

## APPEALS PROCEDURE

The following sets out the appeals procedure for Skills Beyond. This procedure covers the process for raising appeals against an academic judgement or assessment decision that has been made.

Should a learner feel that proper processes have not been followed or that the academic judgements or assessment decisions have not been made in accordance with the regulations of the programme of learning, then they may appeal to Centre Manager via one of the following methods.

Call: 07740305170

Email: Michelle.lower@skillsbeyond.co.uk

Write to: Mrs M Lower, Skills Beyond, 6 Old Station Close, Woodstone Village, Houghton-le-Spring, County Durham. DH46FB

Examples of areas where an appeal may be raised are as follows:

- if the learner believes that Skills Beyond has not applied our procedures properly, consistently and fairly
- if the learner is not satisfied with the conduct of the assessment and believes, has it disadvantaged them
- if the learner feels that the premises/environment for assessment has disadvantaged them

Should a learner wish to appeal against a decision made after a complaint has been investigated, then please refer to our Complaints Procedure.

When you contact us, please give your full name, contact details and a daytime telephone number along with:

- a full description of your appeal (including the subject matter and dates and times if known)
- any names of the people you have dealt with so far
- copies of any papers or letters to do with the appeal
- any other factors for consideration, such as any extenuating circumstances that the learner either did not address at the time, or that they believe were raised but not taken into consideration when the decision was made

Skills Beyond ask that you raise your appeal as soon as possible after the event so that we can investigate fully. We will acknowledge receipt of your appeal within 5 working days.

Appeals will be investigated and a review panel may be formed to reach a decision. We aim to investigate and respond to appeals within 5 working days.

This will be the final route of escalation within our company. Therefore, if you remain unhappy after following our own internal appeals procedure, please contact the awarding organisation directly.

The awarding organisation is Highfield Qualifications and their appeals policy is located on their website: <https://www.highfieldqualifications.com>

Alternatively, please speak to the Highfield Qualifications team on 01302 363277.

Should you address your appeal to Highfield Qualifications and remain unhappy with the outcome, you may then raise your appeal to the relevant qualification regulator. Either a representative of Skills Beyond or Highfield Qualifications will be able to offer you guidance on the appropriate qualification regulator in each instance and can provide contact details.

The following list of qualification regulators has been provided as additional guidance.

- SCQF qualifications - SQA Accreditation
- RQF qualifications:
  - delivered in Wales - Qualifications Wales
  - delivered in Northern Ireland - CCEA Regulation
  - delivered anywhere else – OFQUAL

Please note: SQA Accreditation cannot overturn academic judgements or assessment decisions.

If you have any queries about the contents of this policy, please contact Michelle Lower directly on 07740305170 or via email [michelle.lower@skillsbeyond.co.uk](mailto:michelle.lower@skillsbeyond.co.uk).