



Sussex Business School Limited - Appeals Policy and Procedure

Purpose

This document sets out guidance on how to make an appeal to Sussex Business School and the procedure to follow.

Introduction

This procedure details Sussex Business School Limited's commitment to the provision of duty of care to CMI /OTHM learners.

Definition

Appeal

The term "Appeal" relates to the dissatisfaction with a Sussex Business School's decision which may include the following areas:

- Assessment Decisions
- Decisions regarding Reasonable Adjustments or Special Consideration
- Decisions made in cases of malpractice and maladministration
- The outcome of a complaint

Learner

The term "Learner" refers to an individual who has been registered on a specific CMI / OTHM qualification with Sussex Business School Limited. The learner will have received confirmation from the CMI / OTHM and Sussex Business School Limited that they have been registered with the CMI /OTHM and will have been issued with a Learner code which can be used to locate them on CMI /OTHM records.

Sussex Business School Limited Appeals Procedure

Applies to:

- Learners wishing to appeal an assessment decision made by Sussex Business School Limited.
- Learners wishing to appeal a decision regarding Reasonable Adjustments or Special Consideration made by Sussex Business School Limited.
- Learners wishing to appeal a decision regarding malpractice made by Sussex Business School Limited.



An appeal to Sussex Business School Limited regarding an assessment decision must be made within 21 days of the Learner being informed of the decision, outcome or result.

How to Make the Appeal

Any appeal should be made in writing to Sussex Business School Limited, clearly stating the grounds for the appeal with all relevant supporting documentation.

The title of the letter or email should be clearly state “Appeal” in the subject header. The Appeals Template (below) must be fully completed and returned with the appeal.

The following contact details should be used:

By Post:

Support Services
Sussex Business School Limited
Newhaven Enterprise Centre
Denton Island
East Sussex
BN9 9BA

Or via email: support@sussexbusinessschool.com

Sussex Business School will confirm in writing receipt of the appeal within 3 working days.

Review of the Appeal

The appeal will be reviewed by the Directors/Management Team of Sussex Business School Limited.

Sussex Business School Limited will normally provide a response within 21 days.

If it is going to take longer than 21 days, the appellant will be kept fully informed.

If the appeal is upheld, Sussex Business School Limited will amend the centre result and or marks held on the Learner’s records and take any further action as appropriate.

If the appellant remains dissatisfied with the outcome of their appeal, they may make a further appeal directly to the CMI /OTHM.



Sussex Business School Limited - Appeal Form (to be completed by Learner)

Centre name		Centre number	
Learner name		Learner P number	
Appeal against an assessment decision			
Batch number	Qualification and Unit title/s		
Please list each of the assessment criteria that are the-subject of this appeal (where relevant)	Outline your reasons for this appeal for these assessment criteria		
Other appeal			
If the appeal does not relate to an assessment decision, then please describe the nature of the appeal below e.g. complaint, reasonable adjustment decision, malpractice/maladministration decision			

Name and signature of person making the appeal		
Signed:	Name:	Date:



NB in all cases, it will be extremely useful for supporting information to be provided. This includes (but is not limited to) emails, records of phone conversations, assessment records, internal verification paperwork, moderator reports, and any records of appeals already made. Failure to provide supporting information may lead to the results of the appeal being delayed.