

# APPEALS POLICY

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## Policy statement

QFI is committed to providing a fair and transparent appeals service to centres and candidates (including apprentices) appealing against the outcome of assessments. This policy outlines how QFI deals with appeals.

## Scope

The policy applies to QFI approved centres/ training providers for administration on behalf of candidates/ apprentices.

## Responsibility

QFI's Accountable Officer has overall responsibility for ensuring that this policy is implemented.

## What this policy covers and how it will be implemented

### 1. When to appeal

An appeal can be made where QFI is perceived as not applying procedures consistently or following procedures properly and fairly. Appeals may be made about the following:

- The outcome of assessment, including external verification
- Decisions regarding reasonable adjustments
- Any action taken by QFI following investigations into incidents of malpractice or maladministration
- The outcome of the centre application process (new centres)
- The outcome of the adding qualification(s) process (existing centres)
- The outcome of monitoring activities, including any sanctions imposed
- The outcome of the end-point assessment, and/ or factors on the part of the QFI, it's assessment tools, appointed assessors/ Lead assessors that may have impacted upon this.

## 2. How to appeal

With the exception of appeals against the outcome of end-point assessment, all appeals must be made using the form at the annex and should only be made to QFI once the centre's internal procedures have been exhausted where applicable. Appeals may be submitted on behalf of individuals or groups.

Appeals must be made within **20 working days** of the date of the event that the appeal refers to. As much detail as possible should be submitted along with any supporting evidence available and the relevant fee that applies for appeals against assessment decisions.

An initial response to appeals will normally be made within **10 working days**, and the outcome communicated in writing within **30 working days** from the date that the appeal was submitted. Where the appellant is not content with the decision made they may appeal to the relevant regulatory body (SQA Accreditation in Scotland, Ofqual in England).

Where a referral is made to SQA Accreditation, they may undertake activities to assess the effectiveness of QFI's and/or the provider's appeals process to ensure they are in line with regulatory requirements. Where SQA Accreditation raises any concerns QFI and/or provider will take appropriate, preventative and/or corrective action to prevent re-occurrence.

## 3. Appeals against assessment outcomes

Where the appeal relates to the outcome of assessment, QFI will ensure independent review any assessment evidence concerned.

**Internally assessed qualifications** - QFI's internally assessed qualifications would involve a review of the work by an External Verifier. Where there is dissatisfaction with the outcome, or where assessments have already been externally verified prior to appeal, this will be referred to an external consultant with relevant expertise to make a final decision.

**End-point assessments** – an appeal may only be submitted once all components of the end-point assessment have been completed and a provisional grade applied by the assessor. Appeals must be submitted through the ACE360 system. The Lead assessor will review the assessment evidence and will not be informed of the decision of the first assessor. Where the assessment evidence has already been assessed by the Lead assessor as part of their sampling/ second review, this will be referred to an external consultant who will be unaware of the assessor's/ Lead assessor's decisions.

Where an appeal against assessment brings the outcome of other results into serious question this would be considered a potential 'adverse effect' as other candidates may be affected.

In such cases QFI will ensure that:

- Any other candidate/ apprentice who has been affected is identified;
- Effects are corrected or mitigated as far as possible; this may involve adjusting the outcome of assessments (pass/fail) and re-issuing results, or revoking certificates;
- Appropriate action is taken to avoid a re-occurrence; this may involve for example taking action against centres, assessors or internal verifiers and can be as severe as removing any approval if this is deemed necessary.

Note that where appeals have been referred to SQA Accreditation, assessment decisions or academic judgements will not be overturned. QFI ensures that any actions are monitored through its internal reporting process.

Where another awarding body identifies failures in its assessment process, QFI will review whether this impacts upon its own qualifications and if so follow the steps above.

#### **4. Requirements of approved centres**

QFI's approved qualification centres must operate an appeals policy for the benefit of candidates. The implementation of this may be monitored during centre visits. Guidance on the content of centre policies is provided in the Centre Handbook.

## ANNEX

### Appeals Form

Centre/ Training provider name:

Centre contact person:

Email address:

Phone number:

Qualification/ Standard that the appeal relates to:

Nature of appeal:

List persons/ candidates/ apprentices concerned:

List any other information attached with this form:

- Enclose the appeals fee (contact QFI for current fee)
- Note that this will be refunded if the appeal is upheld
- Email this form together with any associated evidence to [admin@qfi.org.uk](mailto:admin@qfi.org.uk)

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*[End of policy]*