



APPEALS PROCEDURE POLICY

Skin Aesthetics & Academy – Appeals Procedure Policy

Review Date: 6/6/26

Policy Statement

At Skin Academy, we are committed to delivering fair, valid, and reliable assessments. We recognise that students may occasionally feel that an assessment decision is incorrect or unfair. This Appeals Procedure ensures that all students have the right to challenge assessment decisions through a clear, structured, and transparent process.

1. Purpose of the Policy

This policy aims to:

- Provide students with a clear process for appealing assessment decisions.
- Ensure fairness, consistency, and impartiality in the handling of appeals.
- Comply with the requirements of relevant awarding bodies and regulatory frameworks.

2. Scope

This policy applies to:

- All students enrolled on regulated qualifications delivered by [Your Academy Name].
- Appeals related to assessment decisions, including practical, written, and portfolio-based assessments.

This policy does not cover complaints about general academy services, which are handled under the Complaints Policy.

3. Grounds for Appeal

An appeal may be submitted on the following grounds:

- The assessment was not conducted in accordance with the published assessment criteria or procedures.
- The student believes they were wrongly or unfairly assessed.
- The student believes their performance was not judged fairly due to bias, discrimination, or assessor misconduct.
- There was a material procedural or administrative error that affected the outcome.

4. Appeals Procedure

Stage 1 – Informal Discussion

- The student should speak directly to their assessor within 7 working days of receiving the assessment decision.
- The assessor will review the feedback and explain the rationale behind the decision.
- If the issue is resolved at this stage, no further action is required.



Stage 2 – Formal Appeal Submission

- If the student is not satisfied, they must submit a written appeal to the Academy Manager within 7 working days of receiving the assessment decision.
- The written appeal must include:
 - Student's full name and course title
 - Date of assessment
 - Details of the assessment decision being appealed
 - Clear reasons for the appeal
 - Any supporting evidence

Stage 3 – Internal Review

- The appeal will be reviewed by a senior assessor or Internal Quality Assurer (IQA) not involved in the original assessment.
- A review of assessment records, feedback, and evidence will take place.
- The outcome will be communicated to the student in writing within 7 working days of receipt of the appeal.

Possible outcomes:

- Original assessment decision is upheld
- Assessment decision is overturned and amended
- A re-assessment opportunity is granted

Stage 4 – External Appeal

- If the student remains dissatisfied, they may escalate the appeal to the awarding body.
- Instructions for contacting the awarding body will be provided as part of the Stage 3 outcome letter.
- The awarding body's decision is final.

5. Confidentiality and Record Keeping

- All appeal submissions and outcomes will be treated as confidential and stored securely.
- A record of all appeals will be maintained and reviewed as part of our internal quality assurance process.

6. Monitoring and Review

- This policy will be reviewed annually or when significant changes occur in awarding body regulations or internal procedures.
- Feedback from students and staff will be considered during each review.