

# Enquiries and Appeals *Policy.*

The process for enquiries and appeals against assessment judgements — ensuring fair, consistent, and reliable outcomes for all learners and approved centres working with The AI Board.

## SECTION 01

## Introduction

The purpose of this document is to set out the process for appeals against assessment judgements so that all parties are clear about the procedure.

It is the aim of The AI Board to ensure that all outcomes of assessment are fair, consistent, and reliable – based upon the valid judgements of the assessor, internal quality assessor (IQA) and external quality assurer (EQA), using the assessment strategy for the relevant qualification. However, occasions may arise where the learner or centre may wish to question a judgement.

If a learner or centre disagrees with assessment outcomes and wishes to appeal against the Assessor's decision, this procedure should be followed.

The procedure applies to all qualifications offered by The AI Board and relates to appeals on assessment judgements. In addition, it also covers appeals in relation to malpractice/maladministration and reasonable adjustments/special considerations. The overarching responsibility for overseeing this procedure lies with the Quality and Standards Committee, which is a sub-committee of the Board of the The AI Board company.

If a participant is dissatisfied with regard to any other matter, he/she should utilise the relevant The AI Board policy, for example, the Complaints Policy.

## SECTION 02

## Responsibilities

The overall responsibility for managing appeals at The AI Board lies with the Head of Quality and Assessment who will ensure that the policy is working effectively and will update the policy in accordance with The AI Board policy review procedures.

All parties involved with an appeal are expected to act considerately, fairly and reasonably towards each other and to comply with the requirements of this procedure by completing the necessary forms, responding to requests for information within the agreed timescales, attending meetings or undertaking any other reasonable action, as required.

The AI Board reserves the right to refuse to consider any claims which are thought to be unreasonable, malicious or false or fall outside the 'Grounds for Appeal' listed below. If a claim from a learner or centre is believed to fall into any of the aforementioned categories, the matter may be referred to the The AI Board Malpractice Policy which may result in sanctions against the learner and/or centre.



### SECTION 03

## Grounds for Appeal

The following are the grounds on which an appeal against an assessment judgement can be based.

The participant's performance was affected by factors outside their control, for example, sickness or accident (known as "extenuating circumstances") which were known to the assessor/centre but have not been sufficiently, or fairly, considered.

The assessor has not taken account of all the work produced and/or there is no feedback to explain why the assessment decisions were taken.

The AI Board did not take into account all the information when making a judgement relating to malpractice/maladministration or reasonable adjustments/special consideration.

There has been an administrative error which meant assignment submission arrangements were not conducted according to the centre or The AI Board procedures.

Other grounds such as alleged unfair treatment or discrimination which is outside the exercise of academic judgement.

### SECTION 04

## Process

The process should be followed as described below.

## 01 Stage 1 — Enquiries Regarding Assessment Judgements

If a learner or centre wishes to question the outcome of the judgement by a The AI Board external quality assurer in relation to certification they should write to the The AI Board Head of Quality and Assessment within 14 days of the results being issued. The Head of Quality and Assessment will appoint an EQA or other member of staff who wasn't involved in the original decision. The EQA, or other member of staff, will review the original evidence and submission by the centre/learner to check whether the correct process was followed. They may recommend the EQA process be undertaken again if they believe the correct process was not followed.

If you are dissatisfied with the outcome of Stage 1 and the explanation provided you should progress to Stage 2, otherwise the appeal is deemed to have been resolved.



---

## 02 Stage 2 — Appeal

If a centre or learner is not satisfied with the outcome of stage 1, they can make an appeal. A The AI Board Appeal Form will need to be completed providing the information required and attaching any other relevant evidence or documents within 5 working days following the outcome of stage 1. You must state the grounds on which you are appealing (please refer to the list above) and attach any evidence which you wish to submit. Send this form to the Head of Quality and Assessment.

Please note, there is an administration fee for Stage 2; the fee can be found on the The AI Board Fee Structure, available on request. If the appeal is upheld, the fee will be refunded.

The Head of Quality and Assessment will consider the appeal and the evidence presented. He/she will also consult with individuals including the appellant as necessary, in order to ensure the information provided is clear and complete. The judgement made by the Head of Quality and Assessment will be checked internally by a panel of senior staff/associates.

The final judgement and feedback on the appeal will be provided within 10 working days to all interested parties. Centres and learners should be aware that results can be revised upwards or downwards or in the case of malpractice / maladministration and reasonable adjustments / special considerations if the judgement is changed.

Notes will be made of all conversations and discussions and retained on file. A note will also be made on the record of assessment judgements for the learner.

### **Possible outcomes from the judgement are that the:**

appeal is upheld.

appeal is declined with reasons and advice on what to do next.

original assessment decision is confirmed.

original work should be re-assessed by the original assessor and internally verified.

original work should be re-assessed by a different assessor appointed by the panel and internally verified.

Sanctions relating to malpractice/maladministration are changed, including potential removing the sanctions.

Actions relating to reasonable adjustments and special considerations are changed.

### 03 Stage 3 — Independent Appeals Board

If you are unhappy with the Stage 2 decision you have the right to appeal to the Independent Appeals Board.

The appellant must write to the Independent Appeals Board within 14 days of the result of Stage 2 must contain clear rationale of

the reasons for which the appellant considers that The AI Board did not follow the required processes, and

their reasoning for the escalation to this stage of appeal.

The Independent Appeals Board exists to ensure that there is an independent route of appeal. It is comprised of one member of the Quality and Standards Committee (sub-committee to the Board) at The AI Board, one EQAs who has not been involved in stage 1 or 2 and one independent expert who does not work for The AI Board in any other capacity. The Panel will aim to undertake the review within 14 days of receiving the request. The Independent Appeals Board is the final decision-making body for appeals for a learner and/or a centre and its decisions are final.

Please note, there is a fee for stage 3 of the appeals process which can be accessed on request. Any fee charged will be refunded if the appeal is upheld.

**This is the final stage of this process.**

## SECTION 05

# Review

DOC ID	TITLE	WORK AREA	VERSION	ISSUE DATE	REVIEW DATE	AUTHOR	OFQUAL RELATED
POL	ENQAPPEALS	ADM	v0.2	March 2025	March 2026	J Jones / R Palmer	Y

### Version Control

VERSION NUMBER	SUMMARY OF CHANGE	DATE CHANGED	NEW REVIEW DATE
----------------	-------------------	--------------	-----------------

**VERSION  
NUMBER**

**SUMMARY OF CHANGE**

**DATE CHANGED**

**NEW REVIEW  
DATE**