

ICTQual AB

Appeals Policy



Website
www.ictqualab.co.uk

Email:
Support@ictqualab.co.uk

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1. Introduction

ICTQual AB is committed to ensuring fairness, transparency and consistency in the assessment and certification processes across all Approved Training Centre's (ATCs). This Appeals Policy provides a clear and structured approach for learners, centres and other stakeholders to challenge decisions they believe are unfair or incorrect.

2. Purpose

The purpose of this policy is to:

- Ensure all Appeals are handled consistently, transparently and promptly.
- Provide learners and ATCs with a fair opportunity to contest decisions.
- Maintain the integrity and reliability of ICTQual AB qualifications and processes.

3. Scope

This policy applies to:

- Learners who wish to Appeals an assessment decision.
- Approved Training Centres (ATCs) Appealing decisions related to quality assurance, centre approval, or certification.
- Any decisions made by ICTQual AB affect learners or centres.

4. Grounds for Appeals

An Appeals may be submitted under the following circumstances:

1. **Assessment Decisions:** A learner disagrees with a grading or assessment outcome.
2. **Maladministration or Malpractice:** The learner or ATC believes there was a procedural error, bias, or improper conduct during the assessment or quality assurance process.
3. **Centre Approval or Withdrawal:** The ATC disputes a decision regarding approval status, sanctions, or withdrawal.
4. **Certification Issues:** Errors in the issuance or withholding of certificates.
5. **Other Decisions:** Any other decision made by ICTQual AB that a learner or centre considers unjust.

5. Appeals Submission Process

To ensure a fair and efficient review, Appeals must be submitted as follows:

5.1 Informal Resolution

Before formally submitting an Appeals, learners or centres are encouraged to discuss their concerns directly with the relevant ATC or ICTQual AB representative.

5.2 Formal Appeals

If the matter is not resolved informally, the appellant may submit a formal Appeals:

- **Timeframe:** Appeals must be lodged within 20 working days of the decision being contested.
- **Submission:** Appeals must be submitted in writing via the official Appeals form available on the ICTQual AB website or from the relevant ATC.
- **Details Required:**
 - Full name and contact information.
 - Details of the decision are being Appealed.
 - Grounds for the Appeals, including evidence (if applicable).

6. Appeals Process

6.1 Acknowledgment

ICTQual AB will acknowledge receipt of the Appeals within 5 working days, providing the appellant with an expected timeline for the investigation.

6.2 Investigation

The Appeals Panel, consisting of impartial members, will review the case. The investigation may include:

- Reviewing assessments or decision records.
- Consulting with assessors, internal verifiers and external quality assurers (EQA).
- Collecting further evidence from the appellant and relevant parties.

6.3 Decision

The Appeals Panel will reach a conclusion within 20 working days of receiving the Appeals. Outcomes may include:

- **Upholding the Appeals:** If the decision is found to be incorrect, corrective action will be taken (e.g., re-assessment, issuing certification).
- **Rejecting the Appeals:** If the original decision is upheld, reasons will be clearly explained.

The appellant will receive a written response detailing the outcome, reasoning and any next steps.

7. Escalation Procedure

If the appellant is dissatisfied with the outcome, they may escalate the Appeals:

1. **Internal Review:** Request a second review by a senior member of ICTQual AB.
2. **External Review:** Contact the relevant regulatory body (e.g., Ofqual) if the matter remains unresolved after the internal review.

8. Fees

A nominal fee may be charged for formal Appeals to cover administrative costs. This fee is refundable if the Appeals is upheld.

9. Confidentiality and Impartiality

ICTQual AB will handle all Appeals with strict confidentiality and impartiality. Individuals involved in the original decision-making process will not be part of the Appeals Panel.

10. Monitoring and Review

To ensure fairness and effectiveness, this policy will be reviewed annually. Feedback from learners, centres and other stakeholders is encouraged to improve the process of Appeals.

Contact Information

For any questions, concerns, or suggestions regarding this policy, please contact us at Support@ictqualab.co.uk.

ICTQual AB

Yew Tree Avenue, Dagenham,
London East, United Kingdom RM10 7FN
+44 744 139 8083

Support@ictqualab.co.uk | www.ictqualab.co.uk

[Visit Official Web page](http://www.ictqualab.co.uk)

