



The Qualification Hub

Policy, Procedures and Documents

Appeals Policy

Version

1.0

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Reviewed By

TQH Board of Directors

thequalificationhub.com |



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Introduction

This policy is aimed at The Qualifications Hub customers, including learners, who are delivering/enrolled on or have taken an approved qualification or unit. It sets out the process you should follow when submitting appeals to us and the process we will follow when responding to enquiries and appeals.

It is also for use by our staff to ensure they deal with all appeals in a consistent manner.

Centre's responsibility

It's important that your staff involved in the management, assessment and quality assurance of our qualifications and your learners are aware of the contents of the policy.

In addition, you must have internal appeal arrangements which learners can access if they wish to appeal against a decision taken by your centre. If an individual wishes to appeal against a decision taken by a centre it must first of all go through the Centre's appeals process before bringing the matter to us.

Review arrangements

We will review the policy annually as part of our self-evaluation arrangements and revise it as and when necessary, in response to customer and learner feedback or requests from, or good practice guidance issued by, the regulatory authorities (eg to align with any appeals and complaints process established by the regulatory authorities such as CCEA Regulation/Ofqual).

If you would like to feedback any views, please contact us via the details provided at the end of this policy.

Fees

A minimal fee may be charged to cover administrative and HR costs when an appeal is submitted. This fee will be fully refunded if the appeal is successful.

Areas covered by the policy

This policy covers:



- Appeals from learners and/or centres in relation to an assessment decision on the basis that we did not apply procedures consistently or that procedures were not followed properly and fairly
- Appeals from centres in relation to a decision concerning a Centre's application to offer our qualification(s).
- Appeals from centres concerning the contents of a centre monitoring report.
- Appeals from centres and/or learners relating to a decision to decline a Centre's request to make reasonable adjustments or give special considerations
- Appeals from centres or learners in relation to the application by our us, of a sanction/action on a centre resulting from a verification visit or an investigation into malpractice or maladministration or a decision to amend a learner/set of learners' results following a malpractice or malpractice investigation
- Appeals from centres relating to a decision made by us following an investigation into a complaint about a centre.
- Appeals if you believe we have not applied our procedures consistently or that procedures were not followed properly, consistently and fairly.

Process for raising an appeal

You (and your learners) have 20 working days from the date we notified you of the decision you are appealing against in which to lodge an appeal against our decision - this includes assessment results; hence please advise your learners/staff to retain their course evidence until they receive their result.

If you appeal on behalf of your learners, you must ensure that you have obtained the written permission of the learner(s) concerned as grades/results can go down as well as up as a result of an investigation.

Learners who wish to appeal about their assessment results or about a related decision should either be supported by their centre and should have exhausted their Centre's own appeals process before appealing to us. In the latter case, learners must provide us with evidence that they have first appealed to their centre. It's expected that learners will only appeal directly to us in exceptional circumstances.

Centres should complete the Appeals form in The Hub in order to submit an Appeal on behalf of a learner and or the centre and in doing so supply relevant supporting information such as the following where relevant:

- learner's name and registration number
- date(s) you or the learner received notification of a decision
- title and number of the qualification affected, or nature of service affected (if appropriate)



- full nature of the appeal
- contents and outcome of any investigation carried out by you relating to the issue

Situations brought to our attention by the regulatory authorities

Where the regulators notify us of failures that have been discovered in the assessment process of another awarding organisation, we will review whether or not a similar failure could affect our own assessment processes and arrangements.

Initial review of the appeal details

Upon receipt of an appeal, our Head of Quality Assurance will acknowledge it within two working days via the system. We will aim to complete the initial review of the appeal within a reasonable timeframe, normally within 10 working days. Please note that in some cases the review may take longer, for example, if a centre visit is required. In such instances, all parties will be contacted and informed of the likely revised timescale.

At all times we will ensure staff assigned to the appeal investigation have the appropriate level of training and competence and they have had no previous involvement or personal interest in the matter. If the Head of Quality Assurance has an involvement in the appeal matter, they will not be responsible for allocating a member of staff to carry out the investigation or for overseeing and managing the investigation.

The first stage will be for us to undertake an initial, informal assessment of all potential appeals to ensure the application is complete and to ascertain if the issue can be resolved before it goes to a formal appeal. In all instances we will ensure that the person carrying out this initial check will not have a personal interest in the decision being appealed.

Following the initial review of the potential appeal we will write to the appellant (if it is from a centre this will be done via the creatiogreen system) with details of our decision to either:

1. amend our original decision in light of the new rationale/evidence being put forward and which has now been reviewed
2. to confirm we stand by our original decision and in doing so the rationale for this decision and request that you confirm, within 20 working days, whether you now accept this decision or if wish to formally proceed to our formal appeals process which will be carried out by an independent party.



Seeking an independent review

If you decide to proceed to the independent appeal stage, we will arrange for an independent review to be carried out.

This will be carried out by an individual who is not an employee of TQH, an assessor working on behalf of TQH, or otherwise connected with the organisation. They will also be someone with the relevant competence to make a decision in relation to the appeal and will have no personal interest in the decision being appealed.

The Independent Reviewer will review all the evidence which took place in the above stages and review if we've applied our procedures fairly, appropriately and consistently in line with our policy.

The independent review process may involve:

- a discussion with the appellant or the learner and our staff
- a request for further information from the appellant, the learner or our staff
- a centre visit by authorised staff.

The Independent Reviewer's decision is final in relation to how we will consider such appeals and we will let you know the outcome of the review within 20 working days of receipt of the third appeal via the appeal form you submitted in The Hub or via email/letter if you have appealed to us direct. If the centre/learner is still unhappy with the outcome at this stage they are entitled to raise the matter with the relevant qualification regulator (e.g. CCEA Regulation in Northern Ireland, Ofqual in England).

Successful appeals and/or issues brought to our attention by Ofqual

In situations where an appeal has been successful, or where an investigation following notification from Ofqual indicates a failure in our processes, we will give due consideration to the outcome and will as appropriate take actions such as:

- amend the profile of the centre concerned in the creatiogreen system
- identify any other learners who have been affected correct or, where it cannot be corrected, mitigate as far as possible the effect of the failure (eg and amend the results for the learner(s) affected following an appropriate investigation)
- review our associated processes and policies to ensure that the 'failure' does not occur again or mitigate the situation as far as possible if the failure that occurred cannot be corrected



We will also cooperate with any follow-up investigations required by the qualifications regulators and if appropriate agree any remedial action with them.

Summary of TQH Appeals Policy

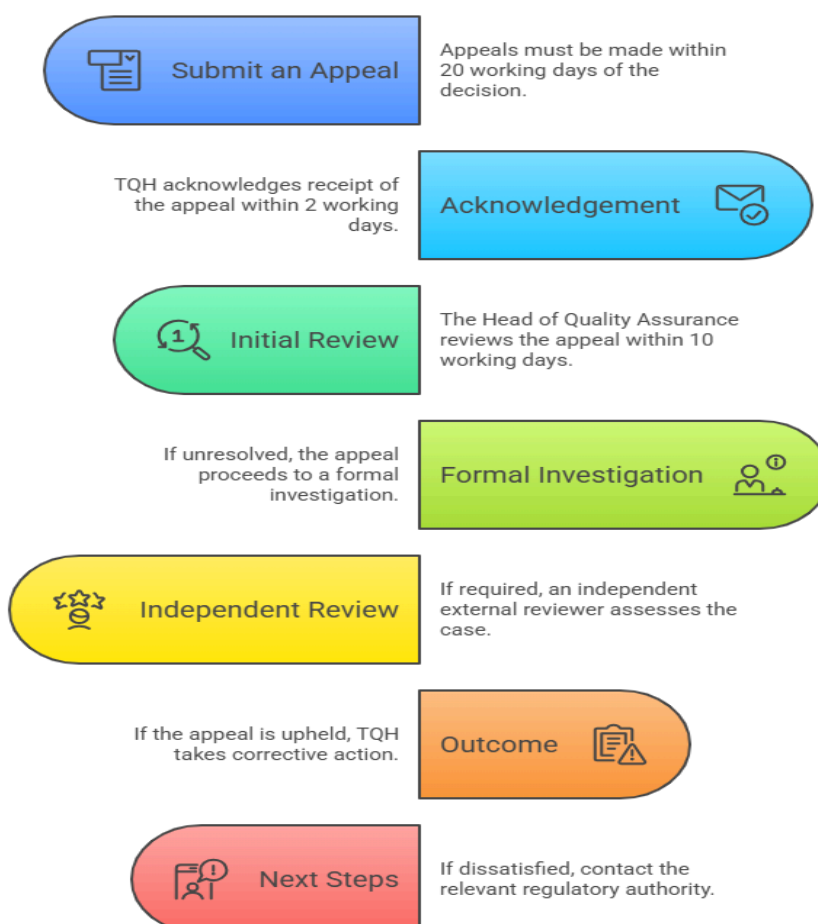
The Qualification Hub (TQH) aims to ensure all assessment and quality decisions are fair and consistent. Learners or centres may appeal if they believe correct procedures were not followed.

Appeals must be made within 20 working days of the decision. They are acknowledged within 2 working days, reviewed by the Head of Quality Assurance, and, if required, referred for an independent review.

A small administrative fee may apply but is refunded if the appeal is upheld. Where appropriate, TQH will take corrective action to prevent future issues.

If you remain dissatisfied after the independent review, you may contact the relevant regulatory authority (e.g. Ofqual or CCEA Regulation).

TQH Appeals Process sequence





Contact us

If you have any queries about the contents of this policy, please contact the Quality Assurance Team at qualityassurance@thequalificationhub.com

