

Appeals Policy

Version 1.0 — 02 May 2026

Learner-Friendly Summary

Learners and centres have the right to appeal decisions made by SBK Teaching Standards. Appeals may relate to results, malpractice decisions, or decisions about access arrangements, reasonable adjustments, or special consideration. Appeals must be submitted within 30 days of the outcome, using the official application form. Appeals are reviewed fairly, independently, and without conflict of interest. If you are unhappy with the final outcome, you may escalate your concern to Ofqual.

1. Introduction

This policy sets out the processes for appealing decisions made by SBK Teaching Standards.

Appeals may be submitted in relation to:

- **Results** (including marking, moderation, clerical checks, and certification outcomes)
- **Malpractice decisions**
- **Decisions relating to access arrangements, reasonable adjustments, and special consideration**

Appeals may be submitted by:

- The **Head of Centre** (for centre-entered learners)
- A **private learner**

Appeals cannot be submitted by members of the public or third parties on behalf of a learner.

Where a centre or private learner wishes to query or discuss any aspect of SBK Teaching Standards' interpretation or application of this policy, they may contact us using the methods listed in **Section 6**.

A fee applies to each stage of an appeal. **Fees are disclosed on request** and are refunded if the appeal is upheld.

2. Appeals Against Results

This includes appeals against:

- Results on certificates
- Grades for individual assessments
- Clerical re-checks
- Reviews of marking
- Reviews of moderation

Appeals may be submitted if the learner or Head of Centre believes that:

- A **marking error** occurred
- A **moderation error** occurred
- SBK Teaching Standards did not apply its procedures **consistently, properly, or fairly**

Appeals can only be submitted **after** the relevant post-results service has been completed.

2.1 Marking Error

A marking error is defined as awarding a mark that could not reasonably have been awarded given:

- The learner's evidence
- The assessment criteria
- The awarding organisation's marking procedures

This includes:

- Administrative errors
- Failure to apply criteria correctly
- Unreasonable academic judgement

2.2 Moderation Error

A moderation error is defined as a moderation outcome that could not reasonably have been awarded given:

- The learner's evidence
- The assessment criteria
- The moderation procedures

This includes:

- Administrative errors
- Failure to apply moderation criteria correctly

- Unreasonable academic judgement

If an appeal is accepted, SBK Teaching Standards will investigate the learner's work and/or the procedures that may have failed.

3. Appeals Against Malpractice Decisions

Learners or centres may appeal malpractice decisions relating to:

- Learner malpractice
- Centre staff malpractice
- Plagiarism
- Collusion
- Misuse of AI tools
- Breach of assessment conditions
- Misconduct during assessment
- Any sanction imposed as a result of malpractice findings

Grounds for appeal include:

- Incorrect evidence used in the decision
- Procedures not followed correctly
- Unreasonable or disproportionate sanctions
- New evidence becoming available

All malpractice appeals follow the same process outlined in **Section 6**.

4. Appeals Against Access Arrangements, Reasonable Adjustments, and Special Consideration

Appeals may be submitted if a learner or centre believes that:

- A request for access arrangements was incorrectly rejected
- A reasonable adjustment was not applied correctly
- Special consideration was not granted when it should have been
- Incorrect or incomplete evidence was used
- Procedures were not followed consistently or fairly

Appeals in this category follow the same process outlined in **Section 6**.

5. How to Appeal

5.1 Submitting an Appeal

Appeals must be:

- Submitted **in writing**
- Using the official **Appeals Application Form** (see Appendix)
- Submitted within **30 days** of the outcome being declared

The application must include:

- Grounds for appeal
- Date of the original outcome
- Date of the appeal submission
- Any supporting evidence

5.2 Acceptance of Appeal

SBK Teaching Standards will:

- Confirm whether the appeal is accepted within **10 working days**
- Provide reasons if the appeal is not accepted

5.3 Investigation

If accepted, the case will be reviewed by a **case holder** who:

- Is the responsible officer, or
- A person with **no previous involvement** in the assessment or learner

The investigation will:

- Identify the root cause
- Determine corrective actions
- Decide whether an appeal hearing is required

Decisions aim to be made within **10 working days**, but may take longer for complex cases or where conflicts of interest arise.

5.4 Appeal Hearing

If required, an appeal hearing will be held as an **online meeting**.

The process includes:

1. Applicant presents their appeal
2. Panel members confirm no conflict of interest
3. Evidence is reviewed and checked
4. Case holder may ask questions
5. Case holder provides a summary (no new evidence)
6. Applicant temporarily leaves while the panel decides
7. Applicant returns to receive the outcome

5.5 Record Retention

All appeal outcomes are retained for **5 years**.

6. Method of Contact

Learners and centres may contact SBK Teaching Standards via:

- **Email:** SBK-teaching-standards@outlook.com
- **Moodle messaging**
- **Facebook message**

7. Policy Review

This policy is reviewed:

- **Annually**, or earlier if assessment practices or AI technologies change

Next review date: **1 May 2027**

Appendix – Appeals Application Form

1. Applicant Details

Full Name: _____

Learner Status (tick one):

☐ Private Learner

☐ Head of Centre

☐ Centre Staff Member

☐ Other (specify): _____

Centre Name (if applicable): _____

Email Address: _____

Phone Number (optional): _____

2. Appeal Category

Please tick the type of appeal you are submitting:

☐ **Appeal Against Results**

☐ **Appeal Against Malpractice Decision**

☐ **Appeal Against Access Arrangements / Reasonable Adjustments / Special Consideration**

3. Details of the Decision Being Appealed

Course Title: _____

Assessment (if relevant): _____

Date of Outcome: _____

4. Grounds for Appeal

Please tick all that apply:

For Results Appeals

- ☐ Marking error
- ☐ Moderation error
- ☐ Procedures not applied consistently, properly, or fairly

For Malpractice Appeals

- ☐ Incorrect evidence used
- ☐ Procedures not followed
- ☐ Unreasonable or disproportionate sanction
- ☐ New evidence available

For Access Arrangements / Reasonable Adjustments / Special Consideration

- ☐ Request incorrectly rejected
- ☐ Adjustment not applied correctly
- ☐ Special consideration not granted
- ☐ Incorrect evidence used
- ☐ Procedures not followed

5. Explanation of Appeal

Please provide a clear explanation of your appeal, including relevant dates, events, and reasons. (You may attach additional pages if needed.)

Explanation:

6. Supporting Evidence

Please list the evidence you are submitting (e.g., screenshots, emails, documents).

Evidence Provided:

7. Applicant Declaration

I confirm that the information provided in this application is accurate to the best of my knowledge. I understand that:

- Appeals must be submitted within **30 days** of the outcome
- A fee may apply (fees are disclosed on request)
- The outcome of an appeal may result in my grade being **raised, lowered, or remaining the same**
- Malicious or knowingly false appeals may result in action

Signature (typed name accepted): _____

Date: _____

8. Submission Instructions

Submit this form via one of the following:

- **Email:** SBK-teaching-standards@outlook.com
- **Moodle messaging**
- **Facebook message**

You will receive confirmation within **10 working days** that your appeal has been accepted or rejected.