



Appeals Policy and Procedure

How learners can challenge an assessment decision

Version	2.0	Approved by	Muhammad Usman Babar, Head of Centre
Date	October 2026	Next review	20 May 2027

1. Aim of this policy

REXEL EDUCATION LTD is an approved Pearson centre. Pearson is the awarding body for the qualifications delivered by the Centre, including SIA licence-linked qualifications. This policy follows Pearson's requirements for centre appeals procedures.

The aim of this policy is to provide learners with a fair and transparent way to appeal. A learner may submit an appeal regarding:

- the results of assessments;
- decisions regarding an enquiry;
- decisions regarding reasonable adjustments and special considerations;
- decisions relating to any action to be taken against a learner or a centre following an investigation into malpractice or maladministration;
- decisions relating to recognition of prior learning; and
- the way in which a complaint has been handled.

2. The appeals procedure

STAGE

1

Appeal to the tutor

The appeal should be made, in the first instance, to the tutor who made the original assessment decision. A verbal appeal is acceptable at this stage, although learners are recommended to put the appeal in writing.

The tutor records an overview of the appeal and the outcome of the discussion, and forwards this to the Quality and Delivery Manager to keep with the Centre's assessment and appeals records.

Timescale: raised as soon as possible after the assessment decision is given.

STAGE 2

Formal appeal to the IQA

If the learner remains dissatisfied with the Stage 1 outcome, they must appeal in writing to the Internal Quality Assurance Officer within 14 working days of the Stage 1 process. All Stage 2 appeals should be sent to Usman Babar, Head of Centre, REXEL EDUCATION LTD.

The IQA will contact the relevant people and arrange a review of the evidence. Another appropriately qualified tutor and/or assessor who was not involved in the original decision will be involved, and the learner's work may be reviewed or reassessed against the assessment criteria.

Timescale: the IQA will acknowledge the appeal in writing within 10 working days, outlining the action to be taken, and will write to the learner with the findings and decision within 20 working days.

STAGE 3

Appeal to Pearson

If the learner has followed Stages 1 and 2 and remains dissatisfied, they have the right to take their appeal to Pearson, the awarding body for the Centre's qualifications, using Pearson's appeals process.

The Centre must make sure the appeal procedure has been followed and Pearson's forms completed correctly, so that the application is valid. Learners must have exhausted the Centre's appeals process first.

Timescale: within 10 working days of the Stage 2 decision being communicated by the IQA.

3. Information to include in an appeal

- the date and type of assessment (for example, observation of practical work, assessment of a set task or assignment, or the result of an internally assessed question paper);
- the name of the tutor involved;
- a brief outline of the reason for the appeal; and
- any associated documents, such as the learner's evidence or the record of feedback from the tutor.

4. Possible outcomes

The decision will be communicated to the learner in writing by the Quality and Delivery Manager within 10 working days of the decision being made. The decision will be to:

- uphold the original assessment decision;
- offer the learner an opportunity for a re-sit or reassessment, free of charge; or
- overturn the original decision.

The decision will also be communicated to the original tutor and to the assessor who assisted with Stage 2.

5. Appeals made to Pearson

If REXEL EDUCATION LTD makes an appeal application to Pearson on behalf of a learner, the learner's consent must be obtained using the Learner Consent Form at the end of this document. The form confirms that the learner understands an assessment result may be affected negatively

or positively following an appeal: for example, downgraded from a pass to a fail, or upgraded from a fail to a pass. Learners making direct appeals to Pearson must also complete the form.

6. Records

Copies of all appeal records are retained by REXEL EDUCATION LTD for a minimum of 5 years, and are available to Pearson on request.

7. Contact

Head of Centre	Muhammad Usman Babar
Email	info@rexeleducation.co.uk
Telephone	020 3916 6087
Address	REXEL EDUCATION LTD, Regent 88, 210 Church Road, Leyton, London E10 7JQ

APPEAL FORM

Use this form for a Stage 2 formal appeal. Return it to the Head of Centre by email to info@rexeleducation.co.uk or by hand at reception.

Your details

Full name	
Learner number (if known)	
Telephone	
Email	
Course and dates	

About the assessment

Date of assessment	
Unit and type of assessment	
Assessor's name	
Date you were told the decision	
Stage 1 discussion held with	

Why are you appealing?

Please explain clearly and attach any evidence.

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What outcome are you looking for?

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☐ I understand that an appeal may confirm, raise or lower the original result.

Signature		Date	
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For office use

Date received		Reference	
Acknowledged on		Handled by	
Outcome sent on		Stage	2 ☐ 3 ☐

LEARNER CONSENT FORM: APPEAL TO PEARSON

This form must be completed before REXEL EDUCATION LTD submits an appeal to Pearson on a learner's behalf. It must also be completed by learners who make a direct appeal to Pearson.

Learner name	
Learner number	
Qualification and unit	
Date of assessment	
Centre decision being appealed	

I confirm that:

- I have completed Stages 1 and 2 of the REXEL EDUCATION LTD Appeals Procedure;
- I give my consent for my appeal to be submitted to Pearson; and
- I understand that, following an appeal, my assessment result may be affected negatively or positively. For example, a result may be lowered from a pass to a fail, or raised from a fail to a pass.

Learner signature		Date	
Centre representative		Date	