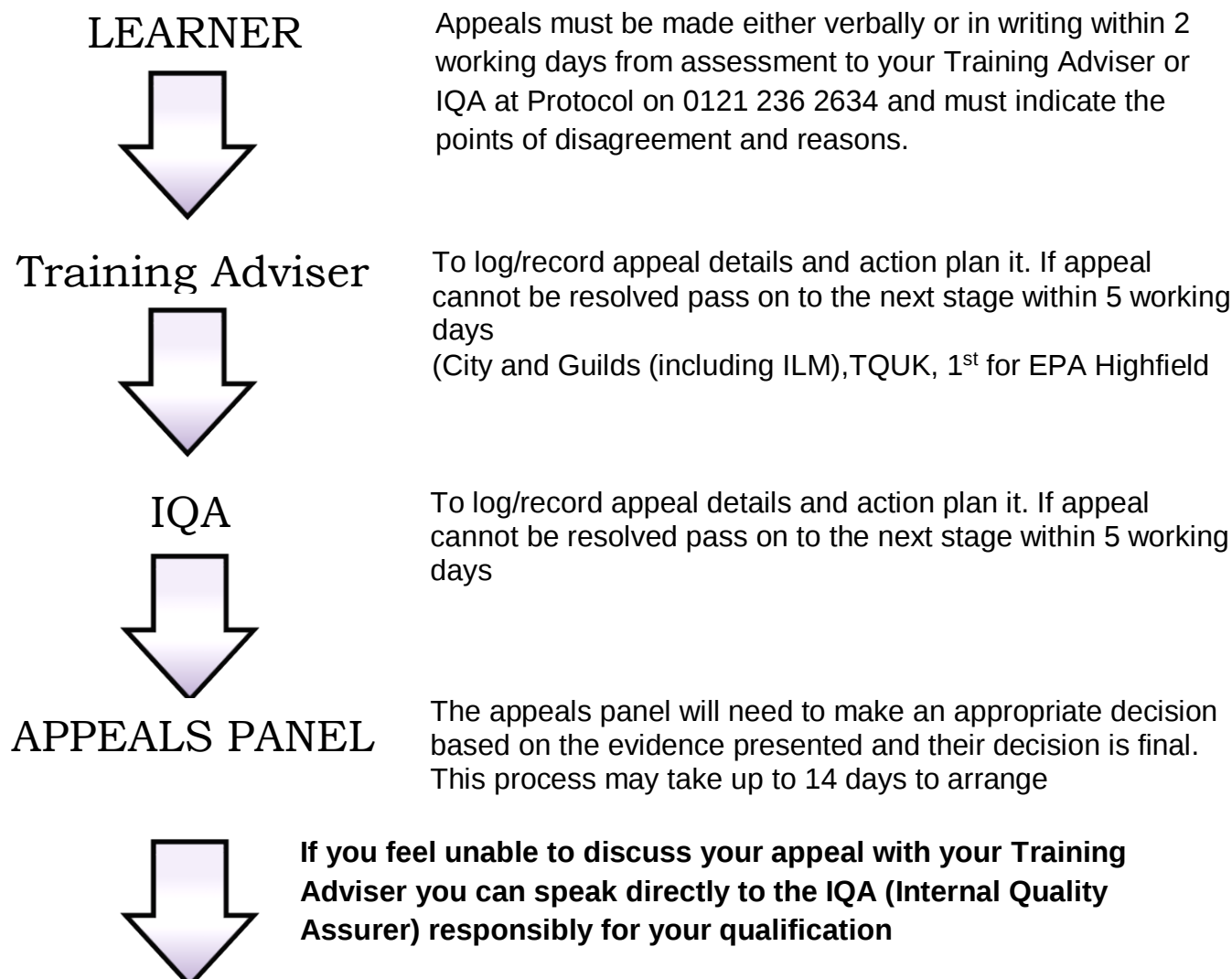


If you, as an interested party, (learner, and employer, professional or awarding organisation) are concerned about any decision, which affects your position or progress towards obtaining your qualification, you have the right of appeal.

The grounds for such an appeal could be regarding:

1. Achievement of competence
2. Recognition of prior learning

(Lack of, or unclear, feedback from Training Adviser. Misjudged or misinterpretation of vital information.)



Note: The appeals panel will consist of an IQA, Training Adviser and Director who have not been involved. This will be the final route of escalation within our company. Therefore, if you remain unhappy after following our own internal appeals procedure then please contact the Awarding Organisation (EQA/SV) directly. Should you address your appeal to the Awarding Organisation and remain unhappy with the outcome you may then raise your appeal to the relevant qualification regulator. Please also see the Awarding Organisations web site and their appeals procedure. The details can also be found on our Web site

See below for a list of Awarding Organisations:

Highfield Qualifications - 0845 2260350 - www.highfieldqualifications.com

ILM – 01543 266867 - <https://www.i-l-m.com>

City and Guilds - 020 7294 8444 - <https://www.cityandguilds.com>

TQUK - 03333583344 [https:// www.tquk.org](https://www.tquk.org)

1st for EPA 01642205207www.1stforepa.co.uk

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Person responsible for policy and review	Sue Tipton