



Appeals Policy

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1 Purpose

Note: This Appeals Policy is designed to be read in tandem and with reference to EduQual's Appeals Procedures.¹

This Appeals Policy exists to provide support for those Learners who may consider that the assessments Awarded by their Centre (and as confirmed or otherwise by EduQual) do not adequately reflect their performance. In such cases, an appeal may be made through the Centre's own appeal process.

Qualifications Scotland Accreditation Regulatory Principle 17 requires:

- The awarding body and its providers must have clear, fair and equitable systems, policies and procedures to manage appeals.
- Appeals regarding assessment can be made where a Learner believes that EduQual procedures and policies (and / or those of the regulatory authorities) were not properly followed.

Examples of acceptable grounds for appeals against verification decisions might include circumstances when:

- The Learner believes that internal and / or external quality assurance processes were not followed
- The Learner believes that the 'marking' of externally set assignments is not accurate or consistent.

2 Scope

This policy applies to:

- All Learners and Centre staff
- Any third party acting on behalf of EduQual or its Centres.

3 Definitions

An appeal is a formal request for an awarding organization to review a specific assessment decision or operational ruling because an error occurred or procedures were not followed fairly.

4 Statement for Centres

EduQual anticipates that most appeals made by Learners will be resolved within the Centre that provides the assessments. Centres are required to have Enquiries and Appeals policies and procedures in place for all EduQual-accredited Qualifications and Units.

When a Centre's appeal process has been exhausted without adequate resolution, then a direct

¹ Write to info@eduqual.org.uk to request a copy of EduQual's Appeals Procedures.

appeal may be made to EduQual.

5 Regulatory references

UK regulators require all Awarding Organisations to establish and maintain their compliance with regulatory conditions and criteria. As part of this process, policies that relate to EduQual's status as an Awarding organisation will reference any conditions and criteria that they address.

This policy addresses the following regulatory criteria and conditions:

Qualification regulator or relevant governing body	Regulatory rule or guidance document	Regulatory condition, criteria, or principle
Qualifications Scotland Accreditation	Regulatory Principles 2021	RP 17
Ofqual*	General Conditions of Recognition 2017	I, 1 and 2

*Reference to Ofqual does not indicate that EduQual is an EduQual Awarding Organisation that is 'Recognised' by Ofqual.