



THE LINK TRAINING ACADEMY

APPEALS POLICY AND PROCEDURE

2026-2027

DOCUMENT CONTROL

Policy Title: Appeals Policy and Procedure

Version: AP_V1_2026-2027

Policy Owner: Directors

Responsible Lead: Lead IQA

Approved By: Board of Directors

Effective Date: September 2026

Review Date: August 2027

1. Purpose

The Link Training Academy is committed to ensuring that learners are treated fairly and that assessment decisions are transparent, consistent and evidence-based.

This procedure provides a framework through which learners may appeal assessment decisions and quality assurance decisions.

2. Scope

Appeals may relate to:

- Assessment decisions.

- Academic integrity decisions.
- Assessment authenticity decisions.
- Plagiarism decisions.
- AI misuse decisions.
- Qualification outcomes.
- Internal quality assurance decisions.
- Recognition of Prior Learning (RPL) decisions.
- Reasonable adjustment decisions.

Where appropriate, learners under the age of 18 may be supported by a parent, carer, advocate or representative during the appeals process.

This procedure does not apply to:

- Complaints.
- Safeguarding concerns.
- Staff grievances.
- Disciplinary matters.

This procedure does not apply to the conduct of malpractice investigations themselves. However, learners may appeal outcomes arising from academic integrity, plagiarism, AI misuse or authenticity decisions in accordance with this procedure where permitted by the relevant Awarding Organisation.

Separate procedures exist for these matters.

3. Principles

The Academy will ensure that:

- Appeals are handled fairly.
- Appeals are considered objectively.
- Decisions are evidence-based.
- Learners are given clear explanations.
- Appeals are handled promptly.
- Records are maintained.

Learners will not be disadvantaged for submitting a genuine appeal.

4. Stage 1 – Informal Discussion

Learners should first discuss concerns with:

- Their Tutor.
- Assessor.
- Trainer.

Many concerns can be resolved without a formal appeal.

5. Stage 2 – Formal Appeal

Where concerns remain unresolved, learners may submit a formal appeal.

Appeals should normally be submitted:

Within 10 working days

of the decision being communicated.

The organisation may accept appeals submitted outside of this timeframe where there are exceptional circumstances.

Appeals should include:

- Learner name.
 - Qualification.
 - Assessment decision being challenged.
 - Grounds for appeal.
 - Supporting evidence.
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6. Investigation

The appeal will be reviewed by an appropriately qualified individual who has not been involved in the original decision where possible.

The investigation may include:

- Review of evidence.
 - Review of assessment records.
 - Interviews.
 - IQA review.
 - Professional discussion.
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7. Appeal Outcome

The Academy will normally provide a written outcome within:

15 working days

where possible.

Possible outcomes include:

- Appeal upheld.
- Appeal partially upheld.
- Appeal not upheld.

The decision and rationale will be confirmed in writing.

8. Stage 3 – Internal Review

Where a learner remains dissatisfied, they may request an internal review.

This request should normally be submitted within:

10 working days

of receiving the outcome.

The review will normally be undertaken by:

- Director
- Lead IQA
- Senior manager not previously involved

where appropriate.

9. Awarding Organisation Appeal

Where internal procedures have been exhausted and the learner remains dissatisfied, they may appeal directly to the relevant Awarding Organisation.

The Academy will provide details of the relevant Awarding Organisation's appeals process and will cooperate fully with any external appeal investigation.

10. External Escalation

The organisation will support learners in accessing the relevant Awarding Organisation appeals process where appropriate.

Where permitted by the relevant Awarding Organisation, learners may have the right to escalate matters further to:

- Ofqual
- Relevant regulatory bodies

where applicable.

Any fees associated with external appeals remain the responsibility of the appellant unless otherwise determined by the relevant organisation.

11. Record Keeping

The Academy will maintain records of:

- Appeals received.
- Investigation activity.
- Outcomes.
- Actions taken.

Records will be retained in accordance with data protection requirements.

12. Related Documents

- Complaints Policy and Procedure
- Malpractice and Maladministration, Academic Integrity and AI misuse Policy
- IQA, Assessment and Continuous Improvement Policy
- Safeguarding and Child Protection Policy
- Equality, Diversity and Inclusion and Belonging Policy

13. Appeals contact

Appeals should be submitted to:

The Lead Internal Quality Assurer: The Link Training Academy;

Email: Hello@thelinktraining.org