

Appeals Procedure

The following Policy sets out the appeals procedure for Showcase Training Ltd. This procedure covers the process for raising appeals against an academic decision that has been made. Should a learner feel that proper process has not been followed or that the academic decision was not made in accordance with the regulations of the programme of learning, then they may appeal via one of the following methods:

Call: 03303209230

E-Mail: hello@showcasetraining.co.uk (add "Appeal" in subject box)

Write to:

Showcase Training Ltd
Unit 77 Merlin House
4 Meteor Way
Daedalus Drive
Fareham
PO13 9FU

Examples of areas where an appeal may be raised are:

- If the learner believes that Showcase Training Ltd has not applied procedures consistently or that procedures were not followed properly, consistently, and fairly
- If the learner is not satisfied with the conduct of the assessment and believed it disadvantaged them
- If the learner feels that the premises/environment for assessment has disadvantaged them.

Should a learner wish to appeal against a decision made after a complaint has been investigated then please refer to our complaints Procedure.

Candidates who do contact us should ensure to give us their full name, contact details, and include a daytime telephone number along with:

- A Full description of the appeal (including the subject matter and dates and times if known)
- Any names of the people dealt with so far
- Copies of any papers or letters to do with the appeal; and
- Any other factors for consideration such as any extenuating circumstances that the learner either did not address at the time or believes that were raised but were not taken into consideration when the decision was made.

Appeals will be investigated, and a review panel may be formed in order to reach a decision. We aim to investigate and respond to appeals within 5 working days.

Internal assessments will be directed to the head of Quality who will make the final decision on the appeal; however, if the learner is still unhappy, they may make a complaint to our awarding body NCFE. The awarding body are unable to look at the appeal itself but will help learners with any complaints. NCFE can be contacted by calling; 01912398000 or by emailing: customersupport@ncfe.org.uk.

External assessments

For external assessments, appeals will be dealt with directly by NCFE.

Appeals accepted by NCFE:

- Outcome of an enquiry about results and assessment decision
- Outcome of an application for reasonable adjustments or special consideration
- Outcome of a maladministration or malpractice investigation
- Outcome of a decision to impose a sanction resulting from a malpractice or maladministration investigation
- Outcome of a review of an appeal (stage 1) decision

- Termination of product and/or centre approval status for maladministration or malpractice, or termination for breach of centre Agreement.

You must submit an appeal application within 30 working days of receiving the original decision, the outcome of an enquiry or the outcome of a review of an appeal (stage 1).

Showcase Training can submit an appeal on behalf of a learner or a group of learners, with the explicit written permission of that learner or group of learners. Learners and / or their parents or legal guardians are not permitted to submit an appeal directly to NCFE.

If you or any other relevant party wish to be legally represented in relation to any aspect of the appeal, we must be informed in writing; this must include details of who, what their credentials are and what interest they have in the appeal case. NCFE reserve the right to also be legally represented.

Appeals can be submitted to NCFE using the web form which can be found [here](#).

Should the appellant address NCFE directly and remain unhappy with the outcome, they may then raise the appeal to the relevant qualification regulator. Either a representative of Showcase Training Ltd or NCFE will be able to offer guidance on the appropriate qualification regulator in each instance and provide contact details.

If learners have any queries about the content of this policy, please contact us on 01329 848714 or email hello@showcasetraining.co.uk

1	01/12/2015	Luke Bailey	1 st Issue
2	16/05/2016	Ellen Mould	Review Policy
3	16/11/2016	Ellen Mould	Reviewed and Checked
4	23/01/2018	Ellen Mould	Reviewed and Checked
5	05/03/2018	Ellen Mould	Reviewed and Checked
6	28/01/2019	Ellen Mould	Reviewed and Checked
7	10/10/2019	Ellen Mould	Reviewed internal / external procedure
8	18/03/2020	Ellen Mould	Reviewed and Checked
9	25/02/2021	Ellen Mould	Policy reviewed and ratified with team
10	21/11/2022	Nicola Bailey	Policy reviewed & amended in line with NCFE's changes