



QUA-020-1.0b Learner Appeals Policy & Procedure

September 2025

1 PURPOSE

This policy and procedure establishes MGTS's commitment to providing a fair, transparent, and accessible appeals process for all learners across all qualifications and awarding bodies. The policy ensures that learners have the right to challenge assessment decisions and that all appeals are handled consistently, fairly, and in accordance with awarding body requirements.

The purpose of this policy is to:

- Enable learners to enquire, question or appeal against assessment or malpractice decisions
- Attempt to reach agreement between the learner and assessor/centre at the earliest opportunity
- Standardise and record any appeal to ensure openness and fairness
- Facilitate a learner's ultimate right of appeal to the appropriate awarding body
- Protect the interests of all learners and maintain the integrity of qualifications
- Ensure compliance with all awarding body appeals requirements across City & Guilds, EAL, OAL, and Pearson qualifications

2 SCOPE

This policy applies to:

Personnel:

- All MGTS employees including assessors, tutors, Training Development Advisers (TDAs), Internal Quality Assurers (IQAs), and management staff
- External verifiers and End Point Assessment Organisation representatives
- All staff involved in assessment decision-making across both training centres

Learners:

- All candidates and learners enrolled on qualification programmes or certified training courses delivered by MGTS
- Apprentices on all apprenticeship standards and frameworks
- Learners on commercial training programmes with assessment components
- Learners studying qualifications from all MGTS awarding body partners

Assessment Decisions:

- All assessment decisions made by MGTS staff or on MGTS premises
- Workplace assessments conducted by MGTS assessors or TDAs

- Internal assessments across all qualification types and levels
- Recognition of Prior Learning (RPL) decisions
- End Point Assessment preparation and readiness decisions

Awarding Body Coverage:

- City & Guilds qualifications including Technical Certificates and online assessments
- EAL qualifications including NVQ Diplomas and competency-based assessments
- OAL qualifications and associated assessment requirements
- Pearson qualifications including BTEC Diplomas and graded assessments
- Any future awarding body partnerships and qualification approvals

3 POLICY PRINCIPLES

MGTS is committed to ensuring that all assessment decisions are made fairly, consistently, and in accordance with the specification requirements for each qualification. This commitment extends across all awarding body relationships and includes the following principles:

Fairness and Consistency: All assessments will be conducted by staff with appropriate knowledge, understanding and skills, with consistency assured through robust internal quality assurance and standardisation processes.

Transparency: The appeals process will be clearly communicated to all learners, with accessible information provided about rights, procedures, and timescales.

Accessibility: Appeals procedures will be accessible to all learners regardless of their individual circumstances, with reasonable adjustments provided where necessary.

Impartiality: All appeals will be investigated by appropriately qualified and independent personnel with no conflict of interest in the original assessment decision.

Timeliness: Appeals will be processed within clearly defined timescales that meet both learner needs and awarding body requirements.

Documentation: All appeals will be thoroughly documented to ensure accountability, learning, and compliance with awarding body requirements.

4 COMMUNICATION OF THE PROCEDURE TO STAFF

MGTS ensures that all staff involved in assessment are fully aware of their responsibilities within the appeals process through comprehensive communication and training arrangements.

Induction and Initial Training:

All new assessment staff receive training covering the appeals policy and procedure as part of their induction programme. This training includes understanding of learner rights, staff responsibilities, documentation requirements, and integration with internal quality assurance processes.

Ongoing Professional Development:

Regular updates and refresher training are provided to all assessment staff covering changes to appeals procedures, awarding body requirements, best practice developments, and lessons learned from appeals cases. Annual training ensures staff remain current with appeals management requirements.

Role-Specific Guidance:

Detailed guidance is provided to different staff groups based on their role in the appeals process, including assessors, IQAs, centre managers, and administrative staff. This guidance covers specific responsibilities, required actions, documentation standards, and escalation procedures.

Documentation and Resources:

All staff have access to appeals procedure documentation through MGTS internal systems, including quick reference guides, template forms, and contact information for appeals support. Regular updates ensure staff always have access to current procedures and requirements.

Performance Management Integration:

Appeals procedure compliance is integrated into staff performance management and appraisal processes, ensuring accountability and continuous improvement in appeals handling.

5. COMMUNICATION OF THE PROCEDURE TO LEARNERS

MGTS ensures that all learners are fully informed of their appeals rights and the procedures available to them through multiple communication channels and ongoing support.

Induction and Enrolment:

All learners receive comprehensive information about the appeals policy and procedure during their induction programme. This includes explanation of their rights, the circumstances in which appeals can be made, the process stages, timescales, and support available throughout the appeals process.

Learner Handbook and Materials:

Detailed appeals information is included in all learner handbooks and course materials, with clear explanations written in accessible language. Information is available in alternative formats where required to meet accessibility needs.

Ongoing Communication:

Regular reminders about appeals procedures are provided during tutorials, progress reviews, and assessment feedback sessions. Learners are reminded of their rights before significant assessments and during any assessment feedback discussions.

Assessment Feedback:

All assessment feedback includes information about appeals rights and procedures, ensuring learners are aware of their options when receiving assessment decisions. Clear timescales and next steps are provided with all assessment outcomes.

Support and Guidance:

Learner support services provide confidential advice and guidance to learners considering making an appeal, including help with understanding the procedure, completing appeal forms, and accessing advocacy support where appropriate.

Digital Accessibility:

Appeals information is available through MGTS digital platforms and learning management systems, with mobile-friendly formats and clear navigation to ensure accessibility for all learners.

6. APPEALS PROCESS STAGES**Stage 1: Informal Resolution (0-5 Working Days)**

Initial Discussion and Clarification: Before any formal appeal process begins, learners are encouraged to discuss their concerns directly with the assessor or tutor who made the assessment decision. This discussion should take place as soon as possible after the assessment decision, ideally on the same day or within 2 working days.

Informal Resolution Process:

- **Immediate discussion:** Learner raises concerns with assessor/tutor about assessment decision or process
- **Clarification provided:** Assessor explains assessment rationale, evidence considered, and standards applied
- **Documentation review:** Relevant assessment criteria, evidence, and feedback reviewed together

- **Mutual agreement sought:** Both parties work towards understanding and potential resolution
- **Outcome recording:** Brief record made of discussion and any agreed actions or explanations

Centre Manager/IQA Involvement: For summative assessment decisions or where initial discussion does not resolve concerns, learners may approach the Centre Manager or the assessor's Internal Quality Assurer for additional clarification and potential informal resolution.

Timescales and Requirements:

- Informal resolution must be attempted within 5 working days of assessment decision
- No formal appeal will be considered until informal resolution has been attempted
- Documentation of informal resolution attempt required for any subsequent formal appeal
- Reasonable adjustments provided for learners who need additional support with communication

Stage 2: Formal Internal Appeal (5-15 Working Days)

Formal Appeal Submission: If informal resolution does not achieve a satisfactory outcome, learners may submit a formal written appeal using the MGTS Learner Appeal Form. The appeal must be submitted within 10 working days of the assessment decision date.

Appeal Submission Requirements:

- **Completed appeal form:** Using official MGTS template with all required information
- **Clear grounds stated:** Specific reasons for appeal with reference to assessment standards
- **Supporting evidence:** Any relevant documentation, witness statements, or additional evidence
- **Previous resolution attempt:** Evidence of informal resolution attempt and outcome
- **Reasonable adjustments:** Any accessibility requirements for the appeals process

Investigation Process:

- **Independent investigation:** Conducted by Centre IQA with no involvement in original assessment
- **Evidence review:** Comprehensive review of assessment evidence, standards, and procedures
- **Stakeholder consultation:** Discussions with assessor, learner, and relevant witnesses
- **Standards verification:** Confirmation that assessment was conducted according to awarding body requirements
- **Documentation compilation:** Detailed investigation report with findings and recommendations

Decision and Communication:

- **Written response:** Comprehensive written response provided within 10 working days of appeal receipt
- **Decision rationale:** Clear explanation of investigation findings and appeal decision
- **Evidence summary:** Summary of evidence considered and standards applied
- **Next steps:** Information about further appeal rights including external options
- **Process improvements:** Details of any changes to assessment procedures resulting from appeal

Appeal Outcomes:

- **Appeal upheld:** Assessment decision changed with revised grade/outcome communicated to learner and awarding body
- **Appeal partially upheld:** Some aspects of appeal accepted with appropriate remedial action
- **Appeal not upheld:** Original assessment decision confirmed with detailed explanation
- **Procedural issues identified:** Assessment procedures improved regardless of appeal

outcome

Stage 3: External Quality Assurer Review (15-25 Working Days)

External Escalation Criteria: If the learner remains dissatisfied after Stage 2, or if the appeal involves serious allegations about assessment integrity, the appeal will be escalated to the relevant External Quality Assurer (EQA) or awarding body representative.

External Review Process:

- **EQA notification:** Formal notification to relevant External Quality Assurer with full case documentation
- **Independent review:** EQA conducts independent review of assessment decision and internal appeals process
- **Evidence evaluation:** Comprehensive evaluation of all assessment evidence and procedural compliance
- **Stakeholder engagement:** Direct communication with learner and MGTS staff as required
- **Standards verification:** Confirmation of compliance with awarding body assessment requirements

EQA Decision Authority:

- **Final internal decision:** EQA provides binding decision on assessment and appeals process
- **Remedial action:** EQA may require changes to assessment decisions or procedures
- **Awarding body escalation:** EQA may escalate serious cases to awarding body head office
- **Centre support:** EQA provides guidance to MGTS on procedural improvements
- **Documentation requirements:** EQA decision formally documented for all parties

Stage 4: Awarding Body Appeal (25+ Working Days)

Direct Awarding Body Appeal: Learners retain the right to appeal directly to the awarding body if they remain dissatisfied after internal and EQA review processes. MGTS will facilitate this process and provide all necessary documentation.

Awarding Body Specific Procedures:

- **City & Guilds:** Appeals submitted through City & Guilds Customer Service with specific forms and evidence requirements
- **EAL:** Appeals processed through EAL Quality Assurance team with technical documentation requirements
- **OAL:** Appeals handled through OAL Appeals Panel with structured review process
- **Pearson:** Appeals submitted through Pearson Quality Assurance with comprehensive evidence review

MGTS Support Role:

- **Documentation provision:** Complete case file provided to awarding body including all assessment evidence
- **Procedural compliance:** Confirmation that MGTS internal procedures were followed correctly
- **Cooperation:** Full cooperation with awarding body investigation and requirements
- **Implementation:** Implementation of any awarding body decisions or requirements
- **Learning integration:** Integration of awarding body feedback into MGTS quality improvement processes

7. GROUNDS FOR APPEAL

Learners may appeal assessment decisions on the following grounds, which apply across all awarding body qualifications and assessment types:

Assessment Process Irregularities:

- Assessment was not conducted in accordance with MGTS regulations and/or awarding body assessment guidance
- Incorrect or inappropriate assessment methods were used for the qualification requirements
- Assessment environment or conditions were inappropriate or compromised assessment integrity
- Assessor did not follow published assessment criteria or marking schemes
- Assessment was conducted by an assessor without appropriate qualifications or authority

Administrative and Procedural Errors:

- Administration error occurred during the assessment process affecting outcome
- Incorrect assessment materials or outdated criteria were used
- Assessment evidence was lost, damaged, or incorrectly processed
- Grades or marks were incorrectly calculated or transcribed
- Assessment feedback was not provided in accordance with awarding body requirements

Mitigating Circumstances:

- Medical or other extenuating circumstances arose during assessment which affected performance
- Learner was not aware of relevant support or reasonable adjustments available
- Unforeseen circumstances beyond learner control impacted assessment performance
- Relevant information about learner needs was not communicated to assessor
- Assessment took place despite learner being unfit to participate

Assessor Conduct Issues:

- Inappropriate or irregular behaviour on the part of the assessor during assessment
- Bias or discrimination affected assessment decision-making
- Conflict of interest was not declared or managed appropriately
- Professional misconduct impacted assessment integrity
- Assessor failed to provide appropriate reasonable adjustments

Quality Assurance Failures:

- Internal quality assurance processes were not followed correctly
- Standardisation activities were inadequate or absent
- Assessment standards were applied inconsistently compared to other learners
- Awarding body requirements were not implemented correctly
- Appeals process was not made available or communicated appropriately

8. EVIDENCE AND DOCUMENTATION REQUIREMENTS

Learner Evidence Submission:

Learners submitting appeals must provide comprehensive evidence to support their case, including relevant documentation, witness statements where appropriate, medical evidence for health-related claims, and specific details of the circumstances leading to the appeal.

MGTS Documentation Requirements:

MGTS will provide complete documentation for all appeals including original assessment briefs and criteria, learner submission and evidence, assessor feedback and grades, internal quality assurance records, and any relevant communications or procedural documentation.

Confidentiality and Data Protection:

All appeals documentation will be handled in accordance with MGTS Data Protection Policy, with appropriate confidentiality maintained throughout the process and secure storage and handling of all personal and assessment information.

Record Retention:

Appeals records will be maintained for inspection by awarding bodies for a minimum of 3 years following resolution, with comprehensive documentation of process stages, decisions, and outcomes maintained for quality improvement and regulatory compliance purposes.

9. REASONABLE ADJUSTMENTS IN APPEALS PROCESS

MGTS recognises that some learners may require reasonable adjustments to access the appeals process effectively, and will provide appropriate support to ensure fair access to appeals procedures.

Communication Adjustments:

Alternative format documentation including large print, electronic formats, or audio recordings will be provided where required. Additional time for appeal submission and response will be granted where justified by individual circumstances.

Advocacy and Support:

Learners may be accompanied by a friend, family member, or advocate during appeals meetings, with interpreter services arranged where language barriers exist and specialist support provided for learners with learning difficulties or disabilities.

Process Adjustments:

Flexible meeting arrangements including telephone or video conferences will be provided where attendance is difficult. Alternative submission methods will be accepted where standard written appeals are not accessible.

Decision Communication:

Appeal outcomes will be communicated in accessible formats appropriate to individual learner needs, with face-to-face explanation provided where written communication is not sufficient.

10. TIMESCALES AND PROCESS MANAGEMENT**Stage 1 - Informal Resolution:**

- **Initiation:** Within 2 working days of assessment decision where possible
- **Discussion period:** Up to 3 working days for informal resolution attempts
- **Documentation:** Brief record completed within 1 working day of discussion
- **Escalation decision:** Learner notified of formal appeal rights within 1 working day

Stage 2 - Formal Internal Appeal:

- **Submission deadline:** Within 10 working days of assessment decision
- **Acknowledgement:** Written acknowledgement within 2 working days of receipt
- **Investigation period:** Investigation completed within 8 working days
- **Decision communication:** Written response within 10 working days of appeal receipt
- **Documentation:** Full case file completed within 2 working days of decision

Stage 3 - External Quality Assurer Review:

- **Escalation:** Within 5 working days of Stage 2 completion if learner remains dissatisfied
- **EQA response:** EQA response within 10 working days of case referral
- **Investigation period:** EQA investigation completed within 15 working days
- **Final decision:** EQA decision communicated within 20 working days of escalation
- **Implementation:** Any required changes implemented within 5 working days

Stage 4 - Awarding Body Appeal:

- **Referral:** MGTS facilitates awarding body referral within 5 working days of request
- **Documentation:** Complete case file submitted within 3 working days

- **Awarding body process:** Timescales as specified by individual awarding body procedures
- **Implementation:** MGMTS implements awarding body decisions within specified timescales
- **Follow-up:** Quality improvement actions implemented within agreed timescales

11. ROLES AND RESPONSIBILITIES

11.1 IQA Coordinator (Oliver Kolontari)

Policy Leadership:

- Overall responsibility for appeals policy implementation and compliance
- Coordination of appeals processes across all awarding bodies and qualification types
- Staff training and development on appeals procedures and requirements
- Quality assurance of appeals handling and decision-making processes
- Liaison with awarding bodies on appeals matters and procedural updates

Process Management:

- Oversight of all formal appeals and ensuring procedural compliance
- Assignment of appropriate investigation personnel for each appeal case
- Monitoring of appeals timescales and escalation where necessary
- Documentation review and quality assurance of appeals records
- Annual reporting on appeals activity and trends to senior management

11.2 Centre Managers

Local Appeals Management:

- Leading formal appeal investigations and managing the appeals process at centre level
- Ensuring learners are kept informed of progress at all stages of appeals
- Coordinating with assessors and IQAs to gather necessary evidence and documentation
- Making formal decisions on appeals outcomes within their authority
- Implementing appeals decisions and any required remedial actions

Stakeholder Communication:

- Communication with learners, parents/guardians, and employers about appeals progress
- Liaison with External Quality Assurers and awarding body representatives
- Coordination with MGMTS senior management on significant appeals cases
- Support for learners throughout the appeals process including signposting to additional support

11.3 Assessors and Tutors

Professional Cooperation:

- Full support for the appeals process through provision of necessary paperwork and evidence
- Participation in appeals investigations including providing detailed rationale for assessment decisions
- Cooperation with appeals panels and External Quality Assurers during review processes
- Implementation of any changes resulting from appeals decisions or procedural improvements

Documentation Standards:

- Maintenance of comprehensive assessment records to support potential appeals
- Clear documentation of assessment decisions with detailed feedback and evidence trails
- Prompt provision of assessment documentation when appeals are submitted
- Participation in post-appeal review and improvement activities

11.4 Learners

Appeal Preparation:

- Provision of necessary information and evidence to enable appeals panels to make fair decisions
- Engagement with informal resolution processes before submitting formal appeals
- Compliance with appeals timescales and procedural requirements
- Cooperation with investigation processes and provision of additional information when requested

Rights and Responsibilities:

- Right to fair and impartial consideration of appeals with reasonable adjustments where needed
- Responsibility to submit appeals in good faith with genuine grounds for concern
- Right to advocacy and support throughout the appeals process
- Responsibility to engage constructively with resolution processes

11.5 Quality and Compliance Manager (Jordan Geoghegan)

Oversight and Compliance:

- Strategic oversight of appeals policy implementation and effectiveness
- Monitoring of appeals compliance across all awarding body relationships
- Integration of appeals processes with overall quality management systems
- Liaison with senior management and Board of Trustees on appeals performance
- External audit and inspection support relating to appeals procedures

12. QUALITY IMPROVEMENT AND LEARNING

Appeals Analysis and Review: MGTS conducts regular analysis of appeals trends and outcomes to identify opportunities for quality improvement. This analysis includes review of common appeal grounds, assessment procedure effectiveness, staff training needs, and awarding body feedback on MGTS appeals management.

Process Improvement: Appeals outcomes are used to improve assessment procedures, staff training programmes, learner communication, and quality assurance processes. Regular consultation with learners, staff, and awarding bodies ensures continuous improvement in appeals management.

Staff Development: Appeals cases provide valuable learning opportunities for staff development, with case studies used in training programmes, best practice sharing across centres, and individual development planning for assessment staff.

Stakeholder Feedback: Regular feedback is sought from learners, employers, and awarding bodies on the effectiveness of MGTS procedures, with feedback used to improve accessibility, efficiency, and quality of appeals management.

13. EXTERNAL APPEALS AND REGULATORY COMPLIANCE

Awarding Body Escalation: MGTS will facilitate learner appeals to awarding bodies where internal processes have been exhausted or where serious concerns about assessment integrity require direct awarding body involvement. Complete documentation and full cooperation will be provided for all external appeals.

Regulatory Reporting: Significant appeals outcomes and procedural issues will be reported to relevant regulatory bodies including Ofsted, ESFA, and IfATE where required. Appeals data will be included in annual self-assessment reports and regulatory returns.

Legal Compliance: All appeals procedures comply with relevant legislation including Equality Act 2010, Data Protection Act 2018, and Consumer Rights Act 2015. Legal advice will be sought for complex appeals cases or where legal challenge is threatened.

Insurance and Risk Management: Professional indemnity insurance covers appeals-related activities, with comprehensive risk assessments maintained for appeals procedures and appropriate insurance notification for significant appeals cases.

14. SUPPORT SERVICES AND RESOURCES

Learner Support: Comprehensive support is available for learners throughout the appeals process including advocacy services, emotional support and counselling, academic guidance and advice, and liaison with external agencies where appropriate.

Staff Support: Staff involved in appeals receive appropriate support including training and development, peer support and mentoring, professional development opportunities, and access to professional bodies and external advice.

Resource Allocation: MGTS allocates adequate resources for effective appeals management including dedicated staff time for appeals investigation, administrative support for documentation and communication, training and development resources, and technology systems for appeals tracking and management.

15. MONITORING AND EVALUATION

Performance Monitoring: MGTS monitors appeals performance through comprehensive key performance indicators including appeals volumes and trends, resolution timescales and effectiveness, learner satisfaction with appeals processes, and awarding body feedback on appeals quality.

Annual Review: Comprehensive annual review of appeals policy and procedure effectiveness is conducted, including analysis of appeals outcomes and trends, stakeholder feedback evaluation, benchmarking against sector best practice, and identification of improvement opportunities.

Continuous Improvement: Regular improvement activities include staff training updates based on appeals experience, procedure refinements to improve efficiency and accessibility, enhancement of learner communication and support, and strengthening of quality assurance processes.

16. CONTACT INFORMATION

For queries regarding this policy and/or procedure:

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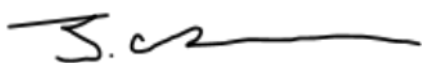
This policy demonstrates MGTS's commitment to fairness, transparency, and learner rights across all our qualification delivery. We recognise that effective appeals procedures are essential for maintaining learner confidence, assessment integrity, and regulatory compliance across all our awarding body partnerships.

Policy Owner: Quality & Compliance Manager

Date	Summary of Changes	Version:	Author (Updated by):
01 September 2025	New policy implemented – all other versions of this policy have now been superseded	1.0	Jordan Geoghegan Quality & Compliance Manager

Next Review: See Document Control Register

Policy Approved By:

A handwritten signature in dark ink, appearing to read 'J. Geoghegan', with a long horizontal flourish extending to the right.

Jordan Geoghegan
Quality and Compliance Manager
01.09.2025