



# **CILT(UK)**

## **Awarding Organisation**

### **Policy and procedures:**

### **Appeals**

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## **CILT(UK) Awarding Organisation Policy**

### **Appeals**

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# 1. Introduction

The purpose of this Policy is to outline how appeals are made by learners and Learning Partners and how these will be administered by CILT(UK) Awarding Organisation; and it has been designed to ensure that such requests are dealt with in a fair and consistent manner.

# 2. Scope

This policy applies to Appeals concerning CILT(UK) qualifications assessed through the Institute Assessment route related to:

- Outcomes of Enquiries About Results (EAR)
- Decisions regarding Reasonable Adjustments
- Decisions regarding Special Consideration
- Decisions relating to action taken by CILT(UK) Awarding Organisation with regard to a Learner or a Centre following an investigation into Malpractice or Maladministration
- Decisions related to a sanction (at Level 2 or above) imposed by CILT(UK) AO on a Learning Partner, specifically regarding withdrawal of its accredited status and / or right to certificate and / or register learners
- Stage 2 Appeals following a CILT(UK) Stage 1 Appeal outcome
- For the Centre Assessment route, this policy only applies after the learner has exhausted the Learning Partner's Appeals process, before contacting CILT(UK)

**Please note:** Appeals are only concerned with reviewing whether policy and procedures have been correctly followed during the relevant process. The Appeals process does not include further re-marking of learner scripts.

# 3. Regulatory Authorities' criteria

CILT (UK) is an awarding organisation recognised by The Office of Qualifications and Examinations Regulation (Ofqual) in England, Qualification Wales and the Council for the Curriculum, Examinations and Assessment (CCEA) Regulation in Northern Ireland.

In addition to statutory duties, this policy is intended to meet the relevant regulatory requirements as set out by Ofqual / QW / CCEA, and has been compiled with reference to current best practice, including guidance issued by the Joint Council for Qualifications (JCQ).

# 4. Appeal Stage 1 – Internal Review

Learners or Learning Partners that are dissatisfied with a decision in the categories outlined under **2. Scope**, may request an internal review.

## Rationale for Stage 1 Appeal

When making an internal review application, the learner must provide a rationale for the appeal:

- Reasonable grounds that the awarding organisation did not apply procedures consistently or that procedures were not followed properly and fairly

- Reasonable grounds that the evidence has been misinterpreted
- Further evidence that changes the basis of the decision.

**Please note:** Appeals are only concerned with reviewing whether policy and procedures have been correctly followed during the relevant process. The Appeals process does not include further re-marking of learner scripts.

If the applicant fails to provide sufficient grounds for the appeal, including supporting evidence within the stated timescale, CILT (UK) reserves the right to reject the application.

If CILT(UK) accept the grounds for appeal, payment will then be requested from the applicant. The appeal process will not proceed until payment has been received.

## 5. Process

An Internal Review consists of a review of relevant evidence by a senior CILT (UK) representative who has not had any previous involvement with or, personal interest in the matter.

For example, for an appeal related to Reasonable Adjustment, relevant evidence would be medical documentation and supporting information.

The review will take account of any additional written submission by the applicant and will focus on whether:

- CILT (UK) applied procedures consistently and that procedures were followed properly and fairly
- Any reasonable grounds that the evidence has been misinterpreted
- Any further evidence that changes the basis of the decision.

**NB:** For Appeals related to Centre-assessed route for CILT (UK) qualifications decisions, if the matter remains unresolved once the Learning Partner Appeals process is exhausted, the learner and the centre will be required to provide all relevant evidence to CILT (UK) before the case can be considered for appeal under this policy:

- The assessment task set by the Learning Partner that the Learner completed.
- The work/evidence submitted by the Learner in relation to this assessment task.
- All records of assessment and internal quality assurance.
- Contents and outcome of any investigation carried out by the Learning Partner or the Learner relating to the issue, including relevant correspondence
- Any other relevant evidence, e.g. medical evidence for Reasonable Adjustment and Special Consideration appeals

CILT(UK) representatives will not be subject matter experts but will have knowledge of the policies and procedures in question.

### Application form

The applicant must complete the CILT(UK) Appeals application form (stating 'Stage 1 Appeal' in the email subject line) and send it as an email attachment to: [ao@ciltuk.org.uk](mailto:ao@ciltuk.org.uk)

Post:

Appeals

CILT (UK) Awarding Organisation  
Earlstrees Court  
Earlstrees Road  
Corby  
Northamptonshire  
NN17 4AX

### Fee and payment

- Please see the current CILT (UK) fee schedule available here on the CILT(UK) website: [CILT - Qualifications \(ciltuk.org.uk\)](https://ciltuk.org.uk)
- For payment information please see the CILT(UK) Appeal Application form (available on CILT(UK) website here): [CILT - Qualifications \(ciltuk.org.uk\)](https://ciltuk.org.uk)

## 6. Timescales

An application for Internal Review must be made within **10 working days** of the date stated on the EAR notification letter

- Learners will receive an *acknowledgement* of an internal review within **5 working days** of receipt of the Stage 1 Appeal application.
- The outcome of an Appeal will be provided within **40 working days** from receipt of the Internal Review application and payment.
- **NB:** In the event that an Internal Review requires a more complex investigation, CILT(UK) may need longer than 40 working days to provide an outcome. In the event that this occurs, CILT(UK) will inform the Applicant as soon as possible.

## 7. Outcomes

The Stage 1 Appeal review will result in a written decision which will either reject or uphold the submission. CILT (UK) will then provide a written response in a letter sent by email.

If the Stage 1 Appeal review finds that policies and procedures have not been applied consistently, properly and fairly, the appeal will be upheld and the Stage 1 appeal fee will be refunded. CILT(UK)'s written response will outline the actions it will take to correct any issues identified, with timescales.

If the Stage 1 Appeal review finds that policies and procedures have been applied consistently, properly and fairly, the appeal will be rejected.

If the applicant remains dissatisfied after a Stage 1 Appeal, they may proceed to a Stage 2 Appeal.

If an applicant remains dissatisfied after the outcome of a Stage 1 Appeal, they may proceed to the Stage 2 Appeal stage. Applicants may not access the Stage 2 Appeal process without first exhausting the Stage 1 Appeal process.

## 8. Appeal Stage 2 – Independent Review

Learners or Learning Partners that remain dissatisfied with a Stage 1 Appeal outcome, may request a Stage 2 Appeal. When making an internal review, the learner must provide grounds for the Appeal.

## Rationale for Stage 2 Appeal

When making an independent review application, the learner must provide a rationale for the appeal, above and beyond the grounds for the Stage 1 Appeal:

- Reasonable grounds that the awarding organisation did not apply procedures consistently or that procedures were not followed properly and fairly
- Reasonable grounds that the evidence has been misinterpreted
- Further evidence that changes the basis of the decision.

**Please note:** Appeals are only concerned with reviewing whether policy and procedures have been correctly followed during the relevant process. The Appeals process does not include further re-marking of learner scripts.

If the applicant fails to provide sufficient additional grounds for the Stage 2 appeal, including supporting evidence within the stated timescale, CILT (UK) reserves the right to reject the application.

If CILT(UK) accept the grounds for appeal, payment will then be requested from the applicant. The appeal process will not proceed until payment has been received.

## 9. Process

In accordance with regulatory requirements, a Stage 2 Appeal consists of a review by a least one independent person:

- The final decision in respect of the outcome of an appeal to involve at least one decision maker who is not an employee of the awarding organisation, an Assessor working for it, or otherwise connected to it
- Who has no personal interest in the decision being appealed,
- Who is a person with appropriate competence to undertake the review
- At minimum of one CILT (UK) senior representative not involved in the original event or the Stage 1 Appeal will also participate.

The review will take account of the evidence generated by the original event, the Stage 1 Appeal and any additional written submission of the applicant for the Stage 2 Appeal. It will focus on whether:

- CILT (UK) applied procedures consistently and that procedures were followed properly and fairly
- Any reasonable grounds that the evidence has been misinterpreted
- Any further evidence that changes the basis of the decision.

**NB:** For Stage 2 Appeals related to Centre-assessed route for CILT (UK) qualifications decisions, if the matter remains unresolved once the Learning Partner Appeals process is exhausted, the learner and the centre will be required to provide all relevant evidence to CILT (UK) before the case can be considered for appeal under this policy:

- The assessment task set by the Learning Partner that the Learner completed
- The work/evidence submitted by the Learner in relation to this assessment task
- All records of assessment and internal quality assurance



- Contents and outcome of any investigation carried out by the Learning Partner or the Learner relating to the issue, including relevant correspondence
- Any other relevant evidence, e.g. medical evidence for Reasonable Adjustment and Special Consideration appeals.

The CILT(UK) and independent representatives will not be subject matter experts but will have knowledge of the policies and procedures in question.

### Application form

The applicant must complete the CILT(UK) Appeals application form (stating 'Stage 2 Appeal' in the email subject line) and send it as an email attachment to: [ao@ciltuk.org.uk](mailto:ao@ciltuk.org.uk)

By Post:

Appeals  
CILT (UK) Awarding Organisation  
Earlstrees Court  
Earlstrees Road  
Corby  
Northamptonshire  
NN17 4AX

### Fee and payment

- Please see current CILT (UK) fee schedule available here on the CILT(UK) website: [CILT - Qualifications \(ciltuk.org.uk\)](https://ciltuk.org.uk/cilt-qualifications)
- For payment information please see the CILT(UK) Appeal Application form (available on CILT(UK) website here): [CILT - Qualifications \(ciltuk.org.uk\)](https://ciltuk.org.uk/cilt-qualifications)

## 10. Timescales

An application for Internal Review must be made within **10 working days** of the date stated on the EAR notification letter

- Learners will receive an *acknowledgement* of an Stage 2 Appeal application within **5 working days** of receipt of the Stage 1 Appeal application.
- The outcome of an Appeal will be provided within **50 working days** from receipt of the Internal Review application and payment.
- **NB:** In the event that an Internal Review requires a more complex investigation, CILT(UK) may need longer than 50 working days to provide an outcome. In the event that this occurs, CILT(UK) will inform the Applicant as soon as possible.

## 11. Outcomes

The Stage 2 Appeal review will result in a written decision which will either reject or uphold the submission. CILT (UK) will then provide a written response in a letter sent by email.

If the Stage 2 Appeal review finds that policies and procedures have not been applied consistently, properly and fairly, the appeal will be upheld and the Stage 2 appeal fee will be refunded. CILT(UK)'s written response will outline the actions it will take to correct any issues identified, with timescales.

If the Stage 2 Appeal review finds that policies and procedures have been applied consistently, properly and fairly, the appeal will be rejected.

The Stage 2 Appeal decision is **final** and **no** further appeals will be accepted by CILT(UK).

Should the applicant remain dissatisfied after a Stage 2 Appeal, they have the opportunity to raise a complaint under the CILT (UK) Complaints policy.

## 12. References

CCEA Regulation, 2021 *“General Conditions of Recognition (January 2021)”*

Joint Council for Qualifications, 2020 *“A guide to the awarding bodies’ appeals processes (November 2020)”*

Office of Qualifications and Examinations Regulation, 2020 *“Ofqual Handbook: General Conditions of Recognition (November 2020)”*

Qualification Wales, 2021 *“Standard Conditions of Recognition (January 2021)”*