



Appeals Policy & Procedure

Version: 005
Published: August 2026
Review date: August 2027

Contents

1. Policy statement
2. Process
3. Escalation routes
4. Related policies
5. Appendix 1 – Appeal form

1. POLICY STATEMENT

A1 Education & Training mission is to provide vocational education and training programmes to a wide range of learners and employers. We aim to engage actively with learners and employers to identify their training needs and then to provide cost-effective, flexible, and high-quality training programmes that enables learners to achieve and progress. Our vision is to transform lives through Education, Growing the learner and ensuring our employers and learners gain vital knowledge, skills, and behaviours. Our mission and vision are underpinned by our core values which are doing the right thing, innovation through technology, excellence and being the best. It is through our people that we will achieve our vision. They are the most important asset in our business, as they bring to life what we do. All employees act as representatives of the Business and our employer brand. The success of a sector, function or department depends on the performance and behaviours of our people.

This document sets out the policy and procedure which will be followed where there is a disagreement relating to assessment decisions.

2. PROCESS

Appeals relating to assessment

In the event of a Learner not agreeing with either the results of the assessment or the method of the assessment, they have the right to appeal.

Stage 1

- The learner should appeal directly in the first instance to their assessor. It is hoped that this will resolve the problem. According to the severity of the problem, the assessor should report the matter to the internal verifier within five working days.

Stage 2

- If the problem is not resolved in discussion with the assessor, then the Learner and/or the Assessor should appeal to the internal verifier. The internal verifier should make judgement, within five working days. This and the outcome should be recorded and stored with A1 Education & Training for any future reference.

Stage 3

- In the event of the internal verifier not being able to resolve the issue, the A1 Education & Training should be informed who will consult with another internal verifier.

Stage 4

- If the issue remains unresolved the Learner may refer to the relevant awarding organisation for the qualification and ultimately to the qualification's regulator, Ofqual.

Learner Appeals Form

The completion and submission of the Learner appeals form initiates the **formal** Learner appeals procedure, for those who ask to appeal an assessment decision. Before submitting a formal appeal, you should discuss the matter with your tutor, and to seek to resolve the matter **informally**. If the matter remains unresolved, you may invoke the assessor formal appeals procedure.

Version: 005

Published: August 2026

Review date: August 2027

The appeal form must be submitted to A1 Education & Training (See attachment after the policy)

By email: appeals@a1-training.co.uk

In writing to: Becca Lander

A1 Education & Training
Grange House
Lancaster Road
Shrewsbury, Shropshire
England, UK, SY1 3JF

3. ESCALATION ROUTES

In the event a customer is not happy with the outcome and or resolution, they can contact the awarding organisation:

Highfields: [Home](#) | [Highfield \(highfieldqualifications.com\)](https://www.highfieldqualifications.com)

ICQ: [iCQ: an Ofqual, CCEA and Qualifications Wales regulated Awarding Organisation \(icanqualify.net\)](#)

If the customer remains dissatisfied with the outcome from the awarding organisation, they can contact the regulatory body:

Ofqual: [Home - Contact Ofqual](#)

4. RELATED POLICIES

- Assessment and verification
- Complaints
- Grievance
- IQA strategy
- Malpractice and maladministration
- Plagiarism

Appeal Form

1. About You

Full Name:	
Course:	
Address for correspondence:	
Tel no:	Mobile no:
E-mail:	

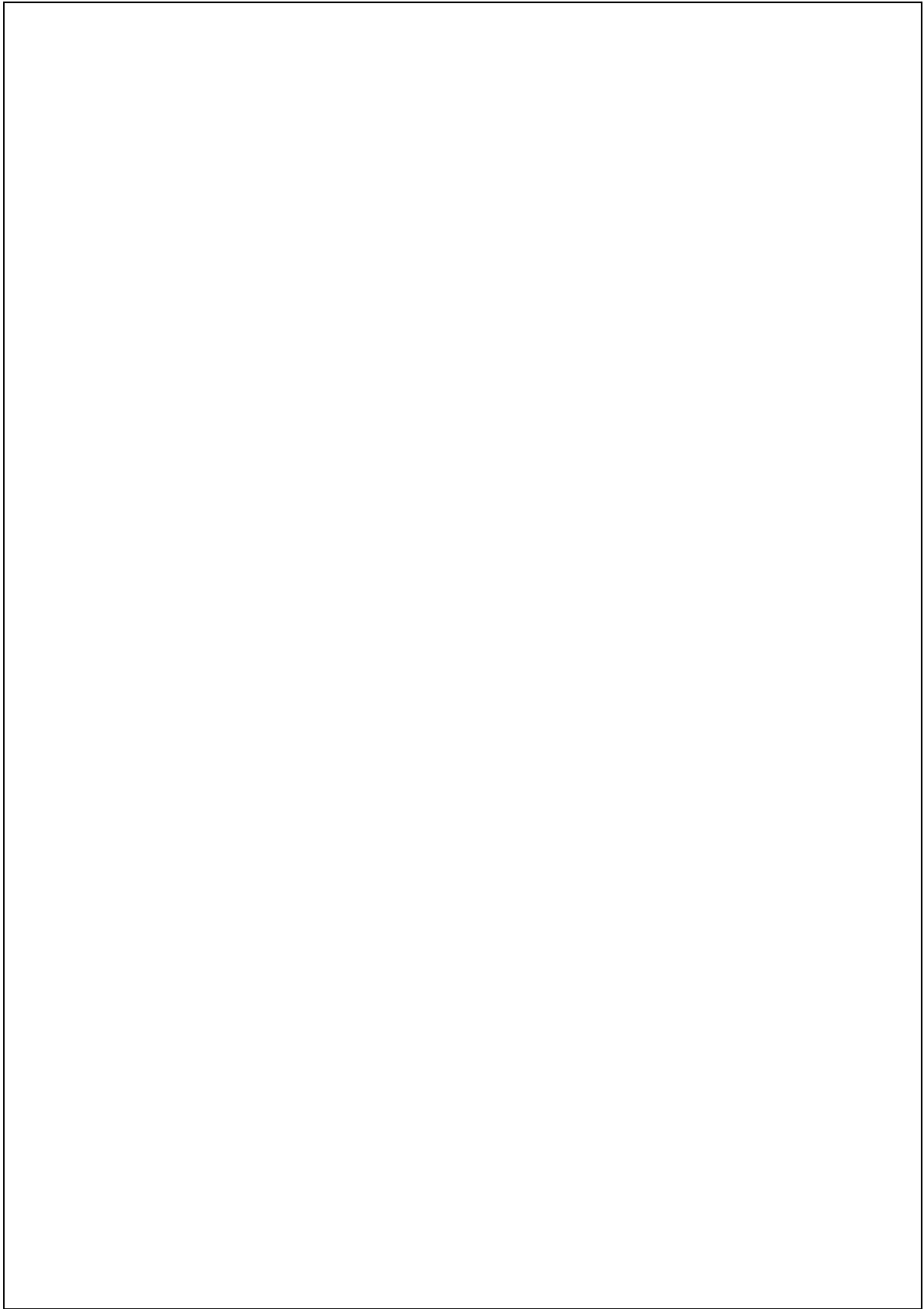
2. About Your Appeal

a) Please state the decision against which you are appealing	
b) Please tick the box(s) below to indicate on what grounds you are appealing:	
(i) There exists or existed circumstances affecting your performance of which, for good reason, assessor may not have been aware when the decision was taken, and which might have had a material effect on the decision.	
(ii) There has been a material administrative error or procedural irregularity in the assessment process or in putting into effect the regulations for the programme of study of such a nature as to cause significant doubt as to whether the decision might have been different if the error or irregularity had not occurred.	
(iii) There is evidence of prejudice or bias or lack of proper assessment on the part of one or more of the assessors.	
(iv) The training in respect of the work was unsatisfactory to the point that your performance was seriously affected.	
c) Please give details of your appeal here, including the date of the matter under appeal arising and your desired outcome.	

Version: 005

Published: August 2026

Review date: August 2027



d) Please indicate what supporting documentation you are submitting in support of your appeal (e.g. medical certificate, correspondence etc) and attach it to a hard copy of this form, duly signed.

e) Please outline any steps that you have already taken to address the issues raised in your appeal informally within your assessor.

Declaration:

I declare that the information given in this form is true.

Signed:

Date: