

Date written /reviewed:	13 th May 2026 (reviewed)	
Written/reviewed by:	Andrew Moughtin (Director of Services)	
Board approval:	Date:	22 nd May 2023
	Signed:	
	Position:	Trustee
Review due by:	13 th May 2027	
Table of contents:	Scope Access Policy Statement Procedure	
Substantive changes since last review:	N/A	

This policy outlines the procedures to follow in the event of a learner wishing to query or appeal against a mark/grade they have received for a qualification or submission.

Scope of the policy

An appeal is a procedure through which a centre may be challenged on the outcome of an enquiry about results, or where appropriate, other procedural decisions affecting an individual candidate.

Access

Students are made aware of the existence of this policy, the contents of which are explained at induction. A copy is kept in each Centre, along with the appeals policies for each of the awarding bodies used by Acorn AP. All staff are made aware of these policies and how to access them in order that students can be supported.

Policy statement

All students at Acorn AP have the right to make an appeal about any of the marks received for any of the qualifications they are undertaking.

Procedure

Stage 1	The learner should discuss the issue informally with their teacher to aim to reach a mutually agreed decision and/or outcome.
	The member of staff has a responsibility to explain to the candidate why he/she received the grade/ mark.
	If the learner is not satisfied with the explanation, the piece of work will be re-marked by another member of staff also involved with that qualification. The learner will be informed of the outcome of the re-marking.
Stage 2	If the learner is dissatisfied with the outcome at stage 1, a formal appeal should be made to the Acorn Head of Centre. An appeal will normally be made in writing although, where this

	presents difficulty, other means of communication will be accepted. Any appeal must be received by the Acorn Head of Centre within 4 weeks of the relevant results being issued.
	The Acorn Head of Centre will consult with the Director of Operations to determine whether the appeal can be resolved within Acorn AP or whether an appeal needs to be made on the learner's behalf to the awarding body. The Acorn Head of Centre will respond in writing to the learner within 2 weeks, outlining the action that will be taken and the timescales that will be applied.
Stage 3	If the learner wishes to continue the appeal after all actions within stages 1 and 2 have been undertaken, then Acorn AP will provide the learner with information about the appeal procedure for the relevant awarding body. The Director of Operations will assist with the completion of any forms and will correspond with the awarding body on behalf of the learner.
	Alternatively, if the learner wishes to make a formal complaint to Acorn AP, please refer to the Complaints Procedure – available in all Acorn Centres and on the website.

For all qualifications where internal assessment takes place, the following steps should be taken before referring the appeal to the awarding body, and the outcomes communicated in writing to the person making the appeal within 2 weeks.

- Review procedures followed for the assessment and internal verification of the relevant unit(s).
- Where any discrepancies are identified, a learner's work may be reviewed. Any discrepancies in Acorn AP's assessment and IV process must be fully rectified.
- Records must be kept of the actions taken, along with supporting evidence. This and all learner documentation must be retained until the appeal has been fully resolved.
- Where a unit has been awarded or not awarded incorrectly, the awarding body must be contacted to report the error.

For all qualifications where external assessment takes place (e.g. Level 1 and 2 Functional Skills) the appeal should be referred directly to the awarding body (e.g. NCFE).

In all cases, the person making the appeal should be kept informed (in writing) of all developments, and outcomes within agreed timescales.