



LEARNER APPEALS POLICY

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Reviewer	Angel Knowles
Review Date	September 2026
Next Review Date	September 2027

About

All learners have the right to challenge the outcomes of their assessment decisions, if they consider the assessment has not been carried out properly.

This policy is provided for ELKOLET Charity service users, including learners and staff members who are using or delivering the courses and qualifications that ELKOLET offer.

This policy is available for all staff members, third parties and learners to access.

Staff and tutors in the management, delivery, assessment and quality assurance of TQUK qualifications and learners undertaking these qualifications, will be made fully aware of the contents of the policy.

Review of the policy

The IQA will review the policy annually and revise it as and when required in response to user and stakeholder feedback, changes in practices, actions required by TQUK or changes in legislation. Our review will ensure that our procedures continue to be consistent with the regulatory criteria and are applied properly and fairly in arriving at judgements.

Grounds for an appeal

Appeals can be made about an assessment or any other decision made by our tutors or staff, or by the Awarding Body (AO) that we use, TQUK.

This can include:

- Quality/results of assessment
- Decisions for reasonable adjustments or special considerations
- Administration errors
- Withdrawal of certification or actions plans resulting from monitoring audits
- Decisions relating to any action following a malpractice/maladministration investigation

Learners have the right to appeal against assessment decisions if they think:

- An incorrect assessment decision
- Conduct of the assessment
- Adequacy of the range, nature and comprehensiveness of the evidence when set against the national standards and evidence

requirements

- The opportunities offered in order to demonstrate competence of attainment
- Access to assessment
- Process of assessment
- Access to Internal Verification
- The handling of an appeal
- Administrative issues e.g. failure to register/apply for certification

If a Learner is not satisfied with the outcome of this appeal process then they can appeal to the Awarding Body of the qualification studied. Only people who have appropriate competence and no personal interest in the decision being appealed will make appeal decisions. All Learners, Tutors and Staff will be given information about the appeals process and how to access the policy.

A Formal Appeal to TQUK is the process through which an Appellant can dispute that TQUK have applied procedures fairly, appropriately and in line with its policies. For a Formal Appeal to be successful, the Appellant must prove on the balance of probability that TQUK has not acted in line with its procedures in fairly arriving at a judgement. The Appellant must have genuine cause to believe TQUK has not followed its procedures and will have to explain the reasons why they believe this.

As a recognised centre ELKOLET may appeal when it has genuine cause to believe TQUK has:

- Made an administrative error
- Made an unreasonable exercise of academic judgement
- Failed to consistently apply its procedures.

For more information regarding TQUK's Appeals Policy, visit,
<https://www.tquk.org/policies-procedures>

Extenuating circumstances

Extenuating circumstances are those which have significant impact on the learner's ability to attend or complete the assessment. These circumstances are exceptional, outside of the learner's control and occurred during or shortly before the assessment in questions.

Below are examples of extenuating circumstances which would and would not be accepted.

Acceptable Extenuation Circumstances	Extenuating Circumstances which would not be accepted
Temporary ill health/ hospital in-patient/ accident	Medical appointments e.g. GP, Dentists,
Bereavement of a near relative at the time of the assessment	Bereavement which occurred more than 6 months before the assessment
Significant adverse family circumstances	Holidays and family celebrations
Significant adverse personal circumstances e.g. sudden illness, car accident, clash with another exam	sporting / music / learning to drive commitments students not managing their time appropriately
significant adverse domestic upheaval e.g. burglary, fire, eviction	moving house
significant travel disruption, severe weather conditions e.g. heavy snow	missing a bus / train
attendance at court	failure of personal IT devices e.g. USB, or pen not working,
Examination disruption or exam circumstance that was reported to the Awarding Body by the chief invigilator.	Oversleeping and missing the set date and time of the assessment

Records

We will keep records of all appeals dealt with and submit information on the Awarding Bodies as required.

Submitting an Appeal

An appeals form must be submitted to ELKOLET with all relevant information, including the reasons for appeal and all supporting evidence. This must be submitted within 10 days of the situation giving rise to the appeal.

An appeals form may be requested, by email, from the Administration Manager at info@elkolet.com

All forms must be submitted in writing and addressed to:

Administration Manager,
The ELKOLET Centre,
Mill Lane,
Alton,
GU342QG

Dealing with and Appeal

Appellants will receive an acknowledgement from us within five working days.

We will then:

- Log the appeal
- Complete an investigation within 20 working days of receiving the query
- Tell the appellant the result detailing the reasons for this and their right to request an appeal review by the Awarding Organisation.
 - Upheld – detailing the action(s) to be taken and who by
 - Not Upheld

In the case of assessment decisions, our IQA will focus on whether the procedures were:

- Consistent with the appropriate Conditions of Recognition
- Applied properly and fairly when making assessment decisions

If we find a discrepancy, we will inform the appellant and the Awarding Organisation and issue a corrected result to the Learner.

Appeals review

If an appeal is not upheld and the appellant is unhappy with the outcome they can ask the appropriate Awarding Organisation to review this policy, procedure, conduct and decision. We will provide the appellant with the appropriate appeals policy, procedure and forms.

Appeal Outcome affects learners

If an appeal outcome throws doubts on the other results we will also investigate these results. We will do everything we can to protect the interests of all Learners and the integrity of the units and/or regulated qualifications. We will cooperate fully with the Awarding Body in any follow-up investigations and agreed remedial action, including:

Identifying other Learners affected

- Arranging for all affected Learners' evidence to be reassessed by another Assessor
- The Assessor will be suspended until the review is completed and any identified re-training has been attended

- Co-operate with the Awarding Body and provide all evidence as requested
- Amend original judgements and provide revised documents as required
- Arrange for an external quality assurance visit from the Awarding Body to be made
- Action any improvement plans identified by the external quality assurance review

Assessment methods challenged because of an appeal

If the validity of a particular assessment method is challenged as a result of an appeal we will refer this to the Awarding Body and cooperate with any actions they stipulate.