

Firstline Training, Advisory and Business Services

Appeals Procedure

The following sets out the appeals procedure for Firstline Training and Consultancy. This procedure covers the process for raising appeals against an academic judgement or assessment decision that has been made.

Should a learner feel that proper processes have not been followed or that the academic judgements or assessment decisions have not been made in accordance with the regulations of the programme of learning, then they may appeal to the Head of Operations / Administration via 1 of the following methods.

Call: 07507832611

Email: training@firstlineservices.co.uk

Write to: The Head of Operations and Administration
Firstline Training and Consultancy,
Unit 107 , Manak House, Kengley Bridge Road, Lower Sydenham
London
SE26 5AL

Examples of areas where an appeal may be raised are as follows:

- if the learner believes that Firstline Training has not applied our procedures properly, consistently and fairly
- if the learner is not satisfied with the conduct of the assessment and believes has it disadvantaged them
- if the learner feels that the premises/environment for assessment has disadvantaged them

Should a learner wish to appeal against a decision made after a complaint has been investigated, then please refer to our Complaints Procedure.

When you contact us, please give your full name, contact details and a daytime telephone number along with:

- a full description of your appeal (including the subject matter and dates and times if known)
- any names of the people you have dealt with so far
- copies of any papers or letters to do with the appeal
- any other factors for consideration, such as any extenuating circumstances that the learner either did not address at the time or that they believe were raised but not taken into consideration when the decision was made

Firstline Training ask that you raise your appeal as soon as possible after the event so that we have the opportunity to investigate fully. We will acknowledge receipt of your appeal within 5 working days.

Appeals will be investigated and a review panel may be formed to reach a decision. We aim to investigate and respond to appeals within 14 working days.

This will be the final route of escalation within our company. Therefore, if you remain unhappy after following our own internal appeals procedure, please contact the awarding organisation directly.

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This policy is available to all awarding bodies we work with. The contact details of the Awarding Body specific to the course you are enrolled in is included in your course information or induction pack.

Should you address your appeal to the Awarding Body and remain unhappy with the outcome, you may then raise your appeal to the relevant qualification regulator. Either a representative of Firstline Training or the relevant Awarding Body will be able to offer you guidance on the appropriate qualification regulator in each instance and can provide contact details.

The following list of qualification regulators has been provided as additional guidance.

- SCQF qualifications - SQA Accreditation
- RQF qualifications:
 - delivered in Wales - Qualifications Wales
 - delivered in Northern Ireland - CCEA Regulation
 - delivered anywhere else – OFQUAL

Please note: SQA Accreditation cannot overturn academic judgements or assessment decisions.

If you have any queries about the contents of this policy, please contact Anthony Etse directly on 07904662282 or via email training@firstlineservices.co.uk.

Version control			
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1	15/05/2025	Anthony Etse	N/A