1st for Awarding Ltd
Appeals Policy

1. Introduction

1st for Awarding Ltd is committed to maintaining high standards of customer service and upholding the principles of fairness, integrity, and transparency in all assessment practices. We recognise the importance of ensuring that all learners have access to fair, reliable and equitable assessment processes.

This policy sets out the process by which a learner registered with 1st for Awarding can formally appeal a decision made following their assessment.

2. Policy Purpose

The purpose of this document is to:

- Explain the procedure for submitting an appeal against a decision made by 1st for Awarding.
- Specify which decisions made by 1st for Awarding are eligible for appeal.
- Outline the potential outcomes that may result from an appeal conducted by 1st for Awarding.

3. What is an Appeal?

An appeal is a formal request for a review of an assessment decision made by 1st for Awarding.

Appeals may be requested where a learner believes that an assessment, grading or quality assurance process has not been conducted correctly, consistently, or fairly, and that this may have affected the assessment outcome.

Issues that do not affect the assessment outcome should be raised through the 1st for Awarding Complaints Policy.

4. Making an Appeal

Appeals must be submitted by the learner's training provider on the learner's behalf and with the learner's consent.

Employers may support an appeal and provide relevant information where appropriate, however, they cannot submit appeals directly to 1st for Awarding.

All assessment appeals must be submitted through Proficient within 20 calendar days of the assessment decision being issued.

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Appeals are based on the evidence available at the time the original assessment decision was made. New assessment evidence cannot be considered as part of the appeal.

When submitting an appeal, the training provider should provide as much relevant information and supporting evidence as possible.

Upon receipt of an appeal on Proficient, 1st for Awarding will review the application, supporting evidence, and any records relating to the original decision. Any IQA or Subject Matter Expert (SME) involved in reviewing the appeal will not have any conflict of interest in the original assessment decision.

There are 2 stages to the appeals process; Stage 1 one must be completed before moving to the next stage:

- Stage 1 – Appeal Review
- Stage 2 – Appeal Hearing

Before submitting an appeal, the training providers must ensure that the learner:

- Consents to the appeal being submitted on their behalf
- Understands the potential outcomes of the appeal
- Understands the timescales associated with the appeals process.

5. Appeals Timescales

Activity	Timescale
Submission of Stage 1 Appeal	Within 20 calendar days of the assessment decision
Stage 1 Appeal Acknowledgement	Within 3 working days
Stage 1 Appeal Outcome	Within 20 working days
Request for Stage 2 Appeal Hearing	Within 10 working days of the Stage 1 outcome
Stage 2 Appeal Acknowledgement	Within 2 working days
Stage 2 Appeal Outcome	Within 10 working days

1st for Awarding will make every effort to adhere to the timescales outlined above. Where this is not possible, the training provider will be informed of the reason for the delay and provided with a revised timeframe.

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6. The Appeals Process

Stage 1 – Appeal and Review

Upon receipt of an appeal, 1st for Awarding will acknowledge the appeal within 3 working days and communicate the outcome within 20 working days. The outcome will be communicated to the named individual within the training provider who submitted the appeal.

When submitting an appeal, the training provider should provide as much relevant information as possible and retain all evidence relating to the case.

To submit an appeal through Proficient, the following information must be provided:

Information Required	Requirement
Summary	Provide full details of the appeal, including the reasons for the appeal.
Requested By	Confirm whether the learner, employer, or training provider initiated the appeal.
Primary Contact Name	The individual within the training provider responsible for submitting and managing the appeal. This individual will receive all correspondence relating to the appeal, including the outcome, via Proficient.
Requested Date	The date the appeal is submitted.
Supporting Evidence	Upload any relevant documentation or evidence in support of the appeal.

Note: Regardless of who initiates the appeal, all appeals must be submitted by the training provider on behalf of the learner.

7. Assessment Decisions

An appeal may be submitted where there is a concern that assessment, grading, or quality assurance processes have not been applied correctly, consistently, or fairly.

As part of the appeal process, 1st for Awarding may require an Internal Quality Assurer (IQA) and/or Subject Matter Expert (SME) to review relevant assessment documentation, associated evidence, and assessment recordings to determine whether the original assessment decision remains valid.

There are three possible outcomes to an appeal:

- The assessment result is upgraded. 1st for Awarding will amend its records, issue any revised certification where required and implement appropriate actions to prevent recurrence of any identified issues
- The assessment result remains unchanged
- The assessment result is downgraded.

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8. Stage 2 – Appeal Hearing

If you disagree with the outcome of Stage 1, you have 10 working days from the date the Stage 1 outcome is issued to request that a Stage 2 Appeal Hearing is commenced. This should be done by submitting a Stage 2 appeal on Proficient along with any additional supporting evidence (if required).

To determine if our policies and procedures have been properly followed, the appeal hearing will consider all the facts in the case and the assessor's and SME/IQA's assessment outcomes.

The Appeal Panel will then determine the final outcome.

The Appeal Panel will consist of a minimum of three members. All panel members will have the appropriate competence and no personal interest in the outcome of the appeal.
In accordance with regulatory requirements, the final appeal decision will involve at least one panel member who is not an employee of 1st for Awarding, an assessor working for 1st for Awarding, or otherwise connected to the organisation.

The panel may include:

- CEO (Responsible Officer) Chair of the Panel
- SME or IQA – must be present
- Head of Quality and Compliance
- Relevant assessor (where required)
- Head of Delivery or Head of Operations (independent of the original appeal)
- Independent panel member, in accordance with regulatory requirements

We will acknowledge your application for an appeal hearing within 2 working days.

1st for Awarding will hold the appeal hearing and communicate the outcome within 10 working days.

The possible outcomes of the hearing are as follows:

- The assessment decision and grade will remain the same
- The assessment decision will be changed to upgrade the grade
- The assessment decision will be changed to downgrade the grade

If the appeal identifies any errors within 1st for Awarding procedures, the Quality Team will:

- Correct any errors
- Produce and implement an action plan to alleviate any further risks or issues
- Provide feedback/further training and development to the relevant people within 1st for Awarding
- Review assessment documentation
- Identify and take any necessary steps to support any other learner who may have been affected

The outcome of the appeal hearing will be the final decision.

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9. Fees

Stage 1

Appeal upheld	No fee
Appeal rejected	£300

Stage 2

Appeal upheld	No fee
Appeal rejected	£300

10. Confidentiality

1st for Awarding will process all personal data associated with an appeal in accordance with UK GDPR and the Data Protection Act 2018. Information will only be shared with those involved in investigating, reviewing, and determining the appeal.

11. Further Action

If you have exhausted 1st for Awarding's Appeals Process and remain dissatisfied, you may raise your concerns with Ofqual. Information regarding Ofqual's complaints process can be found at: https://www.gov.uk/government/organisations/ofqual/about/complaints-procedure

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V1.0	**9th April 2024**	Separating Complaints from Appeals
V1.1	**9th July 2024**	Updating number of days for appeal – to 20 calendar days and removing references to ACE360.
V2.0	**1st October 2025**	Revisions made to detail for clarification and rebrand.
V2.1	**8th October 2025**	Updated terminology, responsibilities. General review for clarity and regulatory alignment.

This document will be reviewed annually and updated as required

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