Appeals Procedures

Safetech acknowledge that from time to time, learners may query the results of an assessment process and wish to both review and appeal a grade awarded.

Access to our appeals form is within our quality page on our website and can be emailed or posted back to Safetech, where it will be picked up by one of tour team, who will make direct contact and outline the process in full. We encourage all learners in the first incidence to discuss results with your tutor, but should you feel you wish to appeal a grade, please do follow our appeals process and make a full appeal in writing to us.

The appeals process enables learners to:
- Appeal the Assessment Process
- Appeal the Assessment Result
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Please note that only verified results can be appealed
- Applies to all courses, in line with relevant awarding body guidelines
- Learners will have 15 working days from when they receive their approved results to submit an appeal
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The appeal must be submitted in writing on the relevant appeal form to the TC, and:
- Clearly outline the reason(s) for the request
- Reference the specific area(s) where they believe they have been disadvantaged
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The TC will:
- Acknowledge receipt of the request to the learner within 3 working days and inform them of the next steps
- Notify the QM and/or TCM that an appeal has been submitted
- Once an appeal is received the CST will appoint the AP, within 5 working days, who will have delegated authority and will be responsible for dealing with the appeal
- The AP will include 2 or more staff/trainer members, excluding the trainer member who made the original assessment decision
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The appeal process will only focus on a review of the assessment process for the specific learner concerned, including where appropriate:
- A review of learner evidence – Only evidence which has already been presented for assessment will be reviewed.
- New evidence may not be added by the learner for the appeal.
- The assessment results

The learner will be notified of the outcome of the process within 5 working days and informed that the decision of the AP is final