Appeals Policy

Document Control

Document Title	Appeals Policy
Version Number	001
Status	Approved
Publication Date	28th February 2026
Policy Owner / Author	Directors
Review Date	28th February 2027
Approved / Ratified by	Directors
Distribution	All Staff, Volunteers, Directors, Sessional Workers

1. Introduction

South Cumbria Skills Exchange (SCSE), operated by Whamos Training and Development CIC, delivers both commercial training and assessed qualifications (through our awarding body partners Qualifications Network (QNUK) and Open Awards) and unregistered Alternative Provision (AP) for children and young people commissioned by schools and Cumberland Council.

We are committed to providing high quality training and qualifications, and to ensuring that equality of opportunity underpins all aspects of our work.

This policy sets out our formal procedure for appeals against assessment decisions on accredited qualifications. Where a candidate wishes to challenge an assessment outcome, the four-stage process below applies.

2. Scope

It is important that all appeals are raised directly with Whamos Training and Development CIC

3. Overview of the process

Our appeals policy is a four-stage process, each process is detailed below, most complaints will be resolved to a satisfactory standard at stage one.

If the complaint is not resolved at stage one then it should be escalated to stage two and if not resolved again it should be escalated to stage three, finally if not resolved at the third stage the final stage should be used.

4. Stage one — at the assessment

- Complaint is raised directly with the assessor conducting the assessment, who will deal with the concern/complaint at the time that it is raised.
- The usual course of action would be for the candidate to repeat the assessment.

5. Stage two — centre level

- If the candidate is still not happy with the outcome of the second assessment, they should raise this as soon as possible with the course tutor or centre manger, details of the centre manager are provided here:
- Elizabeth Amos-Milburn, Whamos Training and Development CIC, South Cumbria Skills Exchange unit 13B Devonshire Road, Millom. Cumbria. LA18 4JS, 01229774591, elizabeth@cumbriaskills.org.uk, https://www.whamostraining.co.uk
- We will aim to resolve all complaints within 10 working days in writing.

6. Stage three — awarding organisation

- Only if the candidate is still not happy with the outcome from the training centre can they refer their appeal to Qualifications Network, who will carry out an investigation into the complaint and will contact the complainant with the results of their investigation.
- Qualifications Network can be contacted by phoning 020 3795 0559.
- For Open Awards qualifications, Open Awards can be contacted on 0151 494 2072 or by emailing enquiries@openawards.org.uk.

7. Stage four — regulator (Ofqual)

- Stage four is the final stage of the appeal, if your appeal has not been resolved, you can take your appeal to Ofqual using their appeals procedure, however, you must have exhausted all options above.

You can make us aware of your complaint by letter, phone or email.

8. Regulator contact

Office of Qualifications and Examinations Regulation Earlsdon Park,

53-55 Butts Road,

Coventry

CV1 3BH

Telephone: 0300 303 3346 (Lines are open Monday to Friday, 9.00am to 5.00pm) Textphone: 0300 303 3345 Fax: 0300 303 3348 Email: info@ofqual.gov.uk

9. Information to provide regulators

You need to provide regulators with the following information:

- What the complaint is about
- Your full name and candidate number (if you have one)
- The training provider’s name and number
- The name of the awarding organisation or exam board
- The qualification or unit title and code number
- Copies of any relevant supporting documents.

10. Regulator timescales

Ofqual promise to:

- acknowledge receipt of your complaint within two working days of receiving it
- give you a full response within 30 working days.

11. Records and review

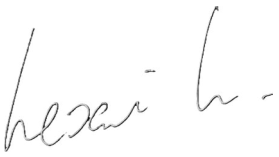
Whamos Training and Development CIC will keep a written record of all appeals made and the outcomes, this will be made available to any inspectors or other organisations that conduct Quality Assurance based audits.

Our primary aim is to provide high quality customer focused training and qualifications; therefore, we aim to have very few appeals to our decisions and certainly aim to resolve any appeals within our company.

Approval & Review

This policy has been approved on behalf of the Directors:

Elizabeth Amos-Milburn *Co-Director*	**Alexandra Gager-Liebhart** *Co-Director*

Date of approval: 28th February 2026
Next review: 28th February 2027

Schedule 1 — Record of Changes

Version	Date	Nature of Change
001	28th February 2026	Initial published version included in the Combined Policies and Procedures 2026 edition.