Appeals Policy

Achieve UK Training

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Effective Date: March 2025
Review Date: December 2027

Statement of purpose
To enable learners to challenge decisions made by the centre in a constructive and open way and outline the learner's rights to appeal to other parties where appropriate.

Decisions that can be appealed
Decisions that could be challenged include (but are not limited to):

- Assessment results.
- Application for Reasonable Adjustments and Special Consideration.
- Action taken against you following an investigation into malpractice and maladministration.

How to apply for an Appeal
Our staff should support you in requesting for a review or an appeal. Ordinarily, you would complete a review or appeal form, depending on your circumstances. If you are unsure whether you can appeal a decision, contact Albert Massey Head of centre.

Appellants must include:

- Clear reasons for the appeal;
- All relevant supporting evidence, where applicable;
- For the independent appeals stage, the application form must also contain clear reasoning as to why the appellant considers that Awarding body Awarding body did not follow the required procedures during the appeals process or any other rationale for escalating their case to this stage of appeal.

Upon receipt of an appeal, we will acknowledge receipt of the appeal and carry out an initial assessment of the information / evidence required to deal with the appeal, and any additional information required.

We will review the decision with a person who was not involved in the outcome of the original decision, and communicate whether your appeal is successful to you in writing.

If you are not satisfied with the result of the appeal, or if you are appealing against a decision made by Awarding body, we will escalate these to Awarding body for consideration. We will support you in making your application. An administration fee is chargeable, but refundable if the decision is overturned.

In some cases, you may have a further avenue for appeals with other regulators or an ombudsman. For more information see Awarding body's Review and Appeals policy on their website.

Policy to be review March 2026

Approved by:
Manav Arora
Director and Head
01 March 2025