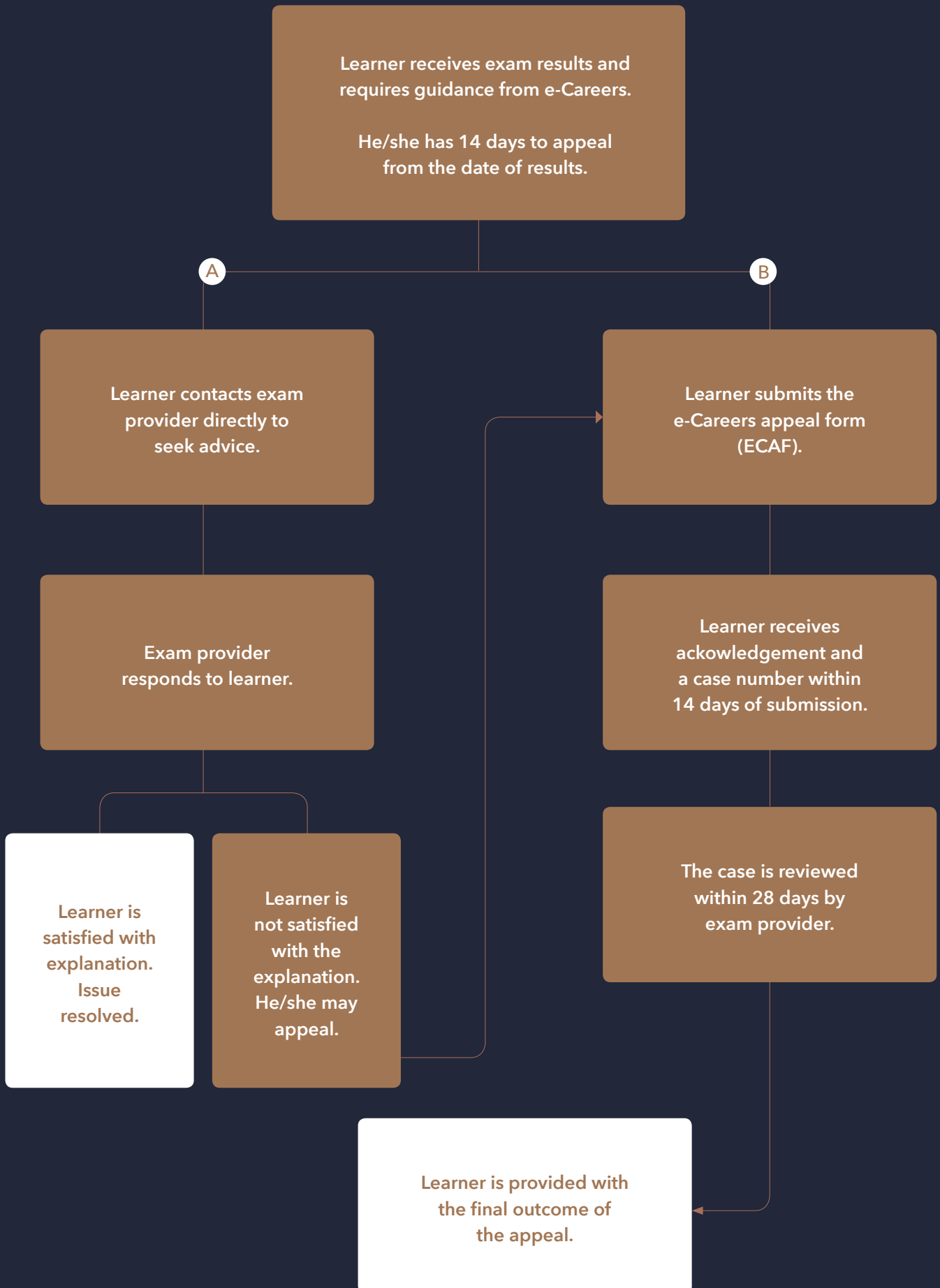


# THE APPEALS PROCESS

# THE APPEALS PROCESS



**Please note:** We work with many exam providers and each of them follow either route A or B, which are described in this document. Please contact our customer support for further information: [cs@e-careers.com](mailto:cs@e-careers.com)

## THE APPEALS PROCESS

This Appeals Policy ("this Policy") allows a learner to bring an appeal against decisions made by a Board and or the examination body, where the decision of the Examiners relates to a learner's academic performance and progress, and enables investigation by the Examiners.

This Procedure applies to all students who have taken an exam irrespective of mode of study and exam, excluding Classroom students (i.e. those students who studied Prince2 Classroom) for whom a specific and separate procedure applies.

e-Careers encourages all Learners to make contact with the exam provider before activating the Appeals Policy, this can solve concerns quickly and without the need to submit and start the process of an Appeal.

- 1.0 Learners are to note that this policy may only be used to request a review by the Examiners and or the examination body. This policy should not be used where students wish to report dissatisfaction about learning-related or service related provision.

---

- 1.1 e-Careers will ensure that due regard is given to the Appeal and that students with protected characteristics, as defined under the Equality Act 2010, are treated fairly and without discrimination.

---

- 1.2 Learners will not be disadvantaged as a result of making an Appeal under this Procedure the learners are reminded that all appeals must be made in open and honest application and in good faith, failing this any appeal can be rejected regardless of its stage.

---

- 1.3 e-Careers will ensure that any Appeal will follow the same procedure as set out in this policy unless there are special circumstances.

---

- 1.4 Please note for AAT Students the Appeals Policy of AAT applies. For full details please refer to the link: <https://www.aat.org.uk/assessment/enquiries-and-appeals/enquiries-guide>  
  
Please note for CeMAP® Students the Appeals Policy of LIBF applies. For full details please refer to the following link: <https://www.libf.ac.uk/study/professional-qualifications>

---

- 1.5 Learners are to note that this policy is to be used when making an Appeal for a review on examination results and not to be used on concerns over learning or service related matters, learners are to use the e-Careers Complaints Procedure in those instances. If an Appeal is put forward and all or part would be better serviced under the Complaints Procedure the Appeal will be transferred, the learner will be notified of the change.

---

- 1.6 In the interest of servicing each Appeal, e-Careers will endeavor to meet the timescales set out in this policy, in any variation e-Careers will make all efforts to keep the learner informed by communicating through the available means.

---

- 1.7 This policy is set to operate openly, without bias and equally for each appellant and the exam provider.

---

- 1.8 All documentation and supporting evidence must be provided with the Appeal Form [ECAAF], learners are reminded that submission of the form itself will not constitute as evidence. Supporting evidence should be the original as such as a doctor's note.

---

- 1.9 All information provided by a Learner will be in confidence and shall only be shared with individuals or representatives of an organization who support the progress of the Appeal.

---

- 1.10 An Appeal will not be accepted if presented by a third party, unless section 2 has been completed and written consent is provided by the Learner. Please refer to the Appeals Process, it has been designed to enable the Appeals Policy to work effectively when activated.