



Appeals Policy

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1. Introduction

As part of its commitment to ensuring the standard and quality of its assessments, CLTI has established this procedure for dealing with appeals for all learners studying with CLTI.

- 1.1 The policies and procedures contained herein apply to all learners registered with CLTI irrespective of their mode, level, or place of study.
- 1.2 This procedure sets out the process for handling appeals concerning assessments, awarding of qualifications and certification. It does not cover complaints, mitigating circumstances, reasonable adjustments, or academic malpractice. Please see the CLTI website for these policies.
- 1.3 CLTI will treat all appeals seriously and will deal with them without recrimination. Where, however, an appeal is shown to be frivolous, vexatious, or motivated by malice, it will be rejected.
- 1.4 Appeals will only be accepted if they are received within 20 working days of the receipt of grades.
- 1.5 This procedure may only be used when there are eligible grounds for doing so (as specified in section 3) and may not be

used simply because a learner is dissatisfied with the outcome of their assessment or other decision concerning their academic position or progress.

1.6 A learner may submit an appeal only on their own behalf.

2. CLTI policy

2.1 This procedure may be used by any learner who wishes to appeal against a final decision of an assessment board that affects that learner's academic status or progress, including (but not limited to) the following judgements.

- a. A decision not to award a qualification on the grounds that:
 - The learner has been unsuccessful in all attempts to complete assessments to the required standard within the respective timeframe
 - An assessment board has determined that the learner has obtained marks by deception and that the decision of the board is not to proceed with an award in this case
 - The learner has not completed all necessary assessments for awarding purposes and CLTI staff have not been able to contact the individual concerned after repeated attempts to resolve the matter.
- b. A decision that the learner be removed from the course of study on grounds of unsatisfactory progress or failure to meet the academic or professional requirements or has engaged in academic malpractice.
- c. A requirement that the learner interrupt his or her studies on grounds of unsatisfactory progress or failure to meet academic or professional requirements
- d. A requirement that the learner transfers to a programme offering a qualification of lower rank.

3. Grounds for appeal

- 3.1 An appeal which questions the academic or professional judgment of those charged with the responsibility for assessing a learner's academic performance or professional competence will not be permitted.
- 3.2 An appeal may only be made within 20 working days of the receipt of final grades for a qualification, and on grounds alleging one or more of the following:
- a. That there exists, or existed, circumstances affecting the learner's performance of which, for good reason, the assessment board may not have been made aware when the decision was taken, and which might have had a material effect on the decision.
 - Learners who wish to appeal on such grounds must give credible and compelling reasons with supporting documentation explaining why this information was not made available prior to the decision being made.
 - b. That there had been a material administrative error or procedural irregularity in the assessment process or in putting into effect the regulations for the programme of study of such a nature as to cause significant doubt as to whether the decision might have been different if the error or irregularity had not occurred.
 - Learners wishing to appeal on these grounds should present their appeal with evidence of the error or irregularity accompanying their claim.

- c. That there is evidence of prejudice or bias or lack of proper assessment on the part of one or more of the examiners.
- Learners are not permitted to use these grounds simply because they are dissatisfied with their grade. Evidence of bias or lack of proper assessment must accompany their appeal.

3.3 All appeals must be submitted via the appeals process using the form provided on the [website](#) and appellants must make it clear which of the above grounds applies to their case. Appeals submitted without that information or supporting evidence will automatically be rejected.

4. Formal procedure

- 4.1 A formal appeal may be made by completing the form on the CLTI [website](#) within 20 working days of the notification of the overall grade or decision. Appeals should be accompanied by any documents they wish to be considered in the appeal.
- 4.2 On receipt of the formal appeal, CLTI will initially consider whether the appeal is made on one or more of the grounds specified in Section 3. If this test fails, the learner will be notified within 20 working days of the appeal being received that the appeal is not eligible, with reasons given.
- 4.3 If the appeal is shown to have been made on one or more of the grounds set out in section 3, then CLTI will refer the case to the appeal's committee to conduct an investigation and decide on the outcome of the appeal.
- 4.4 If, at any time during these enquiries, CLTI decides on the basis of the information contained in the appeal, to reconsider the matter about which the appeal has been made, and to substitute an alternative outcome the learner will be notified accordingly. The appeal procedure will cease, and the learner will be issued with a completion of procedures letter (see paragraph 5.1).
- 4.5 CLTI, having considered the outcome of the formal appeal, may make one of the following determinations.

- a. That the appeal does not, after all, have substance, in which event the learner will be informed of this decision in writing, normally within 20 working days of the appeal having been received. The learner will be given reasons for the decision. If the learner believes that their appeal has not been dealt with properly and fairly, they have the right to request a review of the handling of their appeal (see paragraph 4.7).
- b. That the appeal has identified that there had been procedural or administrative errors, in which event CLTI will take relevant remedial action and any necessary adjustments to the learner's grade will be made and the outcome communicated to the learner.
- c. That the appeal has identified relevant matters that were not known to those making the original decision or that there had been procedural or administrative errors that might have affected that decision, in which event the case will be referred to the chair of the assessment board with recommended action.

4.6 Learners whose appeal has been rejected by CLTI or dismissed due to lack of information or supporting evidence (see 3.3) can request a review if they believe that their appeal has not been handled properly or fairly. Requests for review, with reasons given, should be submitted in writing to CLTI within 20 working days of receipt of the letter informing them of the outcome of their appeal.

4.7 Requests for reviews should be sent to:

Director of Assessment at CLTI.

Use the [contact us](#) page on the CLTI website.

- 4.8 The Director of Assessment will send to the Head of Professional Development at STEP who will reexamine the case together with all related documents to determine whether the case has been handled correctly and the decision is reasonable in the light of the available evidence. STEP may also refer the case for independent review (external examiner) to inform their final decision.
- 4.9 The learner will be informed of the outcome of the review in writing, normally within 20 working days of the review request having been received. The learner will be given reasons for the decision. The decision of STEP will be final, and the learner will be issued with a completion of procedures letter (see paragraph 5.1).

5. Conclusion of the appeal process

- 5.1 At the conclusion of the appeals procedure, learners will be issued with a completion of procedures letter.
- 5.2 There are no other appeal procedures beyond these detailed above.

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