



Param Qualifications Appeals Policy and Procedure

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Introduction

At Param Qualifications, we make sure all decisions about assessments and qualifications are consistent, evidence-based, and easy for learners to understand. This policy explains how learners, centres, or stakeholders can raise a concern if they feel a decision was made in error or not in line with our procedures.

This Appeals Policy should not be used for general service complaints, which are addressed under the Param Qualifications Complaints Policy. This policy demonstrates compliance with Ofqual General Condition I1, ensuring learners and centres have a fair and transparent route to appeal assessment and regulatory decisions.

Purpose of the Policy

The purpose of this policy is to:

- Provide a clear, structured process for raising appeals
- Ensure all appeals are handled fairly, consistently, and promptly
- Maintain confidence in the integrity of Param Qualifications regulated qualifications

Grounds for Appeal

An appeal can only be submitted on the basis that:

- Param Qualifications procedures were not applied correctly or consistently
- There has been a procedural error in assessment or decision-making
- Evidence exists that the decision was influenced by bias or conflict of interest including decisions related to centres owned by associated entities.

Important: Appeals cannot be made just because you disagree with the decision — there must be evidence of a procedural error.

How to Submit an Appeal

Learners must send their appeal in writing within 7 working days of receiving the decision, including details such as name, course, assessment date, and evidence. The appeal submission should include:

- Full name and contact information
- Details of the decision being appealed (e.g., course, assessment date)
- Clear explanation of the grounds for appeal

- Any supporting evidence
- Date of submission

We'll confirm receipt of the appeal within 5 working days, and all appeals will be handled in line with Ofqual General Condition I1 (Arrangements for Appeals and Enquiries about Results).

Appeals Process

Stage 1: Initial Review

- An independent member of staff, not involved in the original decision, will review the appeal
- The review will focus solely on evidence provided at the time of submission
- Outcomes will be communicated in writing within 10 working days
- If the appeal is not upheld, the reasons will be clearly explained
- All appeals received will be recorded in the Appeals Register, and records will be securely retained for a minimum of three years for Ofqual inspection.
- The Appeals Register will be reviewed quarterly by the Compliance Officer and outcomes reported annually to the Board of Directors.

Stage 2: Independent Review

- If the appellant is not satisfied with the Stage 1 decision, a Stage 2 appeal can be submitted within 5 working days of receiving Stage 1 results
- A senior staff member or independent panel, with no prior involvement in the case, will review the decision
- No new evidence will be considered unless specifically requested
- A fee is payable for Stage 2 appeals, as set out in the published Fee Schedule (Appendix A). This fee will be refunded if the appeal is upheld.
- Stage 2 outcomes will be communicated in writing, normally within 10 working days. If the appellant remains dissatisfied, they may request a Stage 3 Independent Appeals Panel, as outlined below.

Stage 3: Independent Appeals Panel

This procedure ensures compliance with Condition I1 and I2, and links to the Complaints and Malpractice Policies where relevant. If the appellant is not satisfied with the Stage 2



decision, they may request a review by an independent appeals panel. This panel will consist of external members not employed by Param Qualifications Ltd. The panel will review the case objectively and communicate a final decision in writing, normally within 15 working days. This decision will be final within Param Qualifications Ltd.

Escalation to relevant regulator/awarding authority

If the appellant believes the appeal was not handled fairly, they can escalate the matter to the relevant regulator or awarding authority for review. Contact details for escalation will be provided upon request

Actions Following an Upheld Appeal

When an appeal is upheld, Param Qualifications may take corrective action to amend errors, update procedures to avoid recurrence, provide staff training where needed, and introduce additional safeguards to protect the credibility of qualifications.

Reporting Requirements for Regulated Qualifications

Param Qualifications must report immediately to regulators any appeal relating to:

- Equality or accessibility of qualifications
- Data protection or compliance breaches
- Integrity of assessments or qualifications
- Any issue that could cause an Adverse Effect as defined by regulators

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