

## Jessanol Ltd – Appeals Policy

### 1. Policy Statement

Jessanol Ltd is committed to fair, transparent, and consistent assessment practices across all learning experiences and CPD courses.

We recognise that, in some cases, learners may wish to challenge an outcome or decision. This policy provides a clear and supportive route for doing so.

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### 2. What Can Be Appealed?

This policy applies to appeals relating to:

- assessment outcomes within a Jessanol course or learning experience
- completion or certification decisions
- decisions relating to reasonable adjustments

Jessanol's courses are designed to be practical and reflective. Appeals are therefore focused on **process, fairness, and application of criteria**, rather than subjective disagreement alone.

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### 3. Grounds for Appeal

An appeal may be considered where there is evidence that:

- the assessment criteria were not applied correctly
  - there was an administrative or technical error
  - reasonable adjustments were not appropriately considered
  - there was a lack of clarity or inconsistency in the assessment process
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### 4. Appeals Process

#### Stage 1 – Informal Review (within 3 working days)

Learners are encouraged to first raise their concern informally by contacting Jessanol.

- We will review the query and aim to clarify or resolve the issue quickly

- Many concerns can be addressed at this stage
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### **Stage 2 – Formal Appeal (within 7 working days)**

If the issue remains unresolved:

- The learner should submit a formal appeal via email, including:
  - details of the decision being challenged
  - reason for appeal
  - any supporting evidence

Jessanol will:

- acknowledge receipt within **2 working days**
  - conduct a review of the assessment and process
  - provide a written outcome within **10 working days**
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### **Stage 3 – Final Review (within 15 working days)**

If the learner is not satisfied with the outcome:

- The appeal will be escalated to a Jessanol Director
- A final review will be conducted

A final decision will be issued within **15 working days**.

This decision is considered final.

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## **5. Principles of Review**

All appeals will be:

- reviewed objectively
- based on available evidence
- aligned to the intended learning outcomes and criteria

Jessanol does not guarantee a change in outcome but will ensure the process has been fair and consistently applied.

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## **6. Relationship to Complaints**

If the concern relates to:

- service quality
- communication
- overall experience

please refer to the **Jessanol Complaints Policy**.

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## **7. Recording and Continuous Improvement**

Jessanol will maintain a record of all appeals and outcomes.

**Insights from appeals are reviewed as part of Jessanol's continuous professional development and service improvement process, helping to strengthen assessment design, clarity, and learner experience.**

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## **8. Review of Policy**

This policy will be reviewed annually or as required.

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**Owner:** Jessanol Ltd

**Role Responsible:** Director

**Version:** 1.0

**Date:** 20/3/26

**Next Review:** 20/3/27