



POLICY 002A

ACM_RSL FURTHER EDUCATION

INTERNAL ACADEMIC APPEALS

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Policy 002A: ACM_RSL FURTHER EDUCATION INTERNAL ACADEMIC APPEALS

1. Scope of this Policy

1.1 This document lays out the internal appeals policy of AC[M] for all RSL Vocational Qualifications.

1.2 The purpose of this policy is to set out procedures that learners should follow if they wish to appeal the result of a unit grade internally assessed by AC[M].

2. Grounds for Appeal

2.1 Appeals must clearly set out the grounds for appeal (i.e. the reason the learner believes that the result is incorrect and must be changed.)

2.2 An appeal can only be made once the result of an assessment has been received by the learner.

2.3 Admissible grounds for appeal are:

- assessment was not made in line with RSL grading criteria
- AC[M] quality assurance procedures were not correctly applied
- the assessment decision was affected by an administrative or procedural error
- a decision in respect of a reasonable adjustment or special consideration
- unfairly impacted on the assessment decision

3. Timescales

3.1 Learners have 10 days after receipt of their grade (or, for second level appeals, receipt of the first level appeal decision) in which to make an appeal. We may not be able to process appeals received after this timescale.

3.2 Learners will receive a formal acknowledgement of their appeal within 10 days of the appeal being lodged.

3.3 Learners will normally be informed of the outcome in writing within 10 days of the appeal being lodged. If this timescale needs to be extended, for example because of a need to collate and analyse or assess significant quantities of evidence, this will be conveyed to the learner as soon as possible.

4. First Level Appeal

4.1 An appeals form, available from Anna Lundkvist in Billings or downloadable from the Diploma Course Hub, must be completed and returned to diplomaleadership@acm.ac.uk

4.2 All appeals must be made in writing using this form. Clear grounds for appeal, in accordance with those outlined in paragraph 3.3 above, must be provided, along with any relevant evidence.

4.3 The first level appeal involves a review of the learner evidence, tutor assessment feedback and internal verification documentation by the cohort Level Leader.

4.4 A judgement will be made about whether the appeal should be upheld or rejected.

4.5 If the appeal is upheld, the result for the learner for this unit may be amended and all appropriate paperwork and tracking will be updated to reflect this.

4.6 If the appeal is not upheld, the learner will be provided with clear reasoning as to why not.

4.7 If no further response to the appeal decision is received within 10 working days of the decision being communicated to the learner, the appeal will be closed and no further correspondence will be entered into.

4.8 Written records will be kept of all appeals.

5. Second Level Appeal

5.1 If the learner is unhappy with the outcome of the first level appeal, they may lodge a second level appeal.

5.2 The second level of appeal is an independent review of the first level appeal by Rebecca Morton, Principal of Further Education, or a nominee who has no direct involvement with the learner's teaching, learning or assessment.

5.3 A Second Level appeals form, available from Anna Lundkvist in Billings or downloadable from the Diploma Course Hub, must be completed and returned to diplomaleadership@acm.ac.uk

5.4 As much information as possible should be provided in order to enable a thorough investigation to be carried out, including why the learner is dissatisfied with the outcome of the first level appeal.

5.5 A judgement will be made about whether the appeal should be upheld or rejected.

5.6 If the appeal is upheld, the result for the learner for this unit may be amended and all appropriate paperwork and tracking will be updated to reflect this.

5.7 If the appeal is not upheld, the learner will be provided with clear reasoning as to why not.

5.8 The second appeal decision is final.

5.9 Written records will be kept of all appeals.

6. Issue and review

- This policy will be reviewed annually
- The owner of this Policy is the Principal of Further Education

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