

# **ASSESSMENT APPEALS POLICY**



## Introduction

Candidates of Three Dimensional Training Limited (3DT) who are registered with an Awarding Body have the right to challenge the outcomes of their assessment if they consider the assessment process has not been carried out properly. Such challenges will be investigated in a fair, objective and transparent manner.

This policy applies only to qualifications delivered by 3DT and includes all learners including funded learners and commercial learners.

## Appeals against external Assessment

If Learners wish to appeal the assessment judgements of the awarding body directly, learners can be provided by their tutor or the 3DT Team Manager Gemma Cretney information on the awarding body Appeals process.

In many instances 3DT are able to support an appeal and apply on a learner's behalf with learner permission, depending on the policy of the awarding body.

## Appeals against internal Assessment Judgements

3DT will only consider appeals submitted by the Candidate.

The following are situations where an appeal can be made:

The Candidate disagrees with the outcome(s) from 3DT :-

1. Tutors activities.

A Candidate questions a qualification decision (e.g. malpractice) made by 3DT.

There are three possible stages at which an appeal can be heard:

1. Stage 1: Quality Review Panel.
2. Stage 2: Quality Standards Panel.
3. Stage 3: Independent Appeals Panel.

For any appeal case that goes beyond stage 2, the Independent Appeals Panel will conduct this final stage of the appeals process. The outcome of the Independent Appeals Panel is final; there is no further right of appeal beyond this stage.

When the outcome of an appeal questions the validity of other results, 3DT will take appropriate action to protect the interests of other learners and the integrity of the qualification.

3DT quality assurance, qualification decision or approval outcomes are based on impartial, reliable, and valid judgements and 3DT aims to ensure that the decisions affecting Candidates and learners are processed fairly.

Nevertheless, there may be incidents when 3DT decisions are questioned. To allow Candidates to enquire about or appeal to 3DT against quality assurance outcomes or other decisions, 3DT has clear procedures for the appellant to follow. All appeals to 3DT must be authorised by the Candidate. These procedures are included in this policy statement.

## Guidance on appeals for 3DT

For appeals made against a 3DT decision, the appeals procedure will focus on whether 3DT

1. Used procedures that were consistent with the requirements of the regulators.
2. Applied the procedures properly and fairly in arriving at judgements.

In respect of assessment outcomes, the appeals process investigates procedures and is not concerned with making judgements about the learner's work.

Appeals do not inevitably involve the re-marking or reassessment of the learner's work, but a review of the learner's work may be ordered if the outcome of the appeal authorises such a decision.

The Candidate is required to submit the appeal to 3DT

## Condition of Appeals

3DT will only consider an appeal if the following conditions have been met:

1. The appeal is submitted in writing by the Candidate and includes the grounds for appeal and any supporting document.
2. The appeal is submitted to the Team Manager ([gemma.cretney@3dtraining.uk.com](mailto:gemma.cretney@3dtraining.uk.com)) at 3DT within 14 calendar days of the receipt, by the appellant, of the 3DT decision under question.

During an appeal, the Candidate must retain all evidence relating to the appeal case. 3DT will keep all documentation regarding an appeal for a minimum of 18 months. Candidates must also keep documentation relating to an appeal to 3DT or a minimum of 18 months.

## Stage 1: Quality Review Panel

Stage 1 of the appeals procedure involves a review of the appeal, by the Quality Review Panel. The panel shall be small and constituted so as to be objective and independent and will normally consist of:

- The Team Manager
- An assessor for the relevant award.
- An Internal Quality Assurer.

The Quality Review Panel will make enquiries based on the nature of the appeal and on this evidence decide if any further work relating to the appeal should be authorised. For many cases, the appeal can be resolved at this stage. 3DT will communicate the outcome of the hearing to the Candidate within 7 calendar days of the hearing. A report of the hearing will be sent to the appellant within 28 calendar days of the hearing.

In cases where the appellant remains dissatisfied after notification of the outcome of stage 1, the appellant may progress to Stage 2. To progress to Stage 2, the Candidate must submit a written request to 3DT within 14 calendar days of receipt of the outcome of Stage 1 or any further work resulting from Stage 1, whichever is the later.

## Stage 2: Quality Standards Panel

Stage 2 of the appeals procedure involves a hearing by the Quality Standards Panel. The Panel will include in the decision making at least one independent member, who has had no previous involvement with the case.

Stage 2 of the appeals procedure permits the appellants to present their case to the Quality Standards Panel.

The Panel will consider an appeal for stage 2 provided that:

1. The appeal is submitted in writing by the Candidate.
2. The appeal is submitted within the time limit of 14 calendar days of receipt of the outcome of Stage 1.
3. 3DT Stage 1 appeal process has been exhausted.

3DT will communicate the outcome of the hearing to the Candidate within 7 calendar days of the hearing. A report of the hearing will be sent to the appellant within 28 calendar days of the hearing.

## Stage 3: Independent Appeals Panel

In the event of stages 1 and 2 being exhausted without a satisfactory resolution, Stage 3 of the appeals procedure can be invoked.

In Stage 3 the case will be put before an Independent Appeals Panel. The chair of the Panel will consider an appeal for Stage 3 provided that:

1. The appeal is submitted in writing by the Candidate.
2. The appeal is submitted within the time limit of within 21 calendar days of receipt of the outcome of Stage 2.
3. 3DT Stage 2 appeal process has been exhausted.

The chair of the Independent Appeals Panel will decide if there is an appeal case to be heard. The appellant will be notified within 14 calendar days if the case has been accepted or not.

If it has been accepted the Independent Appeals Panel will be arranged and the case will be heard.

Stage 3 is the final step in the appeals process. At Stage 3 a final decision will be made regarding the outcome of the initial appeal.

The Independent Appeals Panel will communicate the outcome of the hearing to both parties within 7 calendar days of the hearing. A report of the hearing will be sent to both parties within 28 calendar days of the hearing.

## Extended Review

Where the outcome of an appeal questions the validity of other results, 3DT will take action to protect the interests of other learners and the integrity of the qualification. This may include further review of learners' work. This extended review by 3DT may, if necessary, be undertaken without consulting the Candidate or obtaining the learner's consent.

If the learner remains unhappy with the decision, the learner can then contact Sion Hughes (Quality of Education Manager) on 0151 294 4749/ [sion.hughes@3dtraining.uk.com](mailto:sion.hughes@3dtraining.uk.com).



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