Appeals Procedure

September 2026

An appeal is a procedure that allows a learner to formally challenge the decision of the Assessors on specified grounds for Internally Marked Assessments (see grounds for an appeal below). The procedure for making an appeal is summarised below. All appeals must be made in writing by email or post.

The decisions of an Assessor may be challenged on the three following grounds:

- That there exist circumstances materially affecting the learner's performance which were not known to the Assessor when the decision was taken and which it was not reasonably practicable to make known to the Assessor beforehand.
- That there were procedural irregularities in the conduct of the assessment procedures, including assessment of coursework, of such a nature as to create a reasonable possibility that the result might have been different had they not occurred.
- That there is evidence of prejudice, bias, or inadequate assessment on the part of one or more Assessors.

Challenges to appeals concerning Internal Assessment

Candidates cannot appeal solely because the result is worse than they would have wished or worse than they feel they deserve. No appeal will be allowed on the grounds that candidates believe that the Assessor may have erred in his/her judgment of the results achieved, if the decision of the assessors was properly made.

Making an appeal concerning Internal Assessment

The procedures for appeals for internal assessment have two phases.

Stage One

The learner must submit a case for internal resolution to the Centre via email on wildertraining@suffolkwildlifetrust.org within 7 days of notification of the results. When submitting an appeal, the learner must include:

- Full name, date and location of course.
- Reasons/grounds for appeal.
- Evidence for the appeal in the form of documents e.g. portfolios along with date(s) and time(s) of occurrences relevant.
- The Assessor will normally aim to respond to a learner's request for internal resolution within a maximum period of 10 days.

Stage Two

If the learner is unable to come to an agreement with their Assessor, then they can escalate the appeal to the IQA for consideration. The escalated appeal must be submitted within 14 days of notification of a failure to resolve the dispute with the Assessor. The IQA and Wilder Training Manager will review the enquiry and ensure procedures have been applied fairly, appropriately and consistently in line with SWT policies. SWT aims to complete the process within 20 working days. Failure to resolve the dispute

internally may ultimately result in the dispute being escalated to the Awarding Body, whose decision will be deemed final. All evidence of appeal, decisions and disputes will be provided to the Awarding Body at this stage. SWT will ensure that written permission of the learner concerned is obtained before the enquiry and that the Awarding Body's Enquiry and Appeals Policy is adhered to.

Making an Appeal Concerning External Assessment

The Awarding Body will deal with all appeals relating to an external assessment. Most importantly, this appeal will only be made by the Centre on behalf of individual candidates and not by the candidates themselves. The Centre will send any evidence and the candidate's appeal to the Awarding Body. Evidence sent will usually be by granting access to the candidate's actual portfolio via Moodle (if this has not already been given to the Awarding Body) and an application stating the basis of the appeal. It is outside the remit of SWT to control the outcomes or time taken for resolving appeals by any Awarding Bodies. However, we will do our best to facilitate the process for both candidate and Awarding Body. The candidate must never contact the Awarding Body directly unless expressly requested by the Awarding Body to do so.

Making an Appeal Concerning Malpractice or Maladministration

Staff or Learner malpractice or maladministration is minimised through the delivery of learner inductions, staff training and plagiarism software training, however, should an appeal concerning malpractice or maladministration arise, to avoid any conflict of interest, it is delegated to the Centre Manager. A process of interview and investigation would follow and if necessary, the appeal would be referred to the Awarding Body.

All stages of the appeals processes are recorded by the Centre Manager, saved in a secure folder and retained for three academic years.

Version history

VERSION	DATE	SUMMARY OF CHANGE	By Whom
1.0	January 2024	Original document	Beveryly Rogers – Accredited Training Manager
2.0	January 2025	Reviewed.	Catharine Harrison – Centre Manager
3.0	September 2026	Reviewed. Updated staff titles and email addresses, removed Centre Administrator as role no longer exists. Added sharing of portfolio access via Moodle. Added logo.	Emma Keeble, Centre Manager/ Wilder Training Manager