



APPEALS POLICY AND PROCEDURE

Policy reference UKV-QA-23 | Version 3.0

UK Versity Online Limited | BAC Accredited College | UKPRN 10052768

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Author	Director of Education
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Appeals Policy and Procedure

UK Versity Online Limited | ATHE 889 | Pearson 07737 | OTHM DC1506132 | Ascentis 3286 | NCFE 8465520 | IFA Direct 283334

Document control

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Owner	Quality Manager
Author	Director of Education
Approval authority	Academic Board, chaired by the Principal (Ramanjeet Singh)
Approval date	1 October 2026
Applies to	All UK Versity learners, and applicants where stated
Supersedes	Appeals Policy (QA-041, May 2026); appeals provisions of the Complaint and Appeals Procedure (QA-15)
Summary	Explains how learners can appeal against assessment and related academic decisions made by UK Versity, the grounds, stages and timescales, and the routes to awarding organisations and Ofqual.

Compliance mapping

BAC College Scheme 2023 standards	11.10; 14.3
UK Quality Code 2024 (voluntary)	Principle 12
OfS conditions (benchmark only; not OfS registered)	B4, C2 (benchmark)
Awarding organisations	ATHE; Pearson; OTHM; Ascentis; NCFE; IFA Direct
Legislation and regulation	Ofqual General Conditions of Recognition; Equality Act 2010; UK GDPR and Data Protection Act 2018 (as amended by the Data (Use and Access) Act 2025)

Version history

Version	Date	Change
1.0	August 2012	First issue as combined Complaint and Appeals Procedure (QA-15)
2.0	May 2026	Separate Appeals Policy (QA-041) following ATHE monitoring visit
3.0	October 2026	Full rebuild: three-stage internal procedure with fixed timescales, AO escalation table, grounds and exclusions, multi-AO alignment, BAC/QAA/OfS mapping, version control

1. Purpose

UK Versity wants every assessment decision to be fair, valid and reliable. This policy explains how you can ask for a decision about your assessment to be reviewed, what grounds you need, how long each stage takes, and where you can go if you are still not satisfied once UK Versity's procedure is complete.

Appeals and complaints are separate processes at UK Versity. If you are unhappy with a service, teaching, administration or staff conduct, use UKV-QA-24 Complaints Policy and Procedure.

2. Scope

This policy applies to learners registered with UK Versity on qualifications awarded by ATHE (Awarding body for Training and Higher Education), Pearson Education Ltd (Pearson BTEC, including BTEC Higher Nationals), OTHM Qualifications, Ascentis (including Access to HE Diplomas, validated under the QAA Access to HE scheme), NCFE (including qualifications under the NCFE CACHE brand, and NCFE Functional Skills) and Institute of Financial Accountants (IFA) qualifications delivered through IFA Direct, administered in partnership with ATHE.

For learners on Pearson BTEC Higher National programmes, the Pearson HN edition of this policy (v3.0, July 2026) applies and takes precedence where the two differ.

2.1 Decisions you can appeal

- An assessment decision or grade on a unit, assignment or criterion.
- A decision following internal quality assurance that changes your result.
- A decision on recognition of prior learning (RPL) under UKV-QA-06.
- A decision on reasonable adjustments or special consideration under UKV-QA-18.
- A finding of malpractice, or a sanction, made by UK Versity under UKV-QA-19 or UKV-QA-20.
- A decision not to claim or to withhold certification made by UK Versity.

2.2 Decisions this policy does not cover

- **Admissions decisions.** Applicants who disagree with an admissions decision, or with how an application was handled, complain under UKV-QA-24 (see UKV-QA-05 Recruitment and Admission Policy).
- **Marks set by an awarding organisation**, such as NCFE Functional Skills external assessment results. These are reviewed through the awarding organisation's own review of results service, which the Examinations Officer can explain.
- **Decisions or sanctions made by an awarding organisation.** These are appealed through that organisation's procedure.
- **Staff matters.** Staff appeal through the staff disciplinary or grievance procedures.

3. Definitions

Appeal: a formal request for UK Versity to review an assessment or assessment-related decision on one or more of the grounds in section 5.

Academic judgement: the professional opinion of a qualified assessor on the quality of your work against the assessment criteria.

Independent reviewer: a member of staff with the right expertise who was not involved in the original decision and has no conflict of interest under UKV-QA-21.

Working day: Monday to Friday, excluding UK bank holidays and days when the Salford office is closed.

4. Policy statement and principles

1. Appeals are free.
2. No learner is disadvantaged for making an appeal in good faith.
3. Each stage is reviewed by someone not involved in the earlier decision.
4. Your original work and the assessment and IQA records are preserved unchanged throughout the appeal.
5. You are kept informed and receive written reasons at every stage.
6. Reasonable adjustments to the appeal process are made on request.
7. Where an appeal reveals a problem that may affect other learners, UK Versity reviews their results too.

5. Grounds for appeal

At Stages 2 and 3 you must show one or more of these grounds:

1. The assessment was not carried out in line with the published assessment criteria, the qualification specification or awarding organisation requirements.
2. There was a procedural irregularity, such as work not being considered, a missing IQA step or an administrative or recording error, that affected the outcome.
3. Evidence you submitted in time was not considered or was misread.
4. The decision was affected by bias, a conflict of interest or a lack of assessor competence.
5. An approved reasonable adjustment or special consideration was not applied, or a request was not properly considered.
6. A malpractice decision was not supported by the evidence, or the investigation did not follow UKV-QA-20.

5.1 What cannot be appealed

Disagreement with the academic judgement of a qualified assessor is not on its own a ground for a formal appeal at Stage 2 or 3. You may ask the assessor to review their judgement at Stage 1. After that, you must show one of the grounds above.

An appeal is not a way to submit new or improved work. Further attempts are covered by UKV-QA-17 Resubmission and Reassessment Policy.

6. Appeals procedure

6.1 Summary of stages and timescales

Stage	What you do	Who reviews	Timescale
Stage 1: assessor review	Ask for a review within 10 working days of receiving your result	Your assessor	Response within 5 working days
Stage 2: formal appeal	Submit the appeal form within 10 working days of the Stage 1 response	Quality Manager, or an independent IQA not previously involved	Acknowledged within 3 working days; outcome within 15 working days of receipt
Stage 3: Appeals Panel	Request a panel review within 10 working days of the Stage 2 outcome	Appeals Panel chaired by the Principal with an independent member	Outcome within 15 working days of receipt; final internal stage

Stage	What you do	Who reviews	Timescale
Awarding organisation	After Stage 3, within the AO timescale	The relevant awarding organisation	See section 7

If UK Versity cannot meet a timescale, for example because a key person is unavailable, you are told in writing before it expires, with the reason and a new date.

6.2 Stage 1: assessor review

1. Email your assessor, or admin@ukversity.co.uk marked "Appeal: Stage 1", within 10 working days of receiving your result. Say which decision you disagree with and why.
2. The assessor reviews the work, feedback and criteria and replies in writing within 5 working days, either confirming or changing the decision with reasons.
3. Any change is checked by the IQA before it is confirmed.

Most concerns are settled at this stage. If you are not satisfied, go to Stage 2. You may go straight to Stage 2 if the appeal is about the conduct of your assessor, or about an RPL, reasonable adjustment, special consideration, malpractice or certification decision.

6.3 Stage 2: formal appeal

1. Complete the Appeal Form (available on Moodle or from admin@ukversity.co.uk) and send it to admin@ukversity.co.uk marked "Appeal: Quality Manager" within 10 working days of the Stage 1 response, or of the original decision if Stage 1 does not apply.
2. The Quality Manager acknowledges it within 3 working days and confirms who will review it. If the Quality Manager was involved in the original decision, an independent IQA not previously involved reviews it instead.
3. The reviewer examines your work, the assessment and IQA records, the Stage 1 response and your evidence. The reviewer may speak to you, the assessor and the IQA.
4. You receive a written outcome with reasons within 15 working days of receipt.

6.4 Stage 3: Appeals Panel

1. If you remain dissatisfied, request a panel review in writing to admin@ukversity.co.uk marked "Appeal: Principal" within 10 working days of the Stage 2 outcome, explaining why you believe the Stage 2 decision was wrong.
2. The Appeals Panel is chaired by the Principal and Director of Education and includes at least one independent member who is not employed in assessment at UK Versity and has had no involvement in the case, and a member of academic staff not previously involved. If the Principal has been involved in the decision, the Academic Board appoints another chair.
3. The panel reviews the papers and may hold a hearing on Zoom. You receive the papers at least 3 working days before any hearing and may attend with a representative.
4. You receive the panel's written decision with reasons within 15 working days of receipt of your request. This is the final stage of UK Versity's internal procedure.
5. With the decision, the Quality Manager sends you written confirmation that UK Versity's appeals procedure is complete, and explains your route to the awarding organisation.

6.5 Appeal form contents

The Appeal Form asks for:

- your name, learner ID, email and telephone number;
- your qualification, awarding organisation, unit and assessment;
- the name of the assessor and the date of the decision;
- the decision you are appealing and the ground or grounds in section 5;
- the Stage 1 outcome, where applicable;
- your supporting evidence;
- the outcome you are seeking;
- whether you need any reasonable adjustments;
- the name of any representative;
- your consent for information to be shared with the awarding organisation if the appeal is escalated;
- your signed declaration that the information is accurate.

6.6 Representation

You may be supported at any stage by a friend, family member or other representative. You must confirm in writing that UK Versity may discuss your appeal with them. Learners under 18 are supported by a parent or guardian. The assessor, IQA or other staff member whose decision is appealed may give their account.

6.7 Possible outcomes

At Stage 2 or 3 the reviewer or panel may:

- confirm the original decision;
- change the decision, where the evidence supports it;
- direct that the work be re-marked by a different assessor, with IQA review;
- allow a further assessment opportunity where the procedure disadvantaged you, without counting it as an attempt;
- set aside a malpractice finding or sanction, or replace it with a lesser one;
- recommend improvements to assessment or IQA practice.

6.8 Results and certification during an appeal

The original decision stands while an appeal is considered. Where the appeal affects whether you have achieved the qualification, the Registrar does not submit a certification claim for the affected unit until the appeal is concluded. UK Versity does not present a disputed result as achieved.

6.9 Vexatious appeals

The Principal may decline to progress an appeal that is vexatious, clearly without grounds or repeats an appeal already decided, and will tell you the reasons in writing. You keep your right to go to the awarding organisation.

7. Escalation to the awarding organisation and Ofqual

Once Stage 3 is complete, you may take your appeal to the awarding organisation for your qualification. Some awarding organisations require UK Versity to submit the appeal for you. If so, tell the Quality Manager in writing as soon as you receive the Stage 3 decision, so the deadline can be met. The Quality Manager provides the case file to the awarding organisation.

After the awarding organisation's procedure is exhausted, you may raise a regulated qualification matter with Ofqual.

8. Roles and responsibilities

Role	Responsibility
Learner	Raises the appeal within the timescales, states the grounds and provides evidence.
Assessor	Carries out the Stage 1 review and responds within 5 working days; gives an account at later stages.
Internal Quality Assurer	Checks any Stage 1 change; acts as independent Stage 2 reviewer when not previously involved.
Quality Manager and Lead IQA	Owns this policy; logs appeals; handles Stage 2; arranges the Appeals Panel; submits AO appeals where the centre must; keeps records.
Principal and Director of Education (Head of Centre)	Chairs the Appeals Panel; decides on vexatious appeals; submits ATHE appeals as Head of Centre.
Registrar	Holds certification claims affected by an appeal; updates records after an outcome.
Examinations Officer and NCFE Coordinator	Advises on NCFE review of results for external assessments.

9. Awarding organisation requirements

AO	Requirement / escalation route	Source document
ATHE	Appeal submitted to ATHE by the Head of Centre within 15 working days of the centre's final decision.	ATHE Enquiries and Appeals policy
Pearson	Preliminary appeal to Pearson within 14 calendar days of the centre's final decision. BTEC Higher Nationals: Pearson HN edition applies.	Pearson Internal Assessment in Vocational Qualifications: Reviews and Appeals Policy v3.1 (June 2026)
NCFE	Learners cannot appeal directly. UK Versity appeals on the learner's behalf, with the learner's written permission, within 14 calendar days of the decision.	NCFE Appeals Policy ADEL-002 v2.6
OTHM	Learner may escalate to OTHM within 30 working days of the centre's final outcome.	OTHM Complaints and Appeals Policy and Procedure v4.1 (July 2026)
Ascentis	Access to HE: appeal to Ascentis within 20 working days of the unit grade being confirmed, after the centre process. Other Ascentis qualifications: under the Ascentis Appeals Policy, within the timescale it sets.	Access to HE Handbook for Centres 2025-26; Ascentis Appeals Policy
IFA Direct	Administered in partnership with ATHE; the Centre Coordinator (BAC and IFA Manager) confirms the route with ATHE.	ATHE Enquiries and Appeals policy
Ofqual	Regulated qualification matters, once the awarding organisation's procedures are exhausted.	Ofqual General Conditions of Recognition

10. Related policies and legislation

- UKV-QA-05 Recruitment and Admission Policy
- UKV-QA-06 Recognition of Prior Learning Policy
- UKV-QA-07 Registration and Certification Policy
- UKV-QA-15 Assessment Policy
- UKV-QA-16 Internal Quality Assurance Policy and Procedure
- UKV-QA-17 Resubmission and Reassessment Policy
- UKV-QA-18 Reasonable Adjustments, Special Consideration and Mitigating Circumstances Policy
- UKV-QA-19 Academic Integrity, Plagiarism and Use of AI Policy
- UKV-QA-20 Malpractice and Maladministration Policy and Procedure
- UKV-QA-21 Conflict of Interest Policy
- UKV-QA-24 Complaints Policy and Procedure
- UKV-QA-29 Data Protection and Records Retention Policy
- Ofqual General Conditions of Recognition
- Equality Act 2010
- UK GDPR and Data Protection Act 2018, as amended by the Data (Use and Access) Act 2025

11. Monitoring and review

The Quality Manager keeps an appeals log recording each appeal, the stage reached, the ground, dates against each timescale, the outcome and any escalation to an awarding organisation. The Quality Manager reports to the Academic Board at least annually on the number of appeals by qualification and stage, outcomes, timeliness and any patterns suggesting a wider assessment or IQA issue. Findings feed into standardisation and assessor training.

This policy is reviewed annually by September, and earlier if awarding organisation requirements, BAC standards, an EQA action or a significant case requires it. Appeal records, including evidence and decisions, are kept for at least 3 years after the appeal closes, or longer where an awarding organisation requires. Assessment and IQA records are kept for at least 3 years after certification.

Approval and review

Stage	Name and role	Date
Prepared by	Director of Education	30 September 2026
Checked by (policy owner)	Quality Manager	30 September 2026
Approved by	Ramanjeet Singh, Principal and Director of Education, on behalf of the Academic Board	1 October 2026
Next review due	Quality Manager (Shazia Khan) to schedule through the Policy Register UKV-QA-REG	September 2027