

Appeals Procedure

This procedure covers the process for raising appeals against an academic decision that has been made. Should a learner feel that proper process has not been followed or that the academic decision was not made in accordance with the regulations of the programme of learning then they may appeal in the first instance to the Assessor involved in their qualification. This can be done by directly speaking to them or putting it in writing and will normally be processed within 7 working days.

If a learner is still dissatisfied with the response from their Assessor or feel that they cannot approach the Assessor, then it is recommended that the appeal is referred to the IQA at this stage via one of the following methods:

Call: 01792 587250 / E-mail: lee@cotsolutions.co.uk / write to: Lee Parker, COTS Training Ltd, Skills House, Tank Farm Road, Llandarcy, Neath, SA10 6EN.

Again, under normal circumstances, this should be processed within 7 working days.

Examples of areas where an appeal may be raised are as follows:

- If the learner believes that COTs has not applied our procedures consistently or that procedures were not followed properly, consistently and fairly
- If the learner is not satisfied with the conduct of the assessment and believed it disadvantaged them
- If the learner feels that the premises/environment for assessment has disadvantaged them

(Should a learner wish to appeal against a decision made after a complaint has been investigated then please refer to our Complaints Procedure).

When you contact us, please give us your full name, contact details, and include a daytime telephone number along with:

- A full description of your appeal (including the subject matter and dates and times if known)
- Any names of the people you have dealt with so far
- Copies of any papers or letters to do with the appeal
- Any other factors for consideration such as any extenuating circumstances that the learner either did not address at the time or believes that were raised but were not taken into consideration when the decision was made

Appeals will be investigated and a review panel may be formed with independent third parties, who have not been previously involved in the assessment decision, in order to reach a decision. We aim to investigate and respond to these appeals within 14 working days.

This will be the final route of escalation within our company. Therefore, if you remain unhappy after following our own internal appeals procedure then please contact the Awarding Organisation directly (a list of organisations and numbers is available on request).

The awarding organisation will follow their own process for investigation and review all evidence generated by the learner for any complaints relating to:

- Outcomes of Enquiries About Results (EAR)
- Decisions regarding Reasonable Adjustments or Special Considerations
- Decisions relating to action taken the Awarding Organisation regarding a learner or a Centre following an investigation into Malpractice or Maladministration



If however, candidates on regulated qualifications are still unhappy with the outcome from the awarding organisation, they also have the right to escalate their appeal to the Qualification Regulator once they have exhausted both our internal procedures and the awarding body's procedures.

All documentation produced in line with any appeal, will be retained by us for a period of 6 years, as per the relevant qualification regulatory requirements.

Name & Signature: Sharon Bailey 

Position: Director

Company Name: COTS Training Ltd

Date: February 2024

Date for next review: February 2025