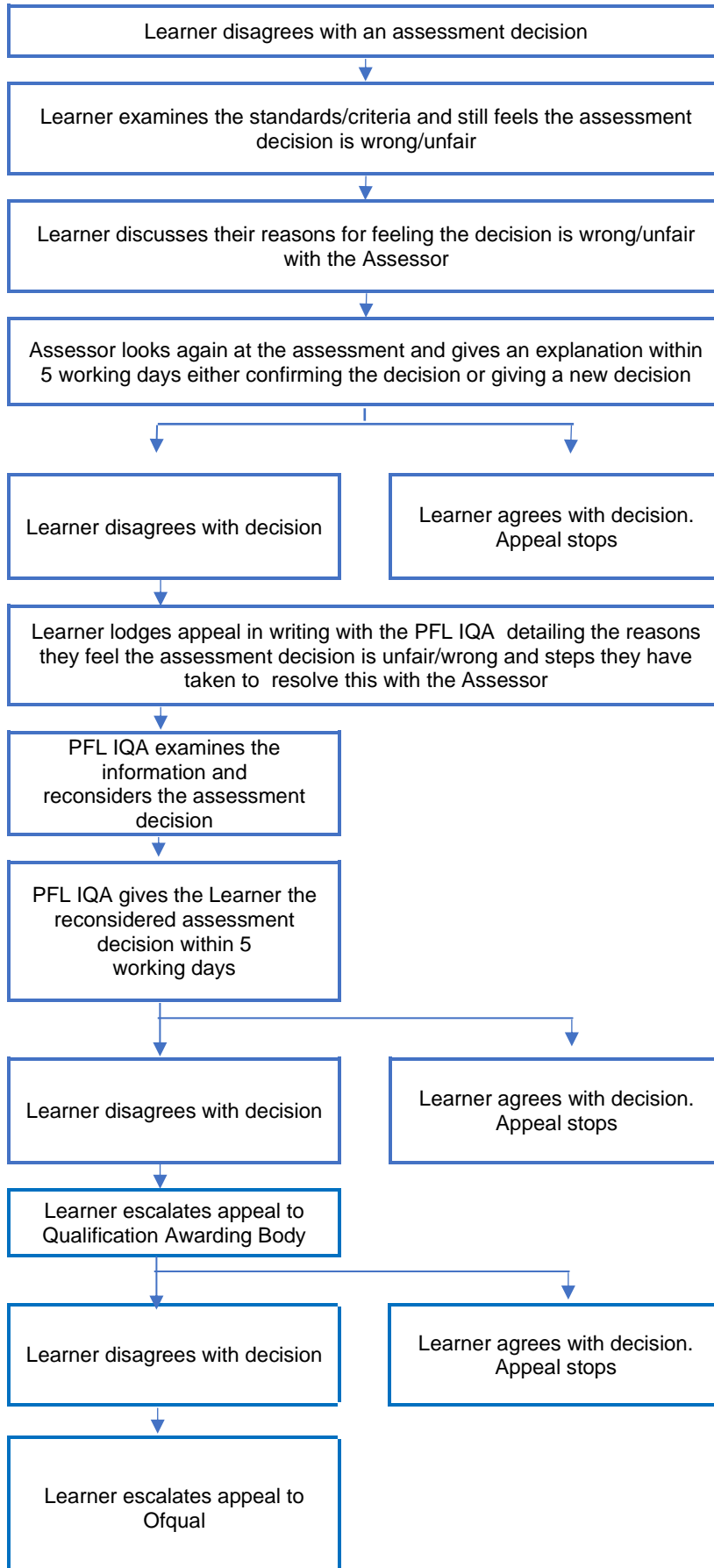


### Introduction

This document explains the procedure you need to follow if you do not agree with an assessment decision on your work and wish to appeal against it.



### Stage 1

If you disagree with an assessment, you should first examine carefully the standards or criteria upon which the assessment was based.

If you then still feel that the assessment decision is wrong or unfair, you should discuss your reasons with the assessor concerned as soon as possible.

The assessor will consider your reasons and look again at what you did for the assessment. You will be given a clear explanation in writing within 5 working days. This will either be a new decision or confirmation of the original decision.

If you agree with this explanation, the appeal stops at this point. If you still feel the decision is wrong, you must tell the assessor. Your appeal will then proceed to Stage 2.

### Stage 2

Within one week of the end of Stage 1 you need to lodge an appeal in writing with Professional Futures Internal Quality Assurance (PFL IQA) at [quality@professional-futures.com](mailto:quality@professional-futures.com)

Your appeal should give details as to why you feel the assessment decision is wrong or unfair. You should also set out how you have tried to resolve the issue with the assessor.

The PFL IQA will examine the information supplied by both you and the assessor and reconsider the assessment decision.

The PFL IQA will contact you within 5 working days to give you the reconsidered assessment decision. If you agree with the reconsidered assessment decision, the appeal stops at this point. If you are still unhappy with this decision, you have the right to go to an appeals panel and your appeal will proceed to Stage 3.

### Stage 3

If you are not satisfied with the outcome of your appeal, you may exercise your right to appeal to the qualification awarding organisation. Your tutor will support you to find the necessary information and contact to register this appeal with said organisation.

If you are not satisfied with the outcome of the appeal to the qualification awarding organisation, you may exercise your right to escalate the appeal to the regulatory body for qualifications, examinations and assessments; Ofqual.

Your tutor will also support you to find the necessary information and contact to register this appeal. Ofqual's decision will be final.