



Adult Skills and Education

Guildhall – EC2P 2EJ

T: 02073 323918 / 07702821650 / 07864965540

www.cityoflondon.gov.uk/adultlearning



Appeals Procedure

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APPEALS PROCEDURE

It is our responsibility as a centre to ensure that all candidates are aware of the appeals procedure and have access to a responsive appeals procedure system. Our aim is to treat all learners fairly and consistently. However, if you disagree with a decision we have made, you can appeal against that decision.

Assessment procedure:

- Candidates should be made aware of assessment outcomes as soon as possible.
- Assessment of candidates' evidence is a continuous process with assessors giving constructive feedback at the time of the assessments.
- Assessors are expected to make a formal record of the assessment decisions. Feedback and records of the agreed assessment outcomes must be kept, dated and signed by the assessor.

Learners can appeal against the following:

- The assessment plan – the learner can appeal if they do not agree with the suggested methods, location, time and criteria.
- The assessment – the learner has the right to appeal if they feel that the assessment differed from what was agreed on the assessment plan, or they feel that they did not receive a fair assessment.
- The assessment decision – the learner can appeal if they feel the assessor's judgment was unfair.

Stage One

1. Where a candidate disagrees with the assessment given (s)he must explain the reasons for this to the assessor concerned as soon as possible. In most circumstances this will be immediately after receiving the assessment decision.
2. The assessor should consider the candidate's explanation and provide a response through:
 - a clear explanation or a repeat explanation of the assessment decision following a re-evaluation of the evidence
 - completion of Section 1 of the Candidate Appeal Form
 - amendment of the candidate's assessment record, if appropriate



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3. This should take place as quickly as possible and within 5 working days.
4. If the candidate agrees with the outcome at this stage then the appeal will not proceed further.
5. If the candidate is not happy with the outcome then the Appeal will proceed to Stage Two.

Stage Two

1. The assessor forwards to the IQA (IV) for the relevant Unit within 5 working days of Stage One:
 - The original assessment record and candidate evidence
 - Where appropriate, the Candidate Appeal Form, with Section 1 completed
2. The IV will reconsider the assessment decision, normally involving an evaluation of:
 - The candidate evidence and associated records
 - The assessor's rationale for the decision
 - The opinion of another assessor
 - The opinion of the candidate
3. The IV should complete Section 2 of the Candidate Appeal Form and provide the candidate with the reconsidered decision within 10 working days of receiving the appeal.
4. Where the candidate remains unhappy with the reconsidered assessment decision the Appeal must proceed to Stage Three.

Stage Three

If no resolution has been reached, at Stage Two the candidate should write to Barbara Hamilton, Head of Adult Skills and Community Learning, Dept of Community & Children's Services, City of London, 2nd Floor, PO Box 270, Guildhall, London EC2Y 2EJ. Providing full details of the complaint(s) including the steps that you have already taken to address the issue(s).



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If the complaint still remains unresolved through the training providers' own complaints procedure you should write to the awarding body's Conduct and Compliance team providing full details of the complaint(s) including the steps that you have already taken to address the issue(s).

The candidate should state whether or not there is any objection to the awarding body sending copies of correspondence received to the assessor and IQA.

For AAT courses:

Correspondence should be emailed to c&c@aat.org.uk or posted to Conduct and Compliance team, AAT, 140 Aldersgate Street, London EC1A 4HY.

The awarding Body will investigate the complaint(s) through the EQA and report them to AAT Education and Training Monitoring Panel.

For other nationally accredited courses:

The Appeals team will support the candidate in accessing the appeals process and contact details for the awarding body concerned.

Candidate Signature _____

Date _____

Assessor Signature _____

Date _____