

Procedures for the Conduct of Appeals

Notes on the Procedures for the Conduct of Appeals established under the Regulations relating to Academic Appeals.

Introduction

1. The Regulations relating to Academic Appeals define the circumstances under which a delegate may appeal against a recommended grade for any examination result.
2. It is the responsibility of a delegate to notify their Nominated Tutor at the earliest opportunity if there are any extenuating circumstances which might have a bearing on their examination performance, so that, wherever possible, this may be brought to the attention of the Board of Examiners at the appropriate time. It is also the delegate's responsibility to check his or her examination results.
3. A delegate wishing to appeal must make a written application to Growtrain Limited at the address: 8b Woodhorn Business Centre, Woodhorn Lane, Oving, Chichester, West Sussex, PO20 2BX. If an appeal is received within the specified time limits (i.e. within 14 Days) but is insufficiently detailed to enable Growtrain Limited to form a judgment, the delegate should be asked to provide the necessary additional information.
4. If, after consulting with the Nominated Tutor, Growtrain Limited is satisfied that no prima facie case is established, the delegate should be notified in writing of that decision.

Procedure for an Academic Appeals Committee

5. If Growtrain Limited decides to establish an Appeals Committee, the delegate must first be given notice in writing of that decision and invited to opt either for the appeal to be dealt with:
 - (a) On written submissions, or:
 - (b) At an oral hearing.

Committee Procedure

6. Where the appeal is to be dealt with on written submissions, the delegate will be required to submit these by a specified date. Comments made by Growtrain Limited should be supplied to the delegate, with an invitation to submit any response to those comments by a specified date.
7. Where there is to be an oral hearing, the delegate should be informed of the date, time and place of the hearing. They should be asked to confirm in writing not later than three days in advance of the hearing, whether a friend or adviser will be present and, if so, to provide the name and status of that friend or adviser and an indication of whether or not they are legally qualified. The delegate should also notify Growtrain Limited at least 3 days beforehand of the names of any witnesses they may wish to call. Growtrain Limited should inform the delegate of the membership of the Committee (if applicable) in advance of the hearing. If the delegate objects to any member, the reasons for that objection should be provided in writing to Growtrain Limited. The Chairman of the Committee will then determine whether or not that member should be excluded from consideration of the case. If the delegate objects to the Chairman, Growtrain Limited should be informed in writing and the members shall determine whether the delegate's objections should be upheld.
8. The conduct of the hearing is governed by Regulation 8. If the delegate fails to attend the hearing, the Committee may, if it is satisfied that due notice had been given, proceed in the delegate's absence on the basis of the material available to it, or may adjourn to a later date.
9. After the meeting of the Academic Appeals Committee, Growtrain Limited will notify the delegate in writing of the decision.
10. Learners have the right to appeal to the Qualification Regulator directly.

Recourse to Delegate Complaints Procedure

11. Where an academic appeal has not been resolved to a delegate's satisfaction, there is an opportunity to make application for a review under the Delegate Complaints Procedure.

To be reviewed: 10 January 2027