

Appeals Policy

Appeals Procedure

Delegates are advised to inform the Centre Tutor of any extenuating circumstances which may have an impact on their examination performance. Wherever possible, this information will be brought to the attention of the Board of Examiners at the appropriate time.

All learners have the right to question a decision or judgement and to challenge any outcome made. Grounds for appeal include (but are not limited to):

- Belief that policies or procedures were not correctly followed.
- The emergence of new medical or supporting evidence that could have influenced a previous decision.
- Concerns that examiner feedback was incorrect, unclear, or unfair.

All decisions must be made fairly, consistently, and based on valid, documented judgements. Learners are entitled to challenge these decisions through a formal appeal.

If TaylorITEX CIC wishes to submit an appeal to the Awarding Body (AIM or NOCN) on behalf of a learner, the learner's written consent must first be obtained. The learner must be informed that any appeal to AIM or NOCN may result in a change to their achievement grade—either upwards or downwards.

Before an appeal can be made to AIM or NOCN, the full internal appeals process must be completed. AIM or NOCN will require documentary evidence of this internal process before investigating further.

Please note: it is the learner's responsibility to check their own examination results.

How to Appeal

If a learner wishes to appeal, a written application must be submitted to the Centre Contact within 14 days of the date of the examination.

A written response will be provided within 10 working days of receipt of the appeal.

Where deemed necessary, a meeting will be arranged to discuss the matter further. This will involve:

- A minimum of two Centre Contacts.
- The learner, who may be accompanied by a colleague or representative.

Details of the meeting—such as the time, date, and names of the Appeals Panel—will be communicated in writing (sent via Recorded Delivery).

Learners must respond within 3 working days to confirm their attendance and the attendance of any accompanying individual.

How to Appeal (cont.)

The meeting will be minuted, and a full report will be submitted to the Board of Examiners.

If the learner does not attend, the Appeals Panel will decide whether to proceed as planned or to reschedule.

The outcome of the meeting will be communicated to the learner in writing within 3 working days.

All documentation related to the appeals process will be retained for 3 academic years.

The overall responsibility for managing the appeals process rests with the **Director of Services, Michale Taylor**, who may delegate the task to a suitably trained senior staff member. This ensures all appeals are handled fairly and without bias.

Policy Review

This policy will be reviewed annually, or more frequently if new guidance, regulations, or circumstances arise.

Signed:



Date: 22 July 2025