



# **Examination and Appeals Policy**

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## **Purpose and scope**

This Examination and Appeals Policy applies to learners undertaking a course or assessment delivered by or on behalf of Quality Leisure Management Ltd (QLM), and to tutors, assessors, invigilators, internal reviewers, course administrators and other persons involved in assessment decisions. It covers assessment administration, marking, results, reassessment and appeals for QLM courses, including IOSH courses and QLM courses endorsed by CIMSPA.

The policy is intended to ensure that assessments are administered consistently, decisions are based on the applicable assessment criteria, learners receive clear information, and appeals are considered fairly, impartially and without disadvantage.

## **Definitions and related procedures**

An assessment decision is a judgement about a learner's achievement, result, submission, reassessment, attendance requirement or eligibility for certification under the applicable course rules.

An appeal is a request for review of an assessment decision because the learner believes that the assessment or related procedure was not applied accurately, consistently or fairly.

A complaint concerns the quality of service, conduct, administration or training delivery and is handled under QLM's Examination and Appeals Policy. Suspected cheating, falsification, improper assistance or another assessment irregularity is handled under QLM's Malpractice and Maladministration Policy. Requests concerning disability, health or unforeseen circumstances are considered under QLM's Reasonable Adjustment and Special Considerations Policy.

## **Assessment principles**

QLM will administer and mark assessments in accordance with the current course specification, assessment materials, marking guidance and requirements of the relevant awarding, licensing or endorsing organisation. Only authorised and appropriately competent persons will assess, invigilate, internally review or make certification recommendations.

Learners will be informed of the assessment method, applicable submission requirements, attendance conditions, reassessment arrangements and available appeal route. Assessment records and evidence will be retained securely for the period required by QLM and any applicable external organisation.

## **IOSH Managing Safely assessment**

IOSH Managing Safely learners are assessed using the assessment components and requirements specified by IOSH for the course. QLM will use the current IOSH course materials, assessment instructions, marking schemes, administration requirements and result-submission arrangements in force at the time of delivery.

Where a learner does not achieve the required standard in one or more assessment components, QLM will explain the result and any reassessment opportunity permitted by the current IOSH rules. Reassessment will be organised, invigilated, marked and reported in accordance with those rules. QLM will not guarantee a reassessment date or outcome.

Where attendance, late submission or incomplete assessment affects eligibility for assessment or certification, QLM will apply the current IOSH requirements and explain the available options. Any additional fee will be communicated before the learner commits to the relevant reassessment, additional tuition or administrative action.

## QLM courses endorsed by CIMSPA

Assessment for a QLM course endorsed by CIMSPA will follow the assessment strategy, learning outcomes, published assessment criteria and quality-assurance arrangements approved for that course. QLM will ensure that persons making assessment decisions have suitable subject knowledge, assessment competence and current occupational experience appropriate to the course.

Where a learner does not achieve the required standard, QLM will provide the result and information about any reassessment opportunity allowed by the course specification. Reassessment conditions, attendance requirements, submission deadlines and certification decisions will be applied consistently and communicated to the learner.

## Grounds for appeal

A learner may appeal where the learner believes that:

- the assessment procedure or published criteria were not followed;
- the assessment was marked inaccurately or inconsistently;
- relevant evidence was not considered;
- an agreed reasonable adjustment or special consideration was not applied correctly;
- there was a material administrative or procedural irregularity;
- the decision was affected by a material conflict of interest or bias; or
- the outcome communicated to the learner did not accurately reflect the recorded assessment decision.

An appeal is not a request to lower an assessment standard or to award marks without evidence. Dissatisfaction with a result, by itself, will not establish that an assessment decision was incorrect.

## How to make an appeal

**Stage 1 – Informal clarification.** The learner should normally ask the tutor or assessor for an explanation of the decision as soon as possible. The tutor or assessor may explain the applicable criteria and feedback but must not alter a result unless an authorised review identifies an error.

**Stage 2 – Formal internal appeal.** If the matter is not resolved, the learner should submit a written appeal to the Managing Director at [admin@qlmconsulting.co.uk](mailto:admin@qlmconsulting.co.uk) within 10 working days of receiving the assessment decision or Stage 1 response. QLM may accept a later appeal where there is a reasonable explanation for the delay.

The formal appeal should include:

- the learner's name and contact details;
- the course title, date, venue or delivery method, and course reference where known;
- the assessment component and decision being appealed;
- the specific grounds for appeal;
- relevant documents or evidence; and
- the outcome sought.

## Acknowledgement and internal review

QLM will acknowledge a formal appeal within five working days. The Managing Director will appoint an authorised reviewer who was not responsible for the original decision and has no material conflict

of interest. Where appropriate, another suitably qualified tutor or assessor will independently review the assessment evidence against the applicable criteria and marking guidance.

The reviewer will consider whether the correct procedure and criteria were used, whether the evidence was marked accurately and consistently, whether relevant reasonable-adjustment or special-consideration arrangements were applied, and whether the decision was properly recorded and communicated.

QLM will normally provide a written outcome within 15 working days of acknowledging the appeal. Where more time is required, QLM will explain the reason and provide an updated response date.

### **Appeal outcome**

The appeal may be upheld, partially upheld or not upheld. The written outcome will explain the decision and any action to be taken. Action may include correcting an administrative error, independent remarking, repeating an assessment under authorised conditions, amending a result where permitted, additional staff standardisation, or referral to the relevant external organisation.

No learner will be disadvantaged for making a genuine appeal in good faith. QLM may correct an error whether it benefits or disadvantages the learner, subject to the applicable course and external organisation rules. Any effect on certification will be explained in writing.

### **External escalation**

Where the learner remains dissatisfied after completing QLM's internal procedure, and the course is governed by an awarding, licensing or endorsing organisation, the learner may be entitled to use that organisation's current enquiry or appeal procedure. QLM's final internal response will identify the applicable route and provide or signpost the current requirements, forms, timescales and fees.

For an IOSH assessment, external escalation will follow the current IOSH Awarding Organisation Enquiries and Appeals Policy where that policy applies. For a CIMSPA-endorsed course, QLM will identify whether the matter falls within QLM's process, CIMSPA's published appeal arrangements or another relevant organisation's procedure. QLM will not reproduce fixed external fees or response times in this policy because external organisations may revise them.

### **Late submissions, absence and special consideration**

A learner who cannot attend an assessment, complete required attendance or submit work by the stated deadline should contact QLM promptly. QLM will consider whether the matter falls under the course rules, the Reasonable Adjustment and Special Considerations Policy, or the relevant external organisation's requirements. An appeal should not be used as a substitute for making a timely request for an adjustment or special consideration where that was reasonably possible.

### **Confidentiality and data protection**

Appeals and assessment records will be handled sensitively. Information will be shared only with those who need it to administer the assessment, review the decision, meet a legal obligation or comply with an applicable awarding, licensing or endorsing requirement. Records will be stored securely and access will be restricted to authorised persons.

### **Corrective and preventive action**

Where an appeal identifies an error, inconsistency or control weakness, QLM will record and implement proportionate corrective or preventive action. This may include correcting records, reviewing affected learners or courses, updating assessment instructions, improving internal verification, providing staff training or standardisation, and notifying an external organisation where required.

The action record will identify the issue, evidence considered, root cause, affected assessments or learners, responsible person, target completion date and verification of effectiveness.

### **Monitoring and organisational learning**

QLM will review appeal outcomes, reassessment patterns, internal-review findings, learner feedback and external quality-assurance information to identify recurring issues, risks and opportunities to improve assessment practice. Information used for monitoring will be limited to what is necessary and handled in accordance with QLM's data protection arrangements.

### **Responsibilities**

The Managing Director has overall responsibility for this policy. Directors are responsible for ensuring that appeals are allocated, reviewed impartially, recorded and concluded. Tutors, assessors, invigilators and administrators must follow current assessment requirements, preserve assessment evidence, cooperate with reviews and implement agreed actions. Learners are responsible for following assessment instructions, meeting published requirements and providing accurate information in support of an appeal.

### **Policy review**

This policy will be reviewed biannually and sooner where required by changes to QLM's courses, IOSH or CIMSPA requirements, another relevant external organisation's rules, legislation, identified risks or learning from appeals and quality assurance.

Signed:



Date: September 2026

Leigh Simmonds  
Quality Leisure Management Ltd