TaylorITEX CIC
APPEALS POLICY

Version 8 • August 2026

Fair • Transparent • Impartial

Section 1 – Document Control

Document Information

Document Title	Appeals Policy
Organisation	TaylorITEX CIC
Document Owner	Executive Director – Michael Taylor
Responsible Officer	Executive Director – Michael Taylor
Version	8
Effective Date	August 2026
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Review Frequency	Annually, or sooner where awarding organisation, regulatory or organisational requirements change
Policy Status	Approved
Applies To	Learners undertaking TaylorITEX CIC learning, assessment or qualifications, and staff involved in relevant decisions

Version History

Version	Date	Author	Summary of Changes
7	22 July 2025	TaylorITEX CIC	Previous approved Appeals Policy
8	August 2026	TaylorITEX CIC	Streamlined and broadened beyond examinations. Clarified grounds, stages, impartial review, timescales, external escalation and records.

Policy Approval

This policy has been approved by the Directors of TaylorITEX CIC. The latest approved version will replace all previous versions.

Section 2 – Purpose & Principles

2.1 Purpose

TaylorITEX CIC is committed to fair, consistent and transparent assessment and decision-making. Learners have the right to question and, where appropriate, formally appeal a decision that affects their assessment, examination result or achievement.

2.2 Principles

Appeals will be considered impartially, without disadvantage to the learner for raising a genuine concern. Decisions will be based on available evidence, applicable assessment criteria, procedures and awarding organisation requirements.

Section 3 – Grounds for Appeal

An appeal may be made where there are reasonable grounds to believe that:

- A relevant policy, procedure or assessment process was not followed correctly.
- Assessment or examination criteria were applied incorrectly or inconsistently.
- Relevant new evidence has become available that could reasonably have affected the original decision.
- There was a material administrative or procedural error.
- There is evidence of bias, unfair treatment or another circumstance that may have affected the decision.

Simply disagreeing with a properly reached academic or professional judgement will not normally, by itself, be sufficient grounds to overturn a decision.

Section 4 – Appeals Process

4.1 Stage 1 – Informal Resolution

Where appropriate, learners should first raise the matter promptly with their tutor or assessor so that the decision and supporting evidence can be explained and any straightforward error corrected.

4.2 Stage 2 – Formal Appeal

If the matter is not resolved, or informal resolution is inappropriate, the learner should submit a written appeal to TaylorITEX CIC within 14 calendar days of being notified of the decision. The appeal should identify the decision being challenged, the grounds for appeal and any supporting evidence.

TaylorITEX CIC will acknowledge and review the appeal and normally provide a written response within 10 working days. If additional time is reasonably required, the learner will be informed.

4.3 Stage 3 – Independent Review / Meeting

Where further consideration is required, the appeal will be reviewed by a person, or panel where appropriate, who has not been directly responsible for the original decision and has no relevant conflict of interest.

The learner may be invited to a meeting and may be accompanied by a colleague, supporter or representative. Relevant evidence will be considered and an appropriate record of the review or meeting will be retained.

4.4 Outcome

The learner will be informed in writing of the outcome and reasons, normally within 5 working days of the review or meeting. The outcome may confirm the original decision, amend it, require reassessment or further review, or identify another appropriate corrective action.

Section 5 – Awarding Organisation Appeals

5.1 External Escalation

Where the matter relates to an externally regulated qualification or assessment, the relevant Awarding Organisation's appeals arrangements will apply after TaylorITEX CIC's internal appeals process has been completed.

If TaylorITEX CIC submits an external appeal on a learner's behalf, the learner's written consent will be obtained first. The learner will be advised that an external review may confirm or change an assessment or achievement outcome, including where permitted by the Awarding Organisation.

TaylorITEX CIC will provide evidence of the internal appeal where required. Learners remain responsible for checking their own examination or qualification results.

Section 6 – Responsibilities, Records & Confidentiality

6.1 Responsibility

The Executive Director has overall responsibility for the appeals process and may delegate an appeal to a suitably competent person. No person should determine an appeal where they were materially involved in the original decision or have a conflict of interest.

6.2 Records

Appeal records, evidence, decisions and relevant correspondence will be retained securely for at least three academic years, or longer where an Awarding Organisation, funding body, contract or legal requirement specifies.

6.3 Confidentiality

Appeals will be handled sensitively and information shared only with those who need it to investigate, decide, administer or meet legitimate awarding organisation, audit or legal requirements.

Section 7 – Monitoring & Review

TaylorITEX CIC will monitor appeals for recurring issues or opportunities to improve assessment and quality assurance. This policy will be reviewed annually, or sooner where awarding organisation requirements, regulation, guidance or organisational arrangements change.

Question fairly • Review impartially • Decide transparently

Michael Taylor
Executive Director
TaylorITEX CIC