Student and External User Appeals Procedure

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Learner Appeals Procedure
If you are dissatisfied with an assessment outcome, you have the right of appeal. There are 3 stages in the appeals procedure and each stage must be exhausted before proceeding to the next one. You are advised to keep you own copies of all the documents used in the appeals procedure.

Stage 1
If you receive a decision you are unsatisfied with, you have the right to appeal directly to your assessor who carried out your assessment. The appeal must be in writing and clearly indicate:

- The points of disagreement
- Any evidence that you believe meets the requirements for competence.

Stage 2
If you are still not satisfied with the outcome of your Stage 1 you can next appeal in writing to our Lead Quality Assurer at:

EMA Training LTD
2 Siddals Road
Derby
Derbyshire
DE1 2PW

Stage 3
If you are still not satisfied with the outcome of your Stage 2 appeal you may then continue onto Stage 3. This appeal must be in writing to your awarding body enclosing evidence of your Stage 1 & 2 appeals. The awarding body that you have been assigned to can be located at the front of your portfolio. An investigation will then be undertaken on behalf of the awarding body and the appeals panel will then compile a report for consideration. The decision of the appeals will be final.

AAT Appeals - https://www.aat.org.uk/assessment/enquiries-and-appeals
Open Awards Appeals - https://openawards.org.uk/wp-content/uploads/2026/07/Enquiries-and-Appeals-Policy.pdf

Fee for Awarding Body Appeals – A fee may be payable for an appeal. The current fee can be obtained from the awarding body. The fee will be refunded if the appeal is upheld.

Timescales for Appeals

Stage 1: Outcome within 7 days of the appeal
Stage 2: Outcome within 14 days of the appeal
Stage 3: See the Awarding Body's own appeals policy/procedure

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