

APPEALS POLICY AND PROCEDURE

Purpose

Haddon Training is committed to ensuring that all learners are assessed fairly, consistently, and in accordance with awarding-body, EPAO and regulatory requirements. This policy outlines how learners can challenge an assessment decision they believe to be incorrect or unfair, and sets out how Haddon Training will manage, investigate, and resolve such appeals. Our aim is to ensure transparency, protect learner rights, and uphold the integrity of all qualifications and apprenticeships delivered by Haddon Training.

Scope

This policy applies to all learners and apprentices enrolled on programmes delivered by Haddon Training and covers all forms of assessment carried out directly by Haddon Training, including workplace observations, portfolio assessment, internal marking, and decisions relating to assessment readiness.

It also applies to all Haddon Training staff involved in assessment, quality assurance, curriculum delivery, and learner support.

Please note:

If your appeal relates to an online examination that is set and marked externally, or an End Point Assessment (EPA) completed through an independent EPA organisation, there is no internal route of appeal within Haddon Training. In these situations, we can support you in requesting a re-mark or review; however, you must submit this request directly to the relevant awarding or endpoint assessment organisation. These organisations may apply a fee for re-marking or reviewing an assessment decision. Details of fees and instructions on how to submit an appeal can be found on the awarding organisation's website.

Grounds for Appeal

A learner may submit an appeal where they consider that an irregularity has occurred within the assessment process. This may include situations where established assessment procedures have not been correctly or consistently applied, where an administrative or procedural error is believed to have influenced the outcome, or where reasonable adjustments or special considerations may not have been appropriately implemented. An appeal may also arise if a learner believes they were not afforded a fair opportunity to demonstrate their competence, or that the assessment process was adversely affected by bias, discrimination, or any form of inequitable treatment. It should be noted, however, that an appeal cannot be made solely on the basis of disagreeing with the professional judgement of an assessor where all required procedures have been properly followed.

Responsibilities

Learners

- Raise concerns promptly and within the stated timelines
- Provide clear reasons and supporting evidence for an appeal
- Engage respectfully and constructively throughout the process

Assessors and Trainer-Coaches

- Apply assessment criteria consistently and fairly
- Provide clear feedback to learners
- Support informal discussions to resolve concerns at the earliest opportunity

Internal Quality Assurers

- Review appeals independently of the original assessment
- Ensure compliance with internal and external assessment requirements
- Provide clear, timely, written outcomes

Senior Management Team

- Undertake final reviews where escalation is required
- Ensure decisions are impartial and evidence-based
- Facilitate escalation to awarding-body procedures where appropriate

Accessibility and Support

Haddon Training is committed to ensuring that all learners have equitable access to the appeals process. No learner will be disadvantaged on the basis of disability, learning need, or any protected characteristic. All stages of the appeals process will be conducted in a fair, inclusive, and non-discriminatory manner, and reasonable adjustments will be provided where required, in line with our Equality, Diversity and Inclusion principles.

We will:

- Provide reasonable adjustments where required
- Offer support through Trainer-Coaches and Area Managers
- Accept appeals in alternative formats as appropriate or additional support mechanisms will be made available to ensure accessibility for all learners.

APPEALS PROCEDURE

Stage 1: Place the basis of your appeal in writing, including all associated evidence, records of assessment and documentation and forward to your Trainer-Coach to review. Your Trainer-Coach will respond within 7 days with the outcome.

If you remain dissatisfied, you can move to Stage 2:



Stage 2: Forward all of your appeal documents, including the response from your Trainer-Coach and the reasons you remain dissatisfied on to your IQA. Your IQA will respond within 14 days.

IQA for Education and Training Qualifications:

Sarah Waylett sarah.waylett@haddontraining.co.uk Tel: 07795834332

IQA for Skills, Work and Life Qualifications:

Sarah Waylett sarah.waylett@haddontraining.co.uk Tel: 07795834332

IQA for Animal Care Qualifications:

Kirsten Clements Kirsten.clements@haddontraining.co.uk Tel: 07795900735

Quality Lead and IQA for Equine Qualifications:

Sarah Waylett sarah.waylett@haddontraining.co.uk Tel: 07795834332

Functional Skills Qualifications:

Sarah Waylett sarah.waylett@haddontraining.co.uk Tel: 07795834332

IQA for Business Qualifications:

Jenny Guest jenny.guest@haddontraining.co.uk Tel: 07514733351

If you remain dissatisfied, you can move to Stage 3:



Stage 3: Forward all of your appeal documents, including the response from your IQA on to the Quality Manager. The Quality Manager will respond within 14 days.

Quality Manager:

Tanya Lyford tanya.lyford@haddontraining.co.uk Tel: 07880385078

This is the final stage of the internal Appeals Procedure, however if you remain dissatisfied you can move to:



Stage 4: If you have exhausted Haddon Training's internal Appeals Procedure you have the right to appeal directly to the relevant Awarding Organisation. The full details of how to do this can be located on the Awarding Organisations website:

City & Guilds: www.cityandguilds.com

1st4Sport: www.1st4sportqualifications.com

This will incur a fee from the Awarding Organisation



Should you address your appeal to the relevant Awarding Organisation and remain unhappy with the outcome you may then raise your appeal to the relevant qualification regulator. A representative of Haddon Training or the relevant Awarding Organisation will be able to offer you guidance on the appropriate qualification regulator in each instance and provide contact details.

OFQUAL: Qualification Regulator for RQF qualifications in England

Continuous Improvement

All appeals are reviewed periodically to identify trends, training needs, or procedural improvements. Insights are used to strengthen assessment practice and enhance learner experience across Haddon Training.

Policy Review

This policy is reviewed on an annual basis to ensure it remains compliant with current awarding-body requirements, regulatory expectations, and internal quality-assurance practices. Interim reviews may also be undertaken if there are significant changes to external regulations, awarding-body procedures, or internal operational processes.