

Appeals and Equal Opportunities Policy

2026-2027

Organisation	Century Training Academy Ltd
Document type	Policy
Version	2.0 updated compliance version
Reviewed	20 August 2026
Next review	20 August 2027

1. Purpose

This policy explains how learners can appeal assessment decisions and confirms Century Training Academy Ltd's commitment to equality, diversity, inclusion and fair access to assessment and learning.

2. Assessment Appeals

A learner may appeal if they believe an assessment decision was incorrect, unfair, inconsistent, not based on the stated criteria, affected by discrimination, or not handled in accordance with the awarding organisation rules.

3. Appeals Process

Stage	Action	Timescale
Stage 1: Informal review	Learner discusses the decision with the assessor. The assessor explains the decision and evidence requirements.	Within 5 working days of feedback where possible.
Stage 2: Formal written appeal	Learner submits a written appeal to the Centre Manager. A different assessor/IQA reviews the evidence where possible.	Submit within 10 working days of the disputed decision.
Stage 3: Internal appeal panel	A senior leader/Director and independent competent person review the appeal, evidence and process.	Outcome normally within 15 working days.
Stage 4: Awarding organisation	If unresolved, the learner may escalate to the relevant awarding organisation in line with its published procedures.	In line with awarding organisation timescales.

4. Appeal Records

All appeals must be recorded, including the decision being appealed, evidence reviewed, people involved, conflict of interest checks, outcome, rationale and any corrective action.

5. Equal Opportunities Statement

Century Training Academy Ltd will not unlawfully discriminate against learners, staff, applicants, contractors or visitors. The academy will promote equality of opportunity and foster good relations between people with different protected characteristics.

- No learner will be refused access or disadvantaged in assessment on the grounds of age, disability, gender reassignment, marriage and civil partnership where relevant, pregnancy and maternity, race, religion or belief, sex or sexual orientation.
- Reasonable adjustments will be made for disabled learners where required and proportionate.

- Bullying, harassment, victimisation and discriminatory language will not be tolerated.
- Concerns about equality or discrimination may be raised through the complaints procedure or safeguarding route where relevant.

6. Conflicts of Interest

Anyone involved in the original assessment decision, complaint or alleged discrimination must not be the sole decision-maker at formal appeal stage.

Record Keeping

Records created under this document must be accurate, factual, dated and stored securely. Access must be limited to staff with a legitimate operational, safeguarding, health and safety, quality assurance or legal reason to view the information. Records must be retained in line with Century Training Academy Ltd's retention schedule and UK GDPR requirements.

Monitoring and Review

This document will be reviewed at least annually, with the next scheduled review on 20 August 2027. It will also be reviewed sooner if legislation, statutory guidance, awarding body requirements, local authority expectations, premises, provision or operating arrangements change.

Key Guidance and Linked Requirements

- Keeping Children Safe in Education 2026 (DfE), in force from 1 September 2026.
- Non-school Alternative Provision: Voluntary National Standards (DfE).
- UK GDPR and Data Protection Act 2018.
- Equality Act 2010.
- Health and Safety at Work etc. Act 1974 and relevant HSE guidance.
- Relevant awarding organisation appeals procedures.

Sign Off

Name	Stephen Black
Position	Director
Date	20 August 2026