



Appeals Policy

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1. Policy Statement

LICQual UK is committed to ensuring that all decisions made regarding assessments, qualifications, and other academic matters are fair and transparent. This policy provides a structured procedure for individuals who wish to appeal decisions made by LICQual UK.

2. Scope of the Policy

This policy applies to all learners, candidates, and staff involved with LICQual UK who wish to appeal decisions relating to assessments, results, or any other matters of dispute within the qualification process.

3. Principles of Appeal

- Appeals must be based on a legitimate reason, such as unfair treatment, procedural errors, or assessment inconsistencies.
- The appeals process should be transparent, accessible, and fair to all parties.
- Appeals will be handled confidentially and in a timely manner.
- The outcome of the appeal will be communicated to the appellant, and appropriate actions will be taken based on the outcome.

4. Types of Appeals

- **Assessment Appeals:** If a learner believes that an assessment result is incorrect or unfair.
- **Procedural Appeals:** If there is a belief that the procedures followed were not in accordance with the regulations set by LICQual UK.
- **Exceptional Circumstances Appeals:** For cases where the appellant believes that their performance was affected by personal circumstances that were not considered.

5. Appeals Procedure

- **Step 1:**

Informal Resolution:

The appellant should initially discuss the issue informally with the relevant assessor or individual involved.

➤ **Step 2:**

Formal Appeal:

If the issue is not resolved informally, the appellant must submit a formal written appeal.

➤ **Step 3:**

Review:

A senior member of LICQual UK will review the appeal and all relevant documentation.

➤ **Step 4:**

Outcome:

The outcome of the appeal will be communicated to the appellant within 15 working days.

6. Responsibilities

➤ **Appeals Officer:**

Responsible for overseeing the appeals process and ensuring that appeals are handled fairly and according to policy.

➤ **Appellant:**

Must submit the appeal within the prescribed time frame and provide sufficient evidence to support the appeal.

7. Timeframe for Appeals

Appeals must be submitted within 10 days of the decision being contested, unless there are exceptional circumstances that prevent this.

8. Monitoring and Review

LICQual UK will regularly monitor the appeals process and conduct reviews to ensure that it remains fair, transparent, and compliant with all relevant regulations.

9. Breach of Policy

Failure to adhere to the appeals process may result in delays or the rejection of the appeal.