



# Appeals Policy

| Version 1.2 |

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## **1. Introduction**

- 1.1 This policy is designed for learners who are not happy with the outcome of a decision made by Staff Power Training (SPT), who are enrolled on, or have taken a training course or regulated qualification or unit.
- 1.2 The document sets out the process you should follow when submitting appeals to SPT and the process we will follow when responding to enquiries and appeals.
- 1.3 The document is also for use by SPT employees to ensure that all appeals are dealt with in a consistent manner.

## **2. Our Commitments**

- 2.1 It is important that all staff involved in the management, assessment and quality assurance of training & qualifications are aware of the contents of this policy.
- 2.2 In addition, learners will be provided access to this policy if they wish to appeal against a decision taken by SPT.
- 2.3 If an individual learner wishes to appeal against a decision taken by SPT they must first follow this appeals policy before bringing the matter to the awarding organisation.

## **3. Scope**

- 3.1 This policy is aimed at learners who are enrolled on, or have taken a training course or regulated qualification or unit offered by SPT and want to submit an appeal regarding:
- *The results of assessments.*
  - *Decisions relating to Recognition of Prior Learning (RPL).*
  - *Decisions regarding reasonable adjustments & special considerations.*
  - *Decisions relating to malpractice & maladministration.*

## **4. Appeals Procedure**

- 4.1 Our appeals policy is a five-stage process. Each stage is detailed below; most appeals will be resolved to a satisfactory standard at stage one.
- 4.2 If the complaint is not resolved at stage one, then it should be formally escalated through the stages until a resolution can hopefully be found.
- 4.3 Stage One – Informal stage
- *Appeal is raised directly with the trainer/assessor conducting the assessment, who will deal with the concern/appeal at the time that it is raised.*
  - *The usual course of action would be for the learner to repeat the assessment.*

4.4 Stage Two – Formal stage

- *If the learner is still not happy with the outcome of the second assessment, they should raise this as soon as possible with the course trainer/assessor or centre manager. Details of the centre manager are provided here:*

Robert Longstaff  
Head of Quality & Curriculum  
Mackies Corner  
106 High Street West  
Sunderland  
SR1 1TX  
0191 500 3777  
[rob@staffpowergroup.com](mailto:rob@staffpowergroup.com)

- *We will aim to resolve all complaints **within 10 working days** in writing.*

4.5 Stage Three – Formal Internal Review (by an independent internal panel)

- *If the learner is still not happy with the outcome by the centre manager, they can request a formal internal review by an independent panel who have not been involved in the appeals process during the previous stages.*

4.6 Stage Four – Formal (Awarding Organisation)

- *Only if the learner is still not happy with the outcome from SPT can they refer their appeal to the awarding organisation (details below), who will carry out an investigation into the appeal and will contact the learner with the results of their investigation.*

<p><b>Qualifications Network</b> First Floor Offices 86 A Lancaster Road Enfield, Middlesex EN2 0BX 020 3795 0559 <a href="mailto:eqa@qnuk.org">eqa@qnuk.org</a></p>	<p><b>NCFE</b> Q6, Quorum Business Park Benton Lane Newcastle upon Tyne NE12 8BT 0191 239 8000 <a href="mailto:appeals@ncfe.org.uk">appeals@ncfe.org.uk</a></p>
<p><b>ETC Awards Limited</b> Chorley Business &amp; Technology Centre Euxton Lane Chorley PR7 6TE 01257 676457 <a href="mailto:info@eta-gms.com">info@eta-gms.com</a></p>	<p><b>ABBE - Awarding Body for the Built Environment</b> Birmingham City University Curzon Building, 4 Cardigan Street Birmingham B4 7BD 0121 331 5174 <a href="mailto:abbeenquiries@bcu.ac.uk">abbeenquiries@bcu.ac.uk</a></p>
<p><b>CITB</b> Approval and Compliance Manager 4 Cyrus Way Hampton, Peterborough PE7 8HP <a href="mailto:quality.assurance@citb.co.uk">quality.assurance@citb.co.uk</a></p>	

#### 4.7 Stage Five – Formal (*Regulator*)

- Stage four is the final stage of the appeal. If your appeal has not been resolved, you can take your appeal to Ofqual (*details below*) using their appeals procedure; however, you must have exhausted all options above.
  - o **Office of Qualifications & Examinations Regulation**  
*Earlsdon Park,  
53-55 Butts Road,  
Coventry  
CV1 3BH  
0300 303 3346  
[info@ofqual.gov.uk](mailto:info@ofqual.gov.uk)*
  
- You will need to provide Ofqual with the following information:
  - o *What the appeal/complaint is about*
  - o *Your full name and candidate number (if you have one)*
  - o *The training provider's name and number*
  - o *The name of the awarding organisation*
  - o *The qualification or unit title and code number*
  - o *Copies of any relevant supporting documents.*

## 5. Appeals Outcome

5.1 SPT will keep a written record of all appeals made and the outcomes for a period of 3 years, and this data will be made available to any interested parties that conduct quality assurance-based audits.

5.2 Our primary aim is to provide high-quality customer-focused training and qualifications; therefore, we aim to have very few appeals to our decisions and certainly aim to resolve any appeals within our company in a robust manner.