

Appeals Policy

Centre Name: 4 TEFL

Responsible Person: Ruswel James, Quality Assurance

Review Date: 30 September 2025

1. Purpose

The purpose of this policy is to ensure that learners and staff have the right to appeal against assessment decisions or other outcomes where they believe procedures have not been applied fairly. 4 TEFL is committed to transparent, fair, and consistent decision-making in line with Focus Awards and Ofqual requirements.

2. Scope

This policy applies to:

- All learners enrolled on 4 TEFL programmes.
- Assessment and verification decisions made by assessors, IQAs, or centre staff.
- Administrative decisions affecting registration or certification.

3. Roles and Responsibilities within 4 TEFL

- **Quality Assurance (Ruswel James):** oversees all appeals and ensures compliance with Focus Awards requirements.
- **Assessors/IQAs:** cooperate fully with appeals investigations and provide evidence.
- **Administrative staff:** record and log appeals in the CRM system.
- **Learners:** must submit appeals clearly and within specified timescales.

4. Procedure

1. Informal Resolution – Learners should first discuss concerns informally with the relevant assessor. Most issues can be resolved at this stage.

2. Stage 1: Formal Appeal – If unresolved, the learner must submit a written appeal via the CRM system or by email to info@4tefl.com within 15 working days of receiving their assessment decision.

3. Acknowledgement – The appeal will be acknowledged within 5 working days.

4. Stage 2: Investigation – The Quality Assurance will review assessment records, CRM logs, Zoom recordings, and other relevant evidence. A decision will be made within 20 working days.

5. Stage 3: Independent Review – If the learner is not satisfied with the outcome, the appeal will be reviewed by an independent IQA not previously involved in the case.

6. Stage 4: External Referral – If still unresolved, the learner may refer the matter to Focus Awards in line with their appeals procedure.

5. Monitoring and Review

- All appeals are logged in the CRM system.
- Records are kept for a minimum of six years.
- Outcomes and trends are reviewed annually as part of the Quality Improvement process.
- This policy will be updated annually or sooner if required by regulation.

This policy has been approved & authorised by:

James Ruswel
Quality Assurance
30 September 2025

A handwritten signature in black ink, appearing to read 'James Ruswel', written in a cursive style.