

# SPM Development Services Ltd

## Fair Assessment Appeals Procedure

**Reviewed and Updated:** September 2025

**Next Review:** September 2026, or sooner if awarding body guidance changes.

### Purpose

This policy enables learners to question or appeal against an assessment decision. It ensures openness, fairness and integrity of qualifications through a clear appeals process. All learners have the right to appeal if they believe they have been treated unfairly or that an assessment decision is wrong.

### Grounds for Appeal

A learner may appeal where they feel:

- They have been treated unfairly
- An assessment decision is wrong or invalid
- The assessment process was unfair or not carried out properly
- The methods of assessment were inappropriate
- The assessment process was unreliable or inconsistent
- The course content did not meet the outline provided

### Accessibility

Learners may ask for support in making an appeal, such as help from a parent, carer, advocate or support worker. Appeals will be explained clearly during induction and this policy will be available on the SPM website.

### Safeguarding

If an appeal raises a safeguarding concern, this will be referred immediately to the Designated Safeguarding Lead (DSL) and dealt with in line with the Safeguarding and Child Protection Policy (2025).

### Procedure

Stage 1 – Informal Resolution:

- In the first instance, learners should discuss concerns with their tutor.
- The tutor will respond within five working days, verbally and in writing.

Stage 2 – Formal Appeal:

- If the issue is not resolved, a formal appeal may be made in writing to Simon Piper-Masha at SPM Development Services Ltd.

- Appeals may be sent by email (simon@spmdevelopmentservices.co.uk) or post (90 East India Way, Croydon, Surrey, CR0 6RZ).
- Appeals will be acknowledged within five working days.
- A written outcome will be given within 14 working days.

Stage 3 – Escalation:

- If still dissatisfied, learners may escalate to the awarding body within 14 days of SPM's response.
- The awarding body will then investigate according to their own procedures.

### Review

This policy will be reviewed annually to ensure fairness, clarity and compliance with awarding body requirements.