

SPM Development Services Ltd

Fair Assessment Appeals Procedure

Reviewed and Updated: September 2026

Next Review: September 2027, or sooner if awarding body guidance changes.

Approved by: Simon Piper-Masha

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 believe:

- An assessment decision is incorrect or unsupported by the evidence.
- Assessment procedures were not followed properly, fairly or consistently.
- The assessment methods used were inappropriate or did not allow them to demonstrate the relevant assessment criteria.
- A decision about reasonable adjustments or special consideration was unfair or not applied correctly.
- A decision following an investigation into malpractice or maladministration was unfair or procedurally incorrect.

Concerns about course content, service delivery or other aspects of a learner's experience that do not relate to an assessment decision should be raised through SPM's Complaints Policy.

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 (2026).

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.
- A learner may proceed directly to Stage 2 where the appeal concerns the tutor, relates to a malpractice or maladministration decision, or where informal resolution would not be appropriate.

Stage 2 – Formal Appeal:

- If the issue is not resolved, a formal appeal may be made to Simon Piper-Masha at SPM Development Services Ltd.
- Appeals may be sent by email to simon@spmdevelopmentservices.co.uk or by post to 90 East India Way, Croydon, Surrey, CR0 6RZ.
- Where making an appeal in writing presents a difficulty, SPM will accept the appeal in another accessible format and provide appropriate support.
- The appeal will be considered by a suitably competent person who was not involved in the original assessment decision and has no conflict of interest.
- Appeals will be acknowledged within five working days.
- A written outcome, with reasons for the decision, will normally be provided within 14 working days. If additional time is required, the learner will be informed.

Stage 3 – Escalation:

- If the learner remains dissatisfied after completing SPM's internal appeals process, they may appeal to OCN London.
- The appeal should be made as soon as possible and within four weeks of receiving SPM's final written outcome.
- OCN London will consider the appeal in accordance with its current Appeals Procedure.

- SPM will provide the learner with information and reasonable support to access the OCN London appeals process.

Records and Monitoring

SPM will keep a secure record of all formal appeals, evidence considered, decisions made and actions taken. Information will be handled in line with SPM's Privacy and GDPR Policy and shared only where necessary.

Where an appeal identifies a failure in the assessment process, SPM will consider whether any other learners may have been affected and will take appropriate corrective action to protect learners and maintain the integrity of the qualification.

Review

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