

Appeals for qualifications

Version 2.0

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For external use

Document revision history

Version	Summary of change	Approval date
2.0	Significant changes throughout to bring the process more into line with the JCQ appeals process. Including: • 2.1.1 Outcome of post results services – detail added on the decision whether to accept the application for an appeal. • 2.1.2 Appeals against the outcome of a malpractice investigation – further detail added on the possible grounds for an appeal • 2.1.3 Access arrangements, reasonable adjustments and special consideration appeals – further detail added on the possible grounds for an appeal • 3.1 How to apply and timelines – detail added on how to set out the grounds for appeal and what happens if applications are not accepted. • 3.2 Process – addition detail added. • 3.3 Outcomes – additional details added on outcome letters • 4 The hearing – details added on panel members • 4.1 How to apply and timelines – additional details added on grounds for appeal, how these should be set out and restrictions on introducing new material at this stage The following sections have been added: • 4.2 Before the hearing • 4.3 At the hearing • 4.4 After the appeal hearing	August 2026
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1. Introduction

1.1. Purpose

City & Guilds aims to ensure that all of the following are fair, consistent and based on valid judgements:

- Marking of examinations and other externally marked assessments;
- Decisions regarding qualification (approval risk) status;
- Decisions concerning the withdrawal or suspension of centre/qualification approval;
- Decisions, penalties and sanctions resulting from a malpractice investigation; and
- Outcomes of applications for access arrangements, reasonable adjustments or special consideration.

This document explains how centres (and in limited circumstances candidates or former centre staff) may challenge a decision where they think City & Guilds has not followed the correct processes, procedures and policies relating to any of the above.

By way of summary, there are two stages of appeal depending on the nature of the relevant decision. These are:

- Appeal (stage 1)
- Hearing (stage 2)

This document covers both stages of appeals.

1.2. Exceptions

For the Extended Project, T Level Technical qualifications and Technical qualifications please refer to the [JCQ Appeals booklet](#).

All other City & Guilds qualifications are covered by this document, including those developed for international centres and the suite of leadership and management qualifications developed by ILM but now awarded by City & Guilds.

2. Overview of the appeals process

The purpose of an appeal is to identify if City & Guilds followed the correct processes, procedures and policies for any of the types of decisions listed below. The same process is followed for every type of appeal.

'Appellant' refers to the centre or individual who requests the appeal.

2.1. Types of Appeal

The decisions that can be appealed are as follows:

- marking of examinations and other externally marked assessments;
- decisions regarding qualification (approval risk) status;
- outcome of post results services,
- malpractice - decision, penalty or sanction resulting from an investigation,
- outcome of an application for access arrangements or special consideration,
- withdrawal of centre/qualification approval

2.1.1. Outcome of post results services

The review of results process covers the following decisions:

- results for exams and other externally marked assessments,
- the ILM Assessment Service,
- results for end-point assessments and externally marked apprenticeship assessments
- sanctions following EQA activity.

Where a centre is not satisfied with the outcome of the post results services, they can appeal. An appeal does **not** involve:

- re-marking a candidate's work,
- a quality assurance activity by an EQA.

However, if the appeal is successful, City & Guilds will notify the appellant of any remedial action it deems appropriate which may include:

- reviewing a candidate's work or results,
- a quality assurance monitoring activity by an EQA.

The decision whether to accept the application for an appeal is based on:

- the validity of the grounds for the appeal as put forward by the Appellant;
- whether the review stage has already been completed;
- the timescale of the application.

2.1.2. Appeals against the outcome of a malpractice investigation

When the malpractice investigation has been completed, City & Guilds will confirm whether malpractice has taken place and if it has, what penalties or sanctions shall be applied. Some examples are described below:

Decision against	Example of penalties and sanctions
centre	Withdrawal of approval for specific qualifications for a set period of time
centre staff	Suspension from involvement in City & Guilds' examinations and/or assessments for a set period of time
candidate	Disqualification from a unit or whole qualification

Only a centre can appeal a decision made due to a malpractice investigation where the malpractice arises from candidate actions. Former members of centre staff are also able to appeal a decision, if it is against them.

It is not possible to appeal against a sanction which is perceived to be too lenient or to appeal where malpractice was not found.

The application for an appeal must set out as clearly and concisely as possible the grounds for the appeal and must include any further evidence relevant to supporting the appeal.

Appeals must be based on reasonable grounds which relate to the case in question.

For example:

- the incident was not dealt with in accordance with the published procedures
- the decision was unreasonable in light of the evidence presented to City & Guilds
- further evidence (including medical evidence) has come to light which may affect the decision
- the sanction imposed is disproportionate to the seriousness of the malpractice.

The following do not, within themselves, constitute grounds for an appeal:

- they did not intend to cheat
- they could lose their employment
- they regret their actions.

For more information on possible decisions, penalties or sanctions please see the City & Guilds document *Managing cases of suspected malpractice in examinations and assessments*, which is available from the City & Guilds website, www.cityandguilds.com

2.1.3. Access arrangements, reasonable adjustments and special consideration appeals

Access arrangements and reasonable adjustments are agreed before an assessment. They allow a candidate with special educational needs, disabilities or temporary injuries to:

- access the assessment; and
- demonstrate their skills and knowledge without changing the demands of the assessment.

Special consideration is a post-examination adjustment to a candidate's mark to reflect temporary illness, temporary injury or other indisposition at the time of the assessment, which has had an effect on a candidate's ability to take that assessment.

If the centre has made an application for either access arrangements or special consideration and it has been rejected by City & Guilds, the centre can appeal this decision. The Appellant must also reasonably believe that City & Guilds did not apply its procedures consistently, properly or fairly.

2.1.4. Centre and qualification approval appeals

A centre **can** appeal the withdrawal of centre or qualification approval due to assessment and quality reasons.

A centre **cannot** appeal the following decisions:

- the outcome of an application for centre or qualification approval,
- the withdrawal or suspension of centre or qualification approval related to –
 - financial or legal reasons,
 - candidate numbers.

2.2. Who can appeal

Wherever possible, the centre should submit the appeal. In certain circumstances, we will accept appeals from candidates or former members centre staff. The table below describes

any circumstances where we will accept applications from candidates or former members centre staff:

Type of Appeal	Who can appeal
Outcome of post results services	• centre • candidate with no centre to appeal on their behalf
Malpractice - decision, penalty or sanction resulting from an investigation	• centre • former members of centre staff (if the decision is against them)
Outcome of an application for access arrangements or special consideration	• centre
Withdrawal or suspension of centre/qualification approval	• centre • former centre (where centre approval has been removed)

3. Preliminary appeals

The appeal is usually a desk-based process and completed by City & Guilds, by people who were not involved in the original decision. They are not usually subject matter experts, but will be experts on all the relevant processes, procedures and policies. The same process is followed for every type of appeal.

3.1. How to apply and timelines

The application **must** set out clearly and concisely the grounds for the appeal and details of specific instances where the appellant believes that City & Guilds did not follow the correct procedures in reaching the original decision. Additional supporting documents can be included with the application and must be clearly referenced. Where a candidate has set out the grounds for the appeal the centre must check the grounds are accurate and make it clear in the application that they support the grounds that have been presented.

For appeals following post results services, the application must include details of how the appellant believes that City & Guilds did not follow the correct processes, procedures and policy documents during the original decision or the review stage.

Where the grounds for appeal are not presented clearly and concisely City & Guilds will not accept the application to appeal.

If an application for an appeal is not accepted, the reason(s) for this will be given. If the application does not include the required information, it will be returned to the appellant, with details of what information is missing. A deadline will be given for this information to be included. The appellant **must** respond fully within this deadline, or the appeal will not be reviewed.

Applications must be received by the deadline given below:

Deadline for applications	20 working days after of the date of the notification
Acknowledgment	2 working days after receipt of application
Written outcome	30 working days of the date of the acknowledgement

3.2. Process

This stage involves a consideration of the case by a City & Guilds manager who has not had any previous involvement with or personal interest in the matter. This stage will include consideration of the written submission from the Appellant. The manager will review the application, supporting documents and any records relating to the original decision made by City & Guilds. All the information (including that provided by the appellant and records kept by City & Guilds) will be checked against the relevant procedures and policy documents to confirm the correct procedures have been followed.

3.3. Outcomes

After a review of the appeal there are two possible outcomes:

- The appeal is upheld because any one of the correct processes, procedures or policy documents were not followed.
- The appeal is rejected because all of the correct processes, procedures and policy documents were followed.

The outcome letter with reasons will be sent to the Appellant. This will include any proposed remedial action (such as possible clarification of City & Guilds' procedures). The letter will also include how to progress how to a hearing.

4. The hearing

Where the Appellant wishes to proceed to the next stage of the appeal (a hearing), they must send a written request for an appeal hearing. The purpose of the hearing is to identify if City & Guilds followed the correct processes, procedures and policies for any of the types of activities below. The panel evaluates the evidence by holding a hearing.

An appeal hearing is designed to ensure that the Appellant has a formal opportunity to present their case to a panel, when the appellant is not satisfied with the outcome following the first Appeal stage. For an appeal hearing, City & Guilds convenes a panel of three people. They will be drawn from a larger pool of individuals who are not directly employed by City & Guilds and who have been trained in the task of deciding appeals. There will be a member from the City & Guilds Quality and Standards and one of the panel members will be an 'independent member'. The independent member is an individual who has had no employment or other connection with City & Guilds for at least the previous five years.

4.1. How to apply and timelines

A request for an appeal hearing should explain clearly where City & Guilds has failed to address the grounds raised for the appeal or should explain clearly why there is a continued disagreement with the preliminary appeal finding and provide supporting evidence (with clear reference to the grounds of appeal), where necessary. The application form for the hearing **must** contain clear reasoning as to:

- the reasons for which the appellant considers that City & Guilds did not follow the required procedures, and
- their rationale for escalating to this stage of appeal.

New grounds which were not part of the preliminary appeal or are not in response to the outcome cannot be added.

The application must clearly set out the grounds of appeal and all supporting documentation. It is important that all relevant documentation is included at this point, as there will be limited opportunities to submit additional information later in the process. City & Guilds reserves the right to produce material in rebuttal of any appeal application.

The grounds of appeal submitted must be the same as the grounds of appeal which will be presented on the day and which were considered at the preliminary appeal stage. If there are any differences, or new material is introduced, the appeal panel will need to decide whether:

- to accept or reject the new grounds and/or new material,
- whether to defer the appeal hearing, or
- whether a new preliminary appeal should be considered.

This will depend on all the circumstances of the case.

If the application form does not include the required information, it will be returned to the appellant, with details of what information is missing. A deadline will be given for this information to be included. The appellant **must** respond fully by this deadline, or the appeal will not be heard. Applications must be received by the deadline given below:

Deadline for applications	10 working days after the outcome of the appeal
Acknowledgment	2 working days after receipt of application
Hearing	45 working days from acknowledgement
Written outcome	5 working days after the hearing

4.2. Before the hearing

Appellants will be expected to participate in the appeal hearing. The hearing usually takes place virtually, but could also be in person. The format of the hearing will be determined by City & Guilds and communicated to the Appellant in advance. City & Guilds has final responsibility for deciding the format of the hearing.

If, when notified of the date set for a hearing, the Appellant does not attend without good reason, the hearing may proceed in their absence.

The Appellant may be accompanied by a friend, colleague or union representative, but names and contact details of all representatives must be provided no later than seven calendar days before the date of the hearing. Any representative whose details have not been provided to City & Guilds within the required timescale may be required by the Chair of the hearing to leave before the hearing commences. Refusal to leave the hearing when requested may lead to the termination of the hearing. It would not generally be expected that the Appellant's attendees would exceed three in number.

City & Guilds may also call any representatives relevant to the case. There will normally be no more than three.

Internal candidates and/or their parents/carers will not be called as representatives but may attend as observers with the prior permission of the Chair of the panel. Observers are not entitled to present cases or to engage in questioning any parties at the hearing, but they may make a brief statement at the discretion of the Chair of the panel.

Other observers may attend hearings with the prior approval of the Chair no later than seven calendar days before the date of the hearing. The observers must adhere to the protocols of the appeal hearing.

Legal representation is not normally permitted at an appeal hearing; an appeal hearing does not have the same formality as a formal legal process. If the Appellant wishes to be legally represented, this must be discussed with City & Guilds before a hearing date is finalised. If legal representation for the Appellant is agreed, City & Guilds may also be legally represented. City & Guilds will not be liable for any professional fees incurred by the Appellant.

A copy of all materials (correspondence/documents/reports etc) relating to the appeal will be forwarded to the appeals panel and the Appellant no later than seven calendar days prior to the hearing. Only in the most exceptional circumstances will the Chair permit additional materials to be tabled on the day of the hearing.

Where any material is considered by City & Guilds to be of a confidential nature, City & Guilds may make such material available to the appeal hearing under such conditions as are necessary to protect the confidentiality of the material. City & Guilds will ensure compliance with any relevant provisions of data protection legislation.

4.3. At the hearing

Hearings are usually held remotely, rather than in person

The appeal hearing will take the form of a re-consideration of the evidence, comments and reports provided to and by City & Guilds, and observations presented by the Appellant.

4.3.1. The test applied

In an appeal, the panel will consider:

Results	Whether City & Guilds has applied its procedures consistently, properly and fairly in arriving at judgments.
Malpractice	On the balance of probabilities, whether there was sufficient evidence to support the finding of malpractice and how appropriate the original penalty or sanction was.
Access arrangements, reasonable adjustments and special consideration	Whether City & Guilds' actions were consistent with the published procedures and were fair (which includes meeting the legal duties to make reasonable adjustments).
Withdrawal or suspension of centre/qualification approval	Whether City & Guilds has applied its procedures consistently, properly and fairly in arriving at judgments.

4.3.2. Procedure for appeal hearings

The procedure to be followed during appeal hearings is based on the procedure laid out in the [JCQ Appeals document](#), with changes to allow for on-demand and verified vocational qualifications. It is outlined below:

- A member of the panel will chair the hearing.
- The Chair will undertake introductions, outline the procedures to be followed and if appropriate, provide a summary of the case.
- Each member will be asked to confirm at the start of the appeal hearing that they have not had a previous connection with, or any personal interest in the case. Specifically, that they have not been involved in any marking, review of marking of the candidate's work, or the candidate's centre, in the academic year in which the appeal arises.
- The independent member(s) will make themselves known at the beginning of the appeal hearing.
- The Chair will indicate that it is the role of all panel members to ensure that the hearing is conducted in accordance with the procedures detailed in this document.
- The Chair may, at their discretion, accept written evidence from a third party unable or unwilling to attend the hearing
- The Chair will invite the Appellant to present their case to the panel.
- The Chair will then offer the City & Guilds representative(s) the opportunity to question the Appellant.
- The Chair and the panel members will then have the opportunity to question the Appellant.
- The Chair will then invite the City & Guilds representative(s) to present their case to the panel.

- The Chair will offer the Appellant the opportunity to question the City & Guilds representative(s).
- The Chair and the panel members will then have the opportunity to question the City & Guilds representative(s).
- The Chair will offer the City & Guilds representative(s) an opportunity to sum up their case, should they wish to do so. City & Guilds will not introduce new information at this stage.
- The Chair will then offer the Appellant an opportunity to sum up their case, should they wish to do so. Appellants will not introduce new information at this stage.
- The Chair will then invite the Appellant and their representative(s) and the City & Guilds representative(s) to withdraw, but to remain available for a brief time whilst the panel determines whether they wish to ask any further questions of either the Appellant or the City & Guilds representative(s).
- If the panel determines that they do wish to ask further questions, both the Appellant and their representative(s) and the City & Guilds representative(s) will be asked to return to the hearing.
- At the conclusion of all questions, the Appellant and their representative(s), and the City & Guilds representative(s) will be informed that the hearing is complete and they may leave.

4.3.3. Terminating a hearing

Where the Chair believes that the hearing cannot proceed in line with the above process, they have the authority to terminate the hearing. This includes cases where there is disruptive behaviour by any party, for example:

- offensive, abusive, aggressive or threatening language or actions
- repeated interruptions of the other party or the panel
- refusal to respond appropriately to relevant questions from the panel or other party
- refusal to follow the hearing procedure as laid out above.

Following termination of a hearing, the Chair will decide whether the hearing should be rescheduled to take place at a future date and if so, what format this will take.

4.3.4. Reaching a decision

The panel will deliberate in private. In reaching its decision, the appeals panel will apply, as appropriate, the tests set out in 4.3.1. Where the appeal relates to City & Guilds procedures, the appeals panel will also consider whether any remedial action subsequently taken by City & Guilds was sufficient to rectify the matter.

The appeals panel may decide to uphold the appeal or not to uphold it. The panel may:

- refer the matter back to City & Guilds for further consideration, or
- direct City & Guilds to carry out further work.

In a malpractice appeal, the panel may:

- remove or confirm the finding of malpractice, and/or
- confirm or amend the sanction.

4.4. After the appeal hearing

Irrespective of whether the appeal is upheld, the panel may make recommendations to City & Guilds on issues/concerns that emerged during the appeal hearing. Any further work will be carried out in full compliance with City & Guilds quality and standards and with regulatory requirements.

Where the panel upholds an appeal, this does not necessarily mean that a candidate's marks or grade will change. A panel may not instruct City & Guilds to award a specific mark as panels are not comprised of subject experts. Only a trained and standardised examiner can award a mark.

If the Appellant and City & Guilds were present at the hearing, the decision of the appeals panel will not normally be communicated to them orally on the day of the hearing. The decision will be sent to the Appellant and to City & Guilds no later than five working days after the hearing. If it is not possible to meet this deadline, City & Guilds will provide an update to the Appellant by this date, including a revised timescale for providing the outcome.

The hearing by the appeals panel will complete the City & Guilds internal appeals procedures. No further appeal will be accepted by City & Guilds.

4.5. Outcome of the hearing

There are two possible outcomes of the hearing:

- If the panel finds that the appropriate processes, procedures and policy documents have been followed and confirms the decision of the appeal, the appeal will be **rejected** and City & Guilds will notify the appellant.
- If the panel finds that any one of the appropriate processes, procedures or policy documents has **not** been followed, the appeal will be **upheld**. The panel will **recommend**

appropriate actions to City & Guilds for its consideration. City & Guilds will notify the appellant.

The decision of the hearing is the final stage of the City & Guilds appeals process. If the appellant is not satisfied with the outcome of the appeal, they should contact the relevant regulator, information on how to do this will be included in the outcome letter. Please note: Qualifications Scotland Accreditation is unable to overturn assessment decisions or academic judgements.

5. Fees

A fee to cover administration costs will be charged at each stage of the process.

If the Appeal identifies that City & Guilds made the wrong decision, there will be no charge.

City & Guilds will invoice the centre for the correct fee.

For the full list of fees, please refer to the **Centre charges list**.

6. Glossary

Appellant	An <i>appellant</i> is the person or organisation appealing against a City & Guilds decision. The appellant could be - • a candidate, • a <i>centre</i> acting on behalf of a <i>candidate</i> seeking to appeal, • a centre or • a former centre.
Candidate	A <i>candidate</i> is an individual who is registered with City & Guilds and working towards a full or part qualification at a <i>centre</i> .
Centre	A <i>centre</i> is an organisation approved by City & Guilds to offer assessments leading to City & Guilds qualifications.
Exam	An <i>exam</i> is any externally marked component of a qualification.
Qualification Approval Risk status	A <i>qualification approval risk status</i> is a risk status (for each City & Guilds qualification delivered by a centre) as determined by City & Guilds as part of the post approval external quality assurance activities. This is based upon the centre's ability to meet the criteria outlined in <u>City & Guilds / ILM Quality Assurance Standards: Centre Assessment</u> .
Quality and Standards Committee	The <i>Quality and Standards Committee</i> is the independent committee appointed to oversee the standards and quality of City & Guilds qualifications and assist in maintaining public confidence in the currency and credibility of City & Guilds' assessments and qualifications.
Script	A candidate's written response to the examination.
Working day	A <i>working day</i> is any day other than Saturday or Sunday or a statutory holiday in the United Kingdom or the country of that centre.

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About City & Guilds

City & Guilds is the global skills partner, empowering people, organisations and economies to develop the skills they need for growth. With almost 150 years of trusted expertise, we support people into work, help them develop on the job and move into the next job.

We work with Governments, employers, training providers, colleges and industry stakeholders to design and deliver high-quality training, qualifications, assessments and credentials that lead to meaningful career progression. We understand the life changing link between skills development, social mobility and success. Our solutions span critical sectors including construction, engineering, transport, energy and electrical, serving over 1 million learners annually.

Through our comprehensive portfolio of brands and trusted global network, we set industry-wide standards for technical, behavioural and commercial skills to improve performance and productivity. We believe you can achieve your potential - and we're here to help make it happen.

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