

Enquiries About Results and Appeals Policy and Procedures

April 2026

Contents

1. Introduction.....	3
1.1. Purpose.....	3
1.2. Scope of the policy and grounds for appeal	3
1.3. Regulatory authorities.....	3
1.4. Responsibilities	4
1.5. Review arrangements.....	4
1.5.1. Situations brought to our attention by the regulators	4
1.6. Fees	4
1.7. Complaints	4
2. Enquiries about Results.....	5
2.1. Introduction	5
2.2. Process.....	5
2.3. Enquiries about results – flowchart	6
3. Appeals against assessment decisions.....	7
3.1. Introduction	7
3.2. Process.....	7
3.3. Appeals against assessment decisions – flowchart	9
4. Appendix B Enquiries About Results – application form	10
5. Appendix C Appeals against results – application form	12

1. Introduction

1.1. Purpose

This policy sets out information about our service for Enquiries About Results and Appeals against assessment decisions, including those made relating to reasonable adjustments and special consideration arrangements, the circumstances in which they may be made and the processes which must be followed.

Centres, acting on behalf of a learner, may submit an Enquiry About Results (EAR) when assessment outcomes differ significantly from expectations. This process may include an administrative check, which ensures that all marks have been accurately recorded and calculated, or a remark of the assessment by a different qualified technical expert or marker.

The outcome of the administrative check or remark may conclude the enquiry. However, if concerns remain, the centre (on behalf of the learner) may choose to progress to an appeal.

It is also possible to submit an appeal against an assessment decision without having first submitted an EAR, where appropriate.

We publish this policy, procedure and process flowcharts on our websites and in centre handbooks, to support the process of appeal of assessment decisions in a timely manner.

Where an associated investigation leads to the discovery of a failure in its assessment process, we take all reasonable steps to:

- identify any other learner who has been affected by the failure;
- correct or, where it cannot be corrected, mitigate as far as possible the effect of the failure;
- ensure that the failure does not recur in the future.

Note on timescales: All time limits in this policy refer to calendar days, unless otherwise stated.

1.2. Scope of the policy and grounds for appeal

This policy is provided for the use of approved centres, acting on behalf of a learner who is currently undertaking or has completed an assessment. It applies to centres with responsibilities for managing, delivering, assessing, and quality assuring qualifications, and outlines the process for appealing assessment decisions.

Centres may submit an EAR or an appeal when they believe that assessment procedures were not applied consistently, properly, or fairly, as set out in the relevant assessment and quality assurance guidelines. Appeals may be initiated following an Enquiry About Results (EAR) or independently, where appropriate.

1.3. Regulatory authorities

This policy addresses the requirements of the relevant regulatory authorities' criteria.

1.4. Responsibilities

VTCT Skills as the awarding organisation is responsible for ensuring that all appeal decisions:

- are taken by individuals who have no personal interest in the decision being appealed;
- are dealt with by at least one decision maker/technical expert who is not an employee of the awarding organisation, an assessor working for it, or otherwise connected to it;
- are always taken by persons who have appropriate competence.

VTCT Skills personnel are required to follow the related procedures in order to deal with Enquiries About Results and Appeals as effectively as possible.

Centres are responsible for ensuring that all personnel involved in the management, delivery and assessment of VTCT Skills qualifications are fully aware of the policy and conversant with the related procedures.

Centres must have their own internal appeal arrangements in place and provide easy access to them for learners who wish to appeal against a decision taken by the centre. Where appropriate, the centre's own appeals procedures must be exhausted before an appeal is raised with the awarding organisation.

1.5. Review arrangements

This policy is reviewed annually as part of VTCT Skills' self-evaluation activity, which considers customer and regulatory feedback and good practice guidance.

1.5.1. Situations brought to our attention by the regulators

Where the regulators notify us of failures that have been discovered in the assessment process of another awarding organisation, we will review whether or not a similar failure could affect our own assessment processes and arrangements.

1.6. Fees

For an Enquiries About Results, VTCT Skills charge centres a fee of £25.00 per learner, per assessment if the result remains unchanged.

For an appeal VTCT Skills charge centres a fee of £300.00 per learner, per assessment which is refunded should the appeal be successful.

The fee amount is subject to annual review. VTCT Skills' Pricing and Fees Document contains the service fees for this academic year.

1.7. Complaints

VTCT Skills has a separate complaints policy and procedure, which should be followed by centres/learners who are dissatisfied with any other aspect of our services than those listed above. For further information please refer to 'Our policies' on the VTCT Skills website.

2. Enquiries about Results

2.1. Introduction

The VTCT Skills Enquiries About Results service is available for centres acting on behalf of one or more learners to enquire about assessment results issued by VTCT Skills, normally in cases where the results vary considerably from those expected.

An Enquiries About Results is a formal written request from the centre, acting on behalf of a learner, to VTCT Skills for a review of an assessment decision.

An enquiry can be a request for an administrative check of the accuracy of the results themselves, or in relation to decisions made regarding reasonable adjustments and special considerations, or external quality assurance decisions.

This may take the form of a request for one of the following:

- an administrative check;
- a remark of the assessment by a different technical expert/marker.

The request must be accompanied by the written permission of the learners for the centre to make the request. Receipt of requests unaccompanied by the written permission of learners may be treated as centre maladministration.

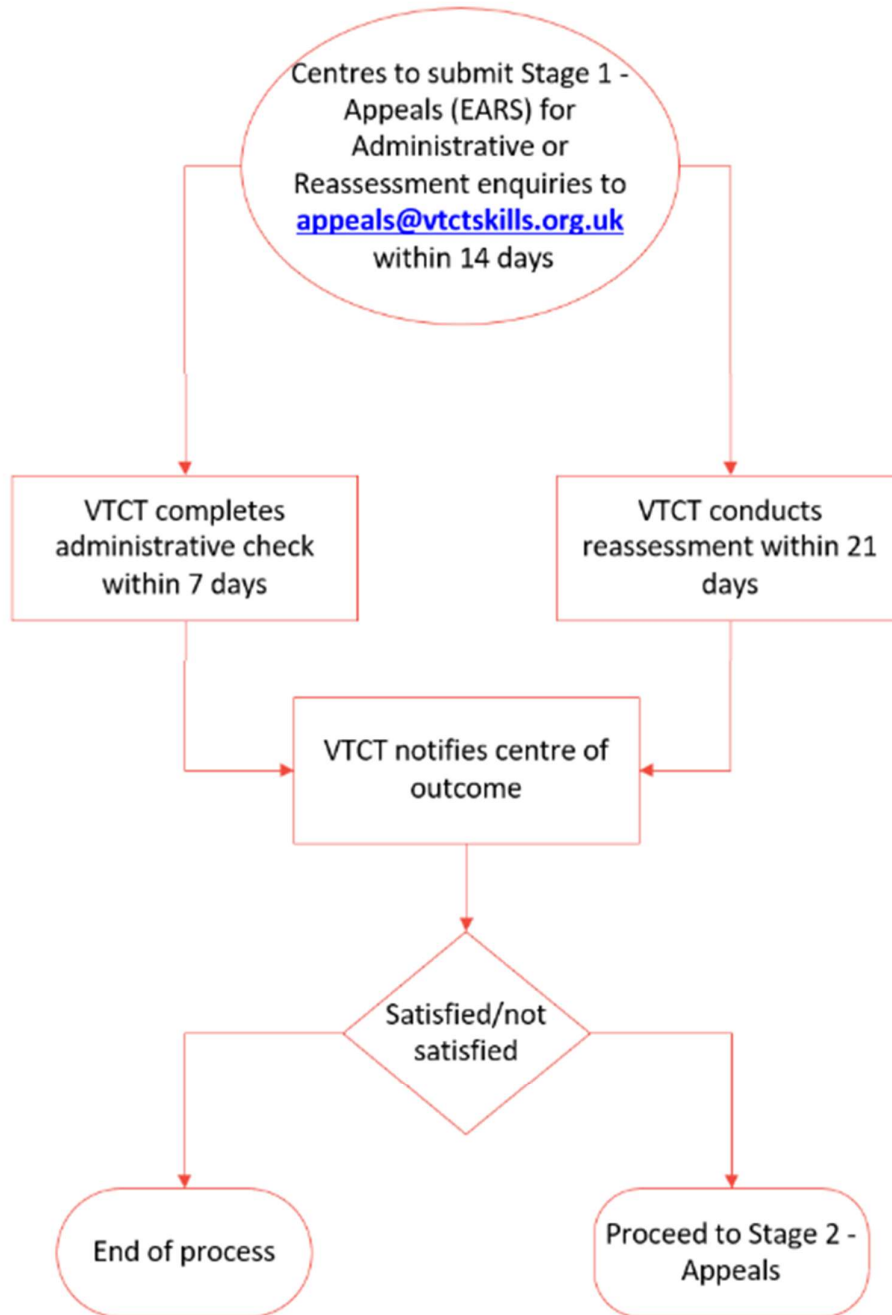
To ensure that the enquiry can be dealt with as soon as possible after the related assessment, it is important to adhere to the timescales for submission set out in the process below.

2.2. Process

- Send your Stage 1 appeal (Enquiry About Results) request to appeals@vtctskills.org.uk, with full details of the requested enquiry, accompanied by all supporting documentation and the written permission of each learner involved.
- Submit the request within 14 days or for series-based assessment refer to the Key Dates document published, of the receipt of results by the centre examinations officer, or within 7 days in the case of an enquiry about a reassessment following an administrative check.
- VTCT Skills acknowledges receipt of written enquiries about results within 7 days from receipt.
- VTCT Skills undertakes the check and notifies the designated centre contact within 21 days from receipt of the application of the enquiry. If for any reason these timescales cannot be achieved, VTCT Skills informs the centre contact of the anticipated timescale.
- The written report is sent by email and may provide details of any recommendations as well as the EAR decision.
- Possible outcomes of the enquiry are:
 - no change;
 - a change to the results which may be either higher or lower than previously issued.
- VTCT Skills will amend its learner records accordingly (if relevant).

- If the centre or the learner(s) are not satisfied with the outcome of the enquiry, a Stage 2 Appeal may be submitted in line with the VTCT Skills appeals procedures

2.3. Stage 1 - Enquiries about results – flowchart



3. Appeals against assessment decisions

3.1. Introduction

Stage 2 Appeals to VTCT Skills about an assessment decision or Enquiries About Results must be submitted within 28 days of the publication of that decision. For this reason, all coursework should be retained for at least 28 days beyond the date of results notifications or the publication of Enquires About Results.

Centres appealing on behalf of learners must obtain the written permission of the learner(s) concerned and advise the learner(s) that grades/results can go up or down following investigation.

VTCT Skills undertakes to report its findings and decision to the centre/learner within 28 days. Learners who are not satisfied with the outcome may be given the option to retake the assessment.

If at this stage the matter remains unresolved, then a further appeal for independent review of the case is possible. The outcome of the review will be made known within a further 8 weeks. The decision of the independent review panel is final.

3.2. Process

- The centre completes the Stage 2 Appeal application form (see page 14) and submits it to appeals@vtctskills.org.uk within 28 days of receipt of the related assessment decision(s) or completion of an Enquiries About Results.
- All sections of the form must be completed and all supporting information including the centre's report on the outcome of its own appeal review must be attached. An incomplete application will be returned to the centre for completion before it is processed by the awarding organisation, and as such could delay the process.
- The assessment is re-marked. In the case of an appeal against a practical examiner's decision, the original examiner will produce a full report for review by an internal quality assurance panel to ascertain whether moderation is necessary, and if it is deemed so, this will take place.
- If the assessment decision is deemed correct, VTCT Skills will notify the centre, setting out the reasons for its decision in full.
- If the assessment decision is revised, the revised result and certificate will be issued together with the report setting out the reasons for the decision in full.
- If other assessment decisions may be affected by the result of the appeal, all similar results will be recalled and reviewed in the same way.
- If the centre/learner is not satisfied with the appeal outcome, they may write to VTCT Skills within 21 days of receiving the outcome, to request reassessment or an independent review.
- In the case of reassessment, the following will apply:
 - The re-examination will normally take place within 8 weeks of the receipt of the written request.

- For theory assessments, a theory examination paper will be provided to the centre by the agreed date. Standard theory assessment regulations and procedures will apply. The assessment will be independently marked. If other assessment decisions may be affected by the result of such an appeal, all similar results will be recalled and reviewed in the same way.
- For practical assessments, reassessment will take place at the learner's own centre or another centre as agreed with the awarding organisation. The standard practical assessment regulations and procedures apply. A different practical examiner will conduct the assessment. The grade will be reviewed by a member of the quality assurance team. If other assessment decisions may be affected by the result of such an appeal, all similar results will be recalled and reviewed in the same way.
- In the case of independent review, the following will apply:
 - VTCT Skills will appoint a review panel comprising of a minimum of one senior manager and an independent person to review the case and come to a decision, normally within 28 days of receipt of the appeal. The reviewer will have the necessary knowledge and skills to reach an appropriate decision about the appeal.
 - The reviewer will review all the evidence and the procedures applied by the awarding organisation to ensure it has been fair, appropriate and consistent with the appeals policy and procedure.
 - The review process may involve discussion with and a request for information from the appellant and awarding organisation personnel, and a centre visit.
 - The reviewer will report their findings to the review panel which will reach a decision on the appeal.
 - If at any stage of the process the assessment decision is proved to be incorrect and the appeal is upheld,

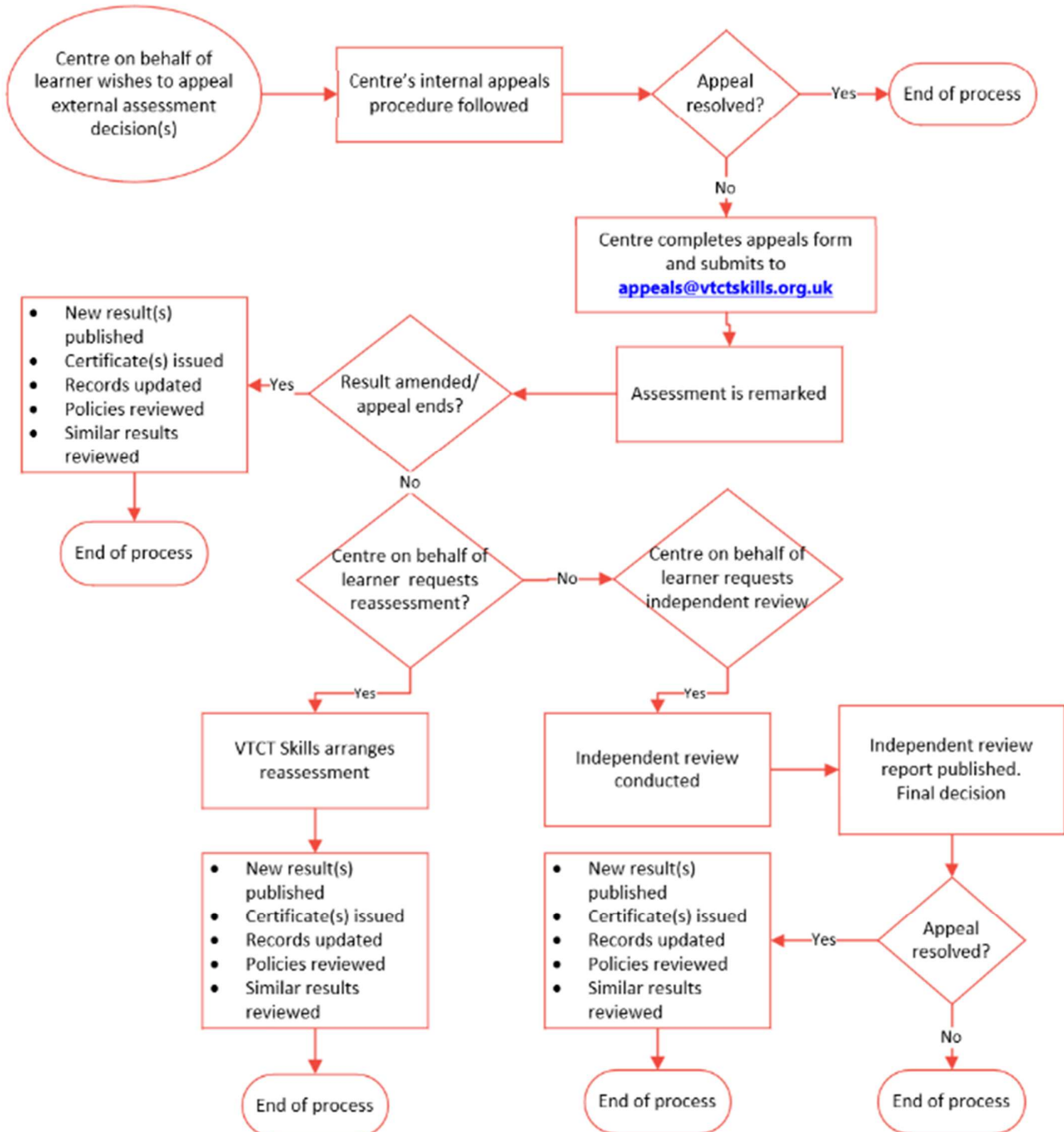
VTCT Skills will:

- issue the new results and certification;
- update all related records held by the awarding organisation;
- review related policies and procedures and take remedial action to prevent or mitigate a recurrence of the circumstances giving rise to the appeal;
- recall and review in the same way all similar results for any other assessment decisions which may be affected by the outcome of such an appeal.

Appellants may make a referral to the regulators. However, the regulator is unable to overturn assessment decisions or academic judgements.

A referral can be made to Qualifications Scotland Accreditation, however, Qualifications Scotland Accreditation is unable to overturn assessment decisions or academic judgements.

3.3.Stage 2 Appeals against assessment decisions – flowchart





4. Appendix B Stage 1 Enquiries About Results – application form

Enquiries About Results application form			
<p>Part A: Learner consent form</p> <p style="text-align: center;">Information for learners</p> <p>If your examination centre makes an Enquiry About the Result of one of your assessments after your subject grade has been issued, there are two possible outcomes:</p> <ol style="list-style-type: none"> 1. No Change to the Grade The original assessment decision is upheld, and your grade remains the same. 2. Grade Adjustment The assessment decision is revised, resulting in a change to your grade. This may be an increase or, a decrease depending on the outcome of the review. <p>In order to proceed with the Enquiries About Results, you must sign the form below. This tells the head of your centre that you have understood what the outcome might be, and that you give your consent to the Enquiries About Results being made.</p>			
Learner number:		Learner name:	
Qualification:		Unit code:	
<p>I give my consent to the head of centre to make an enquiry about the result of assessment listed above. In giving consent, I understand that the final subject grade awarded to me following an Enquiries About Results may be lower than, higher than, or the same as the grade which was originally awarded for this subject.</p> <p>Learner Signature:.....</p> <p>Centre Name:.....</p> <p>Date:.....</p>			



Part B: Centre consent form

Information for centres

VTCT Skills charges a fee per learner per unit for an Enquiry About Result. The fee will be charge if the EAR is unsuccessful in changing the learner’s grade.
 It is only possible to submit an EAR for an examination if within 2 marks of a grade boundary.

Details of enquiry

Please state the reason for your enquiry e.g. for assignments, specify which learning outcome(s) you believe have been achieved and indicate where the evidence for these can be found within the assignment evidence:

Centre number:

Centre name:

Reasons for enquiry:

Signature on behalf of centre:.....

Date:.....

This form should be retained on the centre’s files for at least 6 months following the outcome of the Enquiries About Results.

Once completed, please email this form to appeals@vtctskills.org.uk

Centre Contact Information

Email address:.....

Phone number:.....



5. Appendix C Stage 2 Appeals against results – application form

Appeals against results application form			
Centre name:		Qualification/unit title:	
Centre number:		Date of assessment:	
Learner name:		Date appeal submitted:	
Learner VTCT Skills/ITEC Registration no.:			
Please provide the following information/attach the related evidence:			
The nature of the appeal			
The outcome of the appeal			
Evidence to support the appeal			
Centre representative		Learner	
Name:		Name:	
Role:			
Contact email:		Contact email:	
Contact phone number:		Contact phone number:	
Signature:		Signature:	
Date:		Date:	
Return this form via email, along with all supporting documents attached as evidence to: For VTCT Skills and ITEC centres – appeals@vtctskills.org.uk			