



Functional Skills L2 (English)
Appeals Policy
Sir Thomas Rich's

Functional Skills L2 (English) Appeals Policy

Centre name	Sir Thomas Rich's
Centre number	57143
Date first created	1/04/2026
Current policy approved by	Senior Leadership Team (SLT)
Current policy reviewed by	Jo Tyler (EO)
Date of review	1/04/2027
Date of next review	April 2027

Key staff involved in the policy

Role	Name(s)
Head of centre	Matthew Lynch
Senior leader(s) i/c exams	Dave Dempsey (Deputy Headteacher/Deputy Head of Centre) Sonja Jones (Director of Finance and Operations, Line Manager for exams)
Quality Nominee	Joanne Loveridge (SENDCO)

This policy is reviewed annually to ensure compliance with current regulations

Aims

1. To enable the learner to enquire, question or appeal against an assessment decision
2. To attempt to reach agreement between the learner and the assessor at the earliest opportunity
3. To standardise and record any appeal to ensure openness and fairness
4. To facilitate a learner's ultimate right of appeal to Pearson and the Office of the Independent Adjudicator (BTEC Level 4-Level 7 only), where appropriate
5. To protect the interests of all learners and the integrity of the qualification.

To do this, Sir Thomas Richs will:

- Inform the learner at induction, of the Appeals Policy and procedure
- Accurately record, track, and validate any appeal submitted
- Forward the appeal to Pearson when a learner considers that an assessment decision continues to disadvantage them after the internal appeals process has been exhausted
- Keep appeals records for inspection by the Pearson for a minimum of 18 months
- Have a staged internal appeals procedure
- Take appropriate action to protect the interests of other learners and the integrity of the qualification, when the outcome of an appeal questions the validity of other results
- Monitor appeals to inform quality improvement
- comply with the requirements as set out in the JCQ Appeals information.

Principles

The centre will ensure that:

- Appeals are handled fairly and impartially
- Decisions are evidence-based
- Learners are informed of outcomes promptly
- Records of all appeals are maintained

Appeals Procedure

Stage 1: Informal Review

- The learner discusses the concern with the Teacher within **5 working days** of the decision.
- The Teacher reviews the assessment evidence and provides feedback.

Stage 2: Formal Appeal

If unresolved:

- The learner submits a written appeal within **5 working days**.
- The Quality Nominee reviews:
 - Assessment evidence
 - Assessment records
 - Internal verification documentation
- A written outcome is provided within **10 working days**.

Stage 3: External Appeal

If the learner remains dissatisfied:

- The centre will advise on escalation to the awarding organisation where appropriate.
- External appeals must follow awarding body procedures.

Outcomes

Appeal outcomes may include:

- Confirmation of original decision
- Adjustment of assessment decision
- Recommendation for reassessment

Record Keeping

- All appeals are logged and retained securely.

- Records include:
 - Appeal forms
 - Evidence reviewed
 - Outcomes and actions

Monitoring

The Quality Nominee reviews appeals annually to identify trends and improvements.

Links

Add links here to key Pearson and /or centre documents that may be helpful for staff when reading or using the policy & procedures.

- Policies for centres, learners, and employees: This is Pearson's policy on learner appeals. Please note, this does not apply until internal centre processes have been exhausted <https://www.jcq.org.uk/exams-office/appeals/>