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Policy Name	Appeals Policy And Proedure		
Recent Review Date	March 2026	Next Review Date	April 2027

Purpose

This policy establishes a clear, consistent, and transparent process for learners and staff at NxtGen Education Ltd who wish to challenge academic decisions, particularly those related to assessment outcomes. The policy is designed in line with the Appeals Policy guidance from awarding organisations, such as TQUK, TSN, and CPD. It reinforces learners' right to request a review of academic decisions they believe to be inaccurate, unfair, or inconsistent.

Scope

This policy applies to:

- All learners enrolled in NxtGen Education Ltd programmes that lead to qualifications from TQUK, TSN, or CPD.
- All academic and administrative staff involved in assessment, verification, internal quality assurance, and certification.

Exclusions:

This policy does not apply to:

- Concerns about teaching quality, administrative procedures, or learner support services (see the Complaints Policy).
- Disciplinary or misconduct matters (refer to the Disciplinary Policy).

NxtGen Education Ltd reserves the right to discontinue the appeal process if a submission is deemed frivolous or vexatious. The decision to discontinue the appeal process will be made by the Head of Centre.

Valid Grounds for Appeal

An appeal may be considered if one or more of the following conditions are met:

Marking Concerns:

- The learner believes that the assessment was graded inaccurately.
- The assessor misinterpreted the work or did not apply the marking criteria appropriately.

Procedural Issues or Irregularities:

- Suspected malpractice or maladministration that may have affected the assessment outcome.
- The learner was not informed of relevant assessment regulations or procedures, leading to an unfair process.

Special Circumstances:

- The learner faced medical or personal challenges during the assessment period that were not taken into account.
- Reasonable adjustments were not applied as requested, despite prior approval or agreement.

Appeals Process: Stages

Stage 1: Informal Resolution

- The learner should raise the concern directly with the assessor or tutor within five (5) working days of receiving the result.
- If the issue is resolved informally, no further action is required, and the appeal process will be considered concluded.

Stage 2: Formal Appeal Submission

- If the matter remains unresolved after the informal resolution, the learner must complete a NxtGen Academic Appeal Form and submit it to the Quality Assurance Office within ten (10) working days of Stage 1.
- The formal appeal should include:

A clearly stated rationale for the appeal, detailing the grounds for dissatisfaction.

Supporting evidence to substantiate the claim.

Relevant assessment feedback, marks, or other related documentation.

- The Quality Manager will investigate the appeal and provide a written decision within ten (10) working days from the receipt of the appeal.

Stage 3: Appeals Panel Hearing

- If the learner is not satisfied with the decision made in Stage 2, they may request a review by an Appeals Panel within five (5) working days of receiving the outcome.
- The Appeals Panel will consist of:
 - The Principal (Chair)/Head of the Centre
 - An independent academic representative
 - A learner representative
 - A Programme Leader who was not involved in the original decision.

- The Appeals Panel will review all evidence presented and deliver a written decision within ten (10) working days following the hearing.

Stage 4: External Review

- If the learner is still dissatisfied after Stage 3, they may escalate the appeal to the relevant awarding organisation (e.g., TQUK, TSN, CPD).
- The external appeal must be lodged within three (3) months from the date of the final internal decision (Stage 3).
- It is the responsibility of the learner to submit their appeal to the awarding body.

Confidentiality and Records Management

- All documentation related to appeals will be securely retained for a period of four (4) years in accordance with NxtGen Education Ltd's records management policy.
- The confidentiality of all parties involved in the appeal process will be maintained at all times, in full compliance with the UK GDPR and the Data Protection Act 2018.

Monitoring and Review

- The outcomes of appeals will be analysed annually as part of NxtGen Education Ltd's continuous quality improvement strategy. This ensures that the institution remains responsive and proactive in addressing any patterns or issues that arise from the appeals process.
- This policy will be reviewed every two years, or earlier if required due to changes in regulatory guidance, internal procedures, or best practices.

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