

Catch22 College Policy

Appeals Policy & Procedure – Catch22 College

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Catch22 reserves the right to amend this policy, following consultation, where appropriate.

Policy Owner:	Catch22 Colleges
Queries to:	Will Duke-Oddy
Date created:	7th May 2025
Date of last review:	26 th November 2025
Date of next review:	26 th November 2026
Catch22 group, entity, hub:	Catch22 Colleges
4Policies level (all staff or managers only)	All Catch22 College Staff

Document Version Control & Changes

Version	Last modified	By	Changes Made
1.0	7th May 2025	Will Duke-Oddy - Quality & Curriculum Manager - OSH	New Policy Created
2.0			

1. What is the policy about?

This policy outlines the procedures for learners and their parents/guardians to submit appeals against assessment decisions in a clear, consistent, and fair manner, ensuring transparency and integrity throughout the process.

2. Who does this policy apply to?

The policy applies to all learners enrolled in courses where assessments are conducted, including vocational qualifications, GCSEs, and other non-examination assessments, and all Catch22 staff and stakeholders involved in the assessment cycle.

3. Policy requirements

Aim:

- To enable the learner to enquire, question or appeal against an assessment decision.
- To attempt to reach an agreement between the learner and Catch22 Colleges at the earliest opportunity.
- To standardise and record any appeal to ensure openness and fairness.
- To facilitate a learner's ultimate right of appeal to the awarding body, where appropriate.
- To protect the interests of all learners and the integrity of the qualification.

Catch22 Colleges' Commitment

Catch22 Colleges will:

- Inform learners at induction of this Appeals Policy and Procedure.
- Record, track, and validate any appeal.
- Forward the appeal to the Senior Operations Manager when a learner considers that a decision continues to disadvantage them.
- Ensure the Senior Operations Manager forwards appeals to the awarding body when a learner considers that a decision continues to disadvantage them after the internal appeals process has been exhausted.
- Retain appeal records for inspection by awarding bodies for a minimum of 18 months.
- Follow a staged appeals procedure.
- Take appropriate action to protect the interests of other learners and the integrity of the qualification when the outcome of an appeal questions the validity of other results.
- Monitor appeals to inform quality improvement.

Appeals Procedures

Learner Induction:

- Learner informed of the appeals procedure and policy at induction and at the beginning of assessment.
- Learner again reminded of appeals procedure and policy during assessment cycle.

Learner appeals procedures:

Catch22 Colleges will conduct a staged procedure to determine whether:

- Staff used procedures that are consistent with Awarding Body requirements.
- Staff applied the procedures properly and fairly when arriving at judgements.
- Assessors made a correct judgement about the learners work.

If a learner (or their parent/guardian) want to raise a concern or an appeal against any exam judgements, they should follow the **Appeals procedure stages:**

Stage 1 – INFORMAL: Learner consults and discusses with assessor/tutor within 14 days following the assessment decision. If unresolved, issues are documented before moving to stage 2. Lead Teacher is informed.

Stage 2 – REVIEW: Review of assessment decisions by IQA and/or Lead Teacher within 7 days. Learners notified of findings and agreed or disagrees, in writing, within a further 7 days. If unresolved, move to stage 3. Senior Operations manager informed.

Stage 3 – APPEAL HEARING: Senior Operations manager collates evidence, including learner appeal testimony. Senior management makes a judgement on the appeal and informs learner, in writing, within 14 days. If unresolved, move to stage 4.

Stage 4 – EXTERNAL APPEAL: The grounds for appeal and any supporting documentation will be submitted by the centre to Awarding Body within 14 days following awarding body guidance. Then will follow Awarding Body instruction & procedure.

Recording appeals

Each stage will be recorded, dated, and show decisions made at each stage of the appeal. Documents must be kept for a minimum of 18 months.

Monitoring of appeals

Undertaken by senior management to inform development and quality improvement.

Annual Review

This policy and the appeals process will be reviewed annually by the Senior Leadership Team to ensure it remains effective, up-to-date, and in line with any regulatory changes. Updates and improvements will be made as necessary based on feedback, monitoring outcomes, and

any changes to awarding body requirements.

4. Definitions

Assessment Decision: The conclusion reached by an assessor regarding a learner's performance in an assessment.

IQA (Internal Quality Assurer): A person responsible for ensuring that assessment decisions are consistent and meet the required standards.

Awarding Body: An organisation that sets the standards for qualifications and awards certificates to learners who meet those standards.

5. Related policies

Catch22 Complaints Policy

Assessment and IQA Policy – Catch22 Colleges

Malpractice, Maladministration and Plagiarism Policy – Catch22 Colleges

6. Appendices

Annex 1: Equality Impact Assessment

Catch22 is committed to always: avoiding the potential for unlawful discrimination, harassment and victimisation; advancing equality of opportunity between people who share a protected characteristic and those who do not; and, foster good relations between people who share a protected characteristic and those who do not.

An Equality Impact Assessment (EIA) is a tool for identifying whether or not strategies, projects, services, guidance, practices or policies have an adverse or positive impact on a particular group of people or equality group. While currently only public bodies are legally required to complete EIA's, Catch22 has adopted the process in line with its commitment to continually improve our equality performance.

1. Summary

This EIA is for:	Appeals Policy & Procedure – Catch22 College
EIA completed by:	Will Duke-Oddy - Quality & Curriculum Manager - OSH
Date of assessment:	07/05/2025
Assessment approved by:	<Name>, <Position> [if required]

Objectives and intended outcomes
This EIA has been completed in order to ensure that the implications and potential impact, positive and negative, of the Appeals Policy & Procedure – Catch22 College for all staff have been fully considered and addressed, whether or not the staff members share a protected characteristic.

2. Potential Impacts, positive and negative

Equality Area	Positive	Neutral	Negative	Summary
Age	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	The policy applies equally to all members of staff regardless of age. It's not considered that the policy includes any guidance or rules that may impact either positively or negatively on any member of staff because of their age.
Disability	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	The policy applies equally to all members of staff regardless of health/disability. It's not considered that the policy includes any guidance or rules that may impact either positively or negatively on any member of staff because of their disability.
Pregnancy & Maternity/paternity	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	It's not considered that the policy positive or negatively impacts on pregnant women or on staff on maternity or paternity leave.
Race (incl. origin, colour and nationality)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	The policy applies equally to all members of staff regardless of their race, origin, colour or nationality. It's not considered that the policy includes any guidance or rules that may impact either positively or negatively in these respects.
Gender and Gender Re-assignment	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	The policy applies equally to all members of staff regardless of their gender at any given time. It's not considered that the policy includes any guidance or rules that may impact either positively or negatively on any member of staff because of gender.
Sexual Orientation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	The policy applies equally to all members of staff regardless of their sexual orientation. It's not considered that the policy includes any guidance or rules that may impact either positively or negatively on any member of staff because their sexual orientation.

3. Negative impacts and mitigations

Negative Impact	Mitigation	Owner