

# Learners' Guide

## Appealing an Assessment Decision

### Introduction

If you feel that your work has been assessed inaccurately or unfairly, you have the right to appeal the decision using IAF's Appeals Procedure. Appeals should be made as soon as possible, and no later than 10 working days after you receive your assessment feedback.

The appeals process has four stages, outlined below.

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### Stage 1: Informal Appeal

In the first instance, you should raise your concern with the assessor or team leader who made the original assessment decision and provided your feedback.

They will discuss their decision with you and explain how your work was assessed against the required standards.

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### Stage 2: Internal Quality Assurance (IQA) Review

If you are not satisfied after Stage 1, your assessor or team leader will refer the appeal to the nominated Internal Quality Assurer (IQA) for your programme of study.

The IQA will re-assess your work against the awarding body's standards and will communicate their decision to both you and your team leader.

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### Stage 3: Appeals Panel

If you remain dissatisfied after Stages 1 and 2, the IQA will arrange an appeals panel to formally consider your appeal.

The appeals panel will meet within 10 working days of this request and will consist of:

- Director (or their nominee)
- Quality and Compliance Manager
- King's Trust and Alternative Provision Delivery Manager

The decision of the appeals panel will be final as far as IAF is concerned.

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#### **Stage 4: Awarding Body Appeal**

If you are still not satisfied following the outcome of the appeals panel, you have the right to contact the awarding body for your qualification and request that they investigate the matter further.

Contact details for the awarding body can be provided upon request.