

APPEALS POLICY

Apex Education — Qualifi Approved Centre

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Policy owner	Quality Nominee	Approved by	Head of Centre
Date approved	September 2026	Next review	September 2027
Awarding organisation	Qualifi Ltd	Applies to	All learners, staff and delivery sites

1. Purpose

- 1.1 This policy sets out how Apex Education ("the Centre") handles appeals from learners about assessment decisions and other decisions that affect their Qualifi qualification. It makes sure every appeal is dealt with fairly, consistently, transparently and within set timescales.
- 1.2 The policy meets Qualifi's centre requirements and supports the Centre's obligations under the Ofqual General Conditions of Recognition, which Qualifi is regulated against.

2. Scope

- 2.1 This policy applies to all learners registered with Qualifi through the Centre, including learners studying online and learners at any approved delivery site operating under the Centre's approval.
- 2.2 A learner may appeal against:
 - an assessment decision on a unit, assignment or piece of evidence (including a referral or "not yet achieved" outcome);
 - the outcome of an internal quality assurance (IQA) sampling decision that changed the learner's result;
 - a decision on a request for reasonable adjustments or special consideration;
 - a decision on recognition of prior learning (RPL);
 - the outcome of a malpractice investigation, or a sanction applied to the learner;
 - a Centre decision not to enter the learner for certification.
- 2.3 Appeals can only be made on the grounds set out in Section 5. A learner who is unhappy with the service they have received (for example teaching quality, communication or administration) should use the Centre's **Complaints Policy** instead.

3. Principles

- Every learner is told about this policy at induction, and it is published in the Centre Handbook and on the Centre's website.
- Appeals are reviewed by someone who was **not involved** in the original decision and has no personal interest in the outcome.
- A learner will not be disadvantaged in any way for making an appeal in good faith.
- Appeals are handled confidentially and in line with the Centre's Data Protection/GDPR Policy.
- An appeal may lead to a mark or decision being confirmed, raised, or, in rare cases, lowered. Learners are told this before a formal review starts.
- The Centre does not charge learners for an internal appeal.

4. Roles and responsibilities

Role	Responsibility
Head of Centre	Overall responsibility for this policy; chairs the Stage 3 Appeal Panel (or nominates a Deputy to do so); makes sure outcomes are acted on.
Quality Nominee	Logs and tracks appeals; runs Stage 2 reviews (or assigns an independent IQA); liaises with Qualifi; keeps the appeals log.
Assessors	Give clear written feedback so learners understand decisions; take part in Stage 1 informal review; supply evidence to reviewers.
Internal Quality Assurers	Carry out independent re-assessment at Stage 2 when asked, provided they did not sample the original work.
Learners	Raise concerns promptly, within the timescales in this policy, and provide the information needed to review the appeal.

- 4.1 Delegation.** The Head of Centre may carry out these responsibilities remotely. Where the Head of Centre is unavailable, or has been involved in the matter, their responsibilities under this policy are carried out by a **Deputy** nominated by the Head of Centre in writing. The Deputy must be a senior member of staff, or an external quality assurance consultant, who has had no involvement in the matter. Delegations are recorded and made available to Qualifi on request.

5. Grounds for appeal

- 5.1** An appeal must be based on one or more of the following:
- the assessment criteria for the unit were not applied correctly or consistently;
 - the assessment procedure was not followed (for example evidence was lost, not considered, or assessed against the wrong criteria);
 - an approved reasonable adjustment or special consideration was not applied;
 - there was an administrative error that affected the result;
 - new, relevant information exists that could not reasonably have been provided earlier;
 - the decision was affected by bias, a conflict of interest, or unfair treatment.
- 5.2** Disagreeing with the professional academic judgement of a qualified assessor is not, on its own, grounds for appeal, unless there is evidence that the criteria or procedure were not applied correctly.

6. Appeals procedure

Stage 1 — Informal review (within 10 working days of the decision)

- 6.1** The learner should first discuss the decision with their assessor or tutor, by email to the Academics and Assessments Team at academics@apexeducation.com.tr or at an online meeting. Most concerns can be resolved at this stage through clarification of feedback.
- 6.2** The assessor will respond within **5 working days**. If the learner is still not satisfied, they may move to Stage 2.

Stage 2 — Formal internal review (within 10 working days of the Stage 1 response)

- 6.3** The learner submits the Appeal Form (Appendix A) to the Quality Nominee at admin@apexeducation.com.tr, stating the grounds for appeal and attaching any supporting evidence.
- 6.4** The Quality Nominee acknowledges receipt within **3 working days** and appoints an independent IQA or assessor who was not involved in the original decision.

- 6.5 The reviewer re-examines the learner's work, the assessment decision, the feedback and any IQA records, and may speak with the learner and the original assessor.
- 6.6 The learner receives a written outcome with reasons within **15 working days** of the appeal being acknowledged.

Stage 3 — Appeal Panel (within 10 working days of the Stage 2 outcome)

- 6.7 If the learner is still dissatisfied, they may ask in writing for a Stage 3 hearing. An Appeal Panel of at least two people is formed, chaired by the Head of Centre or their nominated Deputy (see 4.1), with at least one member independent of the delivery of the learner's programme.
- 6.8 The learner may present their case in writing or at an online hearing and may be accompanied by a representative. The Panel's written decision is issued within **15 working days** of the request and is final at Centre level.

Stage 4 — Appeal to Qualifi

- 6.9 Once the Centre's process is complete, a learner who remains dissatisfied may appeal to Qualifi in line with Qualifi's own Appeals Policy, published on Qualifi's website. The Centre will tell the learner how to do this in the Stage 3 outcome letter and will co-operate fully with Qualifi, providing all records requested.
- 6.10 Where a learner remains dissatisfied after Qualifi's process, they may be able to raise the matter with Ofqual in line with Ofqual's published procedures.

7. Summary of timescales

Step	Learner deadline	Centre response
Stage 1 — Informal review	10 working days after decision	5 working days
Stage 2 — Formal review	10 working days after Stage 1	Acknowledge in 3; outcome in 15 working days
Stage 3 — Appeal Panel	10 working days after Stage 2	Decision in 15 working days
Stage 4 — Qualifi	As set by Qualifi's Appeals Policy	Co-operate with Qualifi

- 7.1 If the Centre cannot meet a timescale (for example because further information is needed), it will tell the learner in writing, give the reason, and give a new date.

8. Outcomes and actions

- 8.1 If an appeal is upheld, the Centre will correct the result, update its records and, where results have already been claimed, notify Qualifi so the learner's record can be amended.
- 8.2 Where an appeal reveals a wider issue — for example an assessor applying criteria incorrectly across a cohort — the Quality Nominee will review the work of other affected learners, take corrective action, and notify Qualifi where the issue may affect other learners or certificates already issued.
- 8.3 Certification for the unit(s) under appeal will normally be held until the appeal is concluded. Results for unaffected units will not be delayed.

9. Records

- 9.1** The Quality Nominee keeps an Appeals Log recording each appeal, the grounds, the stage reached, the decision, dates and actions taken. Records, including learner evidence under appeal, are kept securely for at least **3 years** after the outcome, or longer if Qualifi requires, and are available to Qualifi's External Quality Assurer on request.

10. Monitoring and review

- 10.1** The Quality Nominee reviews appeals data at least annually to identify trends and improve assessment practice. Findings are reported at standardisation meetings.
- 10.2** This policy is reviewed annually, or sooner if Qualifi or regulatory requirements change.

11. Related policies

- Complaints Policy
- Malpractice and Maladministration Policy
- Internal Quality Assurance Procedures (including sampling) Policy
- Reasonable Adjustments and Special Considerations Policy
- Recognition of Prior Learning Policy
- Conflict of Interest Policy
- Data Protection/GDPR Policy

Appendix A — Learner Appeal Form

Complete this form and email it to admin@apexeducation.com.tr within the timescales in Section 6. Attach any supporting evidence.

Learner full name	
Qualifi learner number	
Email / phone	
Qualification title and level	
Unit(s) / assignment appealed	
Date of decision being appealed	
Assessor name	
Stage 1 discussed with assessor?	Yes / No Date:

Grounds for appeal (tick all that apply)

- | | |
|--|---|
| ☐ Assessment criteria not applied correctly | ☐ Assessment procedure not followed |
| ☐ Reasonable adjustment / special consideration not applied | ☐ Administrative error |
| ☐ New relevant information | ☐ Bias, conflict of interest or unfair treatment |

Explain your appeal and the outcome you are seeking

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Learner signature		Date	
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For Centre use only

Date received / acknowledged	
Appeal reference	
Independent reviewer	
Stage 2 outcome and date	
Stage 3 outcome and date (if applicable)	
Qualifi notified? (if result changed)	Yes / No / N/A Date: