



Enquiries and Appeals Policy

Who is this policy for

This policy is for centres and/or learners who want to submit an enquiry or appeal in relation to AIM Qualifications and Assessment Group approved qualifications or units/components.

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1	July 2022	<ul style="list-style-type: none"> Document updated for post-merger activity.
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1.2	September 2023	<ul style="list-style-type: none"> Removed references to MIA platform. Email address added for appeals to be submitted. Clarification added when an appeal panel will be arranged.
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Section 1 – Scope

1.1 Scope

This Enquiries and Appeals Policy applies to AIM Qualifications and Assessment Group approved provision.

This policy is intended for:

- centres, training providers and its staff delivering AIM Qualifications and Assessment Group approved qualifications, standards or units/components.
- Learners or apprentices registered on AIM Qualifications and Assessment Group approved qualifications, standards or units/components.
- AIM Qualifications and Assessment Group staff to ensure that reviews and appeals are dealt with to meet the requirements of qualifications and regulations in a consistent and fair manner.

The purpose of this policy is to:

- define enquiries and appeals.
- set out the basis on which enquiries and appeals can be made.
- detail the responsibilities AIM Qualifications and Assessment Group, centres, centre staff and learners have to enquiries and appeals.
- set out the processes involved in enquiries and appeals.
- detail the way in which AIM Qualifications and Assessment Group will respond to reviews and appeals and communicate with key stakeholders.
- state follow-up actions after enquiries and appeals have been upheld by AIM Qualifications and Assessment Group

1.2 About us

AIM Qualifications and Assessment Group is a leading **Awarding Organisation** and one of the UK's largest **Access Validating Agencies (AVA)**. We work in partnership with colleges, independent training providers, universities, employers and voluntary organisations to develop accredited and regulated vocational qualifications. Our qualifications cover a range of academic levels from Entry Level to Level 6 across a wide range of subject areas. As an AVA we are licensed by the Quality Assurance Agency (QAA) to develop and award nationally recognised Access to Higher Education Diplomas. AIM Qualifications and Assessment Group is also an independent, government recognised, **End-Point Assessment Organisation (EPAO)** responsible for an apprentice's final assessment to ensure they can do the job for which they've trained.

1.3 Responsibilities

The following represent the key responsibilities of AIM Qualifications and Assessment Group, centres, centre staff and learners.

1.3.1 AIM responsibilities.

Overseen by the Compliance Director, AIM Qualifications and Assessment Group will ensure that all:

- enquiries and appeals received are considered.
- enquiries and appeals are handled in accordance with this Policy.
- decisions are always taken by individuals who have no personal interest in the enquiry and/or appeal being examined.
- appeals are dealt with by at least one decision maker who is not an employee of AIM Qualifications and Assessment Group, an assessor working for it, or otherwise connected to it.
- decisions following an enquiry request or appeal are always taken by persons who have appropriate competence.

1.3.2 Centre responsibilities

All centres delivering AIM Qualifications and Assessment Group qualifications must ensure that:

all staff involved in the management, assessment and quality assurance of AIM Qualifications and Assessment Group qualifications and any learners undertaking one are fully aware of this policy.

- a policy is in place for dealing with internal reviews and appeals.
- all staff involved in the management, assessment, and quality assurance of AIM Qualifications and Assessment Group approved qualifications and any learners undertaking one are fully aware of the centre's appeals policy.
- both staff and learners are made aware of the need to go through the centre's own appeals process before any enquiry or appeal is referred to AIM Qualifications and Assessment Group.
- easy access to its own appeals policy for any learner wishing to appeal against a decision taken by the centre.
- internal reviews and appeals are handled consistently and in accordance with this and the centre's own appeals policy.
- a record is made of every internal review and appeal, including who was involved and what the outcome was, which must be made available to AIM Qualifications and Assessment Group as required.
- both staff and learners are made aware of the time limits for submitting a review request or appeal, and of the need to retain assessment evidence where necessary

1.3.3 Centre staff responsibilities

All centre staff involved in the management, assessment and quality assurance of AIM Qualifications and Assessment Group qualifications must:

- be fully aware of this policy.
- familiarise themselves with the centre's appeals policy.

1.3.4 Learner responsibilities

Any learner undertaking an AIM Qualifications and Assessment Group qualification must:

- be fully aware of this policy.
- familiarise themselves with the centre's appeals policy.

All appeals in relation to decisions taken by the centre must go through the centre's own appeals process before a review request and/or appeal can be made to AIM Qualifications and Assessment Group.

Section 2: Enquiries

2.1 Definition

Enquiries allow centres and/or learners to ask for clarification or exemplification on specific or general issues.

2.2 Grounds for enquiries

AIM Qualifications and Assessment Group tries to ensure that all decisions made are fair, consistent, and based on valid judgments. However, it is recognised that centres or learners may wish to enquire about a decision. The items listed below are legitimate reasons AIM Qualifications and Assessment Group will accept as grounds for an enquiry to outcomes and/or decisions.

Centre reasons

- The content of a centre monitoring report
- Assessment decisions overturned through EQA monitoring/moderation
- External assessment results

Learner reasons

- External assessment result

Where the regulators notify AIM Qualifications and Assessment Group of failures that have been discovered in the assessment process of another Awarding Organisation, AIM will review whether or not a similar failure could affect the assessment processes and arrangements of AIM Qualifications and Assessment Group. Where adjustments to assessment decisions have to be made, in this instance, no appeals will be accepted by AIM Qualifications and Assessment Group.

2.3 Enquiries about results

The AIM Qualifications and Assessment Group results enquiry service is available for centres or apprentices who wish to enquire about published qualification assessment results, normally in cases where the results vary considerably from those expected.

An enquiry may be made on behalf of one or more than one learner and is a formal written request from the centre to AIM Qualifications and Assessment Group for a review of the assessment decision relating to qualifications. This may take the form of a request for one of the following:

2.3.1 Performance report

Provides a breakdown of the marks awarded in an assessment.

2.3.2 Review of proctored results (applies to proctored examinations only)

A second review of the proctored result by another AIM member of staff.

2.3.3 Clerical check of marking (applies to non-MCQ assessments only)

A check to ensure that:

- all pages have been marked.
- all marks have been counted.
- the result matches the marks on the paper.

2.3.4 Assessment re-mark (applies to non-MCQ assessments only)

This service allows you to request a re-mark of your learner(s) assessment. The request must be accompanied by the written permission of the learner(s) for the centre to make the request.

The service:

- includes a clerical check.
- involves a second examiner reviewing the paper to identify genuine errors or unreasonable marking.

2.4 Enquiries process

To ensure that the enquiry can be dealt with as soon as possible, it is important to adhere to the timescales for submission set out in the process below. A fixed fee is charged for the service requested, which is refundable if the outcome of the assessment is changed because of the enquiry (*not applicable to 1. Performance Report*). Where the outcome of an enquiry brings into question the accuracy of other results, we will take all reasonable steps to protect the interests of all learners who are affected.

1. Centre submits enquiry about results application form to AIM within **25 working days** of results being issued with full details of the enquiry, accompanied by all supporting documentation and the written permission of each learner involved.
2. AIM Qualifications and Assessment Group acknowledges receipt **within five working days** from receiving a request.

3. AIM Qualifications and Assessment Group undertakes the relevant action and notifies the designated centre contact **within 10 working days** from receipt of the enquiry. If for any reason these timescales cannot be achieved, AIM Qualifications and Assessment Group will inform the centre contact of the anticipated timescale.
4. A written report is sent and provides details of any recommendations as well as the decision (*if relevant*).

Possible outcomes of the enquiry are:

- no change
- a change to the results which may be either higher or lower than previously issued.

A special consideration cannot be applied as part of the enquires about result process. This includes where a learner experienced a disruption during the exam that was beyond their control. The Special Consideration policy can be found [here](#).

Proctoring evidence remains secure and will not be shared with anyone outside of AIM Qualifications and Assessment Group. Proctoring footage will not be provided to any centre or learner and remains the property of AIM Qualifications and Assessment Group. The footage is retained for 38 days, after which time it is deleted from the Integrity Advocate system and is not retrievable. It is imperative that any enquiries about results are submitted to AIM Qualifications and Assessment Group no later than 10 working days after the exam, so that the footage can be reviewed by a second person. If the centre or the learner(s) are not satisfied with the outcome of the enquiry, an appeal may be submitted in line with the AIM Qualifications and Assessment Group appeals procedures (**see section 3.2**).

Section 3: Appeals

3.1 Definition

Appeals allow centres and/or learners/apprentices to question a decision or judgement. An appeal is a process through which the outcome of a decision may be challenged.

3.2 Grounds for appeals

AIM Qualifications and Assessment Group tries to ensure that all decisions made are fair, consistent, and based on valid judgments. However, it is recognised that centres or learners may wish to enquire about a decision. The items listed below are legitimate reasons AIM Qualifications and Assessment Group will accept as grounds for an enquiry to outcomes and/or decisions.

Centre reasons

- Applied centre sanctions level 4 or 5.
- Applied centre staff sanction level 3 or 4.
- Ruling on a complaint.
- AIM Qualifications and Assessment Group policies and procedures not being properly or fairly followed and/or applied consistently.
- Issuing of results and factual accuracy of examiner feedback.
- Further evidence such as medical evidence is now available which may change the original decision made by AIM Qualifications and Assessment group.

Learner reasons

- Applied sanctions level 2 or 3.
- AIM policies and procedures not being properly or fairly followed and/or applied consistently.
- Ruling on a complaint.
- Further evidence such as medical evidence is now available which may change the original decision made by AIM Qualifications and Assessment group.

3.3 No Grounds for appeal

The circumstances outlined below do not meet the grounds for an appeal. A learner/apprentice cannot solely appeal the grade awarded for an assessment. This can only be appealed if other grounds of appeal are met.

Actual findings of a malpractice investigation:

- Outcome of an application for centre or qualification approval.
- Withdrawal of centre or qualification approval which relates to financial or legal reasons or learner registration numbers.
- Level 1-3 centre sanctions or sanctions applied for non-payment of invoices.
- Level 1-2 centre staff sanctions
- A decision to take no further action.
- A sanction which is perceived to be too lenient.

In cases of confirmed malpractice, the following do not constitute grounds for an appeal:

- There was no intent to cheat.
- The individual has an impeccable academic record.
- Higher Education Institute place or employment is at risk.
- The individual regrets their actions.
- Centre and/or centre staff were not aware of the AIM Qualifications and Assessment Group policies and procedures or their responsibilities under the centre agreement.
- Learners were not aware of the AIM Qualifications and Assessment Group policies and procedures.

Learners/apprentices, their parents/carers or other third parties are not entitled to appeal directly to AIM Qualification and Assessment Group with regards decisions related to Reasonable adjustments and/or special considerations. Appeals can only be made when further evidence such as medical evidence can be provided which would change the final decision made. Learners must make representations to the head of centre where the learner was entered or registered. The head of centre must make the decision as to whether to proceed with an appeal in line with the centre's internal appeals arrangements.

3.4 Appeals Process (non-external assessment)

AIM Qualifications and Assessment Group appeals process is accessible by either a learner, centre staff or centre. Where a request is received from a learner or centre staff, AIM Qualifications and Assessment Group reserves the right to communicate this to the centre and will do so where supplementary information, documentation or a centre visit is required.

Stage 1: Appeal submission

All appeals must be made to AIM Qualifications and Assessment Group **within 10 working days** from the date of the initial outcome or decision.

Where a centre wishes to appeal on behalf of a learner, they must ensure that the written permission of the learner is obtained as investigations may result in final achievements going down as well as up. Before submitting an appeal about an external assessment, centres must have utilised the enquiries about results service detailed in section 2.3. Appeals submitted prior to completing this will be rejected.

Learners who wish to submit an appeal about their assessment result or about a related decision must be supported by their centre and must have exhausted their centre's own appeals process before approaching AIM Qualifications and Assessment Group. Learners must provide AIM Qualifications and Assessment Group with evidence that they have first gone through their centre appeals process. It is expected that learners will only contact AIM Qualifications and Assessment Group directly in exceptional circumstances.

Please note: AIM Qualifications and Assessment Group does not arbitrate in cases of dispute between learners and centres. All appeals must be made to AIM Qualifications and Assessment Group in writing.

Learners and Centres must complete the [Appeal Form](#) on the AIM website before submitting, by email, to compliance@aim-group.org.uk.

The appellant submitting an application for an appeal must set out as clearly and concisely as possible the grounds for the appeal and must include any evidence relevant to supporting the appeal.

Stage 2: Informal review

All appeals will be acknowledged within **two working days** by a member of the compliance team.

The appeal will be informally reviewed, and a decision of the outcome will be communicated within 3 working days of acknowledgement. The informal review will determine whether the appeal:

- falls in scope of this policy.
- the application is complete.
- the issue can be resolved before it goes to a formal appeal.

The decision will be one of the following:

Appeal rejected

The appeal and evidence submitted does not meet the requirements of an appeal. The appellant will be unable to submit any further appeals in relation to the incident.

Formal Review required

The appeal and evidence submitted meets the requirements of an appeal and will progress to stage 3.

Stage 3: Formal Review

The formal review process is charged at £50, and an invoice will be sent to the appellant. The review will not commence until the invoice is paid. If the invoice is not paid within 10 working days of receipt the appeal will be rejected and cannot be resubmitted.

All the information (including that provided by the appellant and records kept by AIM Qualifications and Assessment Group) will be checked against the relevant procedures and policy documents to confirm if the correct procedures have been followed.

Confirmation of the outcome of the Formal Review will be communicated within **15 working days** of the invoice being paid. It may be that we will seek further information and documentation required from the appellant and any other parties to progress the appeal. In this case the appellant will have a further **5 working days** to provide that information and the outcome of the formal review will be communicated within **10 working days** of the receipt of the information. If the additional information is not received, the outcome decision will be based upon the information provided.

The decision of the formal review will be one of the following.

Appeal upheld	Evidence demonstrated procedures had not been applied properly, fairly or consistently.
Appeal partially upheld	Evidence demonstrated that whilst some procedures had been applied properly, fairly and consistently, there were other failings identified.
Appeal not upheld	Evidence demonstrated procedures had been applied properly, fairly and consistently.

If an appeal is upheld or partially upheld, AIM Qualifications and Assessment Group will consider any potential corrective action to take place and there will be no opportunity for the appeal to progress to stage 4 of the appeals process.

If the appeal is not upheld, there will be an opportunity for the appellant to move to stage 4 of the process.

Stage 4: Appeal panel

On receipt of the formal review outcome, the appellant must inform AIM Qualifications and Assessment Group within 5 working days in writing to the compliance@aimgroup.org.uk email address that they wish to progress to stage 4 appeals panel. Once this has been received AIM Qualifications and Assessment Group will confirm receipt within 2 working days and an invoice issued as per the AIM Qualifications and Assessment Group fees and charges brochure. The invoice must be paid within 10 working days of receipt. If the invoice is not paid within 10 working days of receipt the appeal will be rejected and cannot be resubmitted.

Once payment is received, the Appeals Panel will be convened, an appeal can take up to **30 working days** to investigate. In circumstances where the investigation will take longer than 30 working days this will be communicated to the appellant.

All appeals are heard by an Appeals Panel of at least three members. The panels membership consists of AIM Qualifications and Assessment Group staff and an independent person (*educational or subject expert*) who is not an employee of AIM Qualifications and Assessment Group, a contractor working for it, or otherwise connected to it, and has no personal interest in the decision being applied.

The panel will check that procedures have been applied fairly, appropriately and consistently in line with both AIM Qualifications and Assessment Group’s and the centre’s (*where applicable*) policies. It will not:

- re-mark a candidate’s work.
- grant /remove centre or qualification approval.
- change the registration/certification status for a qualification.
- change a decision/penalty/sanction imposed on a centre, member of centre staff or candidate.

Stage 5: Outcome of appeal

AIM Qualifications and Assessment Group will report its findings and decision of the panel to the appellant within **5 working days**. The decision will be:

Appeal upheld	Evidence demonstrated procedures had not been applied properly, fairly or consistently.
Appeal partially upheld	Evidence demonstrated that whilst some procedures had been applied properly, fairly and consistently, there were other failings identified.
Appeal not upheld	Evidence demonstrated procedures had been applied properly, fairly and consistently.

If the centre or the learner(s) are not satisfied with the outcome of the appeal, an appeal may be submitted to AIM Qualifications and Assessment Group regulators. Regulators’ contact details are provided in appendix 1.

Corrective action -

In situations where an appeal has been upheld or partially upheld or where an investigation following notification from the regulator indicates a failure in the processes of AIM Qualifications and Assessment Group, due consideration will be given to the outcome and appropriate actions will be taken which may include:

- communicating with regulators in accordance with the documented policy of AIM Qualifications and Assessment Group where an adverse effect has occurred.

- amending the profile of the centre concerned on the systems of AIM Qualifications and Assessment Group.
- identifying any other learners who have been affected and correct or, where it cannot be corrected, mitigate as far as possible the effect of the failure, e.g., amend the results for the learner(s) affected following an appropriate investigation.
- reviewing the associated processes and policies of AIM Qualifications and Assessment Group to ensure that the 'failure' does not occur again or mitigate the situation as far as possible if the failure that occurred cannot be corrected.
- cooperating with any follow-up investigations required by the qualification regulators and if appropriate, agree any remedial action with them.
- issuing a replacement certificate, once the originally issued certificate has been returned, where the successful appeal has resulted in a change being made to a grade where a certificate has already been issued.

Where an adverse effect has been identified this will be reported to the appropriate regulator(s).

3.5 Appeals following enquiries about results (External Assessment and Apprenticeship assessments)

Appeals against external assessment results should be submitted for the following two reasons:

- AIM did not apply its procedures consistently, properly or fairly.
- There has been a specific marking or moderation error that has not been corrected at the review stage.

Ofqual defines a marking error as:

'The awarding of a mark or the arrival at an outcome of Moderation which could not have been reasonably given or arrived at given the evidence generated by the Learner(s) (and for Moderation, the centre's marking of that evidence), the criteria against which Learners' performance is differentiated and any procedures of the awarding organisation in relation to Moderation or marking, including in particular where the awarding of a mark or outcome of moderation is based on: an Administrative Error, a failure to apply such criteria and procedures to the evidence generated by the Learner(s) where that failure did not involve the exercise of academic judgment, or an unreasonable exercise of academic judgment'.

AIM will reject an appeal application where:

- no valid grounds are presented.
- no specific marking or moderation error is identified.
- no procedural grounds are cited.

Appeals Process

Stage 1: Appeal submission

All appeals must be made to AIM Qualifications and Assessment Group **within 10 working days** from the receipt of the enquiries about results outcome.

Where a centre wishes to appeal on behalf of a learner, they must ensure that the written permission of the learner is obtained as investigations may result in final achievements going down as well as up.

Learners who wish to submit an appeal about their assessment result or about a related decision must be supported by their centre. It is expected that learners will only contact AIM Qualifications and Assessment Group directly when the learner or centre has identified a specific marking or moderation error which has not been corrected at the review stage.

Please note: AIM Qualifications and Assessment Group does not arbitrate in cases of dispute between learners and centres. All appeals must be made to AIM Qualifications and Assessment Group in writing.

Centres must submit the appeal in writing by email to compliance@aim-group.org.uk and mark the communication for the attention of the Compliance Team.

Learners must complete the [appeals form](#) on the AIM website before submitting, by email, to compliance@aim-group.org.uk.

The appellant submitting an application for an appeal must set out as clearly and concisely as possible the grounds for the appeal and must include any evidence relevant to supporting the appeal. Details of the specific marking or moderation error must be provided as part of the appeal submission. The appeals process is not an opportunity to have an assessment generally re-checked in its entirety.

Stage 2: informal review

All appeals will be acknowledged within **two working days** by a member of the compliance team.

The appeal will be informally reviewed, and a decision of the outcome will be communicated within 3 working days of acknowledgement. The informal review will determine whether the appeal:

- falls in scope of this policy.
- the application is complete.
- the issue can be resolved before it goes to a formal appeal.

The decision will be one of the following:

Appeal rejected	The appeal and evidence submitted does not meet the requirements of an appeal. The appellant will be unable to submit any further appeals in relation to the incident.
Formal Review required	The appeal and evidence submitted meets the requirements of an appeal and will progress to stage 3 formal review

Stage 3: formal review

The formal review process is charged at £50, and an invoice will be sent to the appellant. The review will not commence until the invoice is paid. If the invoice is not paid within 10 working days of receipt the appeal will be rejected and cannot be resubmitted.

The formal review involves a senior examiner reviewing the original marking, the remark and the appeal to establish if a specific marking or moderation error has not been corrected at the enquiries about results stage.

Appeal upheld	The appeal and evidence submitted has identified a specific marking or moderation error and corrective action will be applied
Appeal not upheld	The senior examiner has not identified a specific marking or moderation error.

If an appeal is upheld, AIM Qualifications and Assessment Group will consider any potential corrective action to take place and there will be no opportunity for the appeal to progress to stage 3 of the appeals process.

If the appeal is not upheld, there will be an opportunity for the appellant to move to stage 4 of the process.

Stage 4: Appeal panel

On receipt of the formal review outcome, the appellant must inform AIM Qualifications and Assessment Group within 5 working days in writing to the compliance@aimgroup.org.uk email address that they wish to progress to stage 4 appeals panel. Once this has been received AIM Qualifications and Assessment Group will confirm receipt within 2 working days and an invoice issued as per the AIM Qualifications and Assessment Group fees and charges brochure. The invoice must be paid within 10 working days of receipt. If the invoice is not paid within 10 working days of receipt the appeal will be rejected and cannot be resubmitted.

Once payment is received, the Appeals Panel will be convened, an appeal can take up to **30 working days** to investigate. In circumstances where the investigation will take longer than 30 working days this will be communicated to the appellant.

All appeals are heard by an Appeals Panel of at least three members. The panels membership consists of AIM Qualifications and Assessment Group staff and an independent person (*educational or subject expert*) who is not an employee of AIM Qualifications and Assessment Group, a contractor working for it, or otherwise connected to it, and has no personal interest in the decision being applied.

The panel will check that procedures have been applied fairly, appropriately and consistently in line with both AIM Qualifications and Assessment Group’s and the centre’s (*where applicable*) policies. It will not:

- re-mark a candidate’s work.

Stage 5: Outcome of appeal

AIM Qualifications and Assessment Group will report its findings and decision of the panel to the appellant within **5 working days**. The decision will be:

Appeal upheld	Evidence demonstrated procedures had not been applied properly, fairly or consistently.
Appeal partially upheld	Evidence demonstrated that whilst some procedures had been applied properly, fairly and consistently, there were other failings identified.
Appeal not upheld	Evidence demonstrated procedures had been applied properly, fairly and consistently.

If the centre or the learner(s) are not satisfied with the outcome of the appeal, an appeal may be submitted to AIM Qualifications and Assessment Group regulators. Regulators’ contact details are provided in Section 6.

Centres or learners should be aware that SQA Accreditation is unable to overturn assessment decisions or academic judgements.

Section 4: Fees

The charge for all aspects of the enquiries about results and appeals are outlined below

Enquiries about results fees

Performance report	£20
Clerical check (applies to non MCQ assessments only)	£10
Proctoring review (applies to proctored examinations only)	£10
Assessment remark (applies to non MCQ assessments only)	£45

Appeals fees

A preliminary review following enquiries about results	£50
Stage 3 Formal review	£50
Stage 4 appeals panel	£250

Payment must be received within 10 working days of the invoice being sent. If the outcome of a re-mark results in a grade increase or the appeal is upheld, the fee will be waived, and a refund issued.

Section 5: Regulatory References

5.1 Conditions / Principle and licencing criteria

This policy is intended to meet our regulatory requirements. In particular:

Section	Condition/Principle
Conflicts of interest	Condition A4
Identification and management of risk	Condition A6
Management of incidents	Condition A7
Malpractice and maladministration	Condition A8
Notification of certain events	Condition B3
Arrangements with centres	Condition C2.3
Responding to enquiries and complaints procedures	Condition D4
Centre assessment standards scrutiny where an assessment is marked by a centre	Condition H2
Appeals process	Condition I1
Compliance with regulator appeals and complaints process	Condition I2
The awarding body and its providers must provide clear information on their procedures, products and services and ensure that they are accurate and appropriate to accredited qualifications	Principle 5
The awarding body and its providers must have clear, fair and equitable systems, policies and procedures to manage appeals	Principle 17
The awarding body and its providers must ensure that it has safeguards to prevent and manage cases of malpractice and maladministration	Principle 18

QAA AVA Licensing Criteria – Criteria for the licensing of Access Validating Agencies	
Withdrawal of approval of Access to HE providers, diplomas and courses	Licensing Criteria 8c
Withdrawal of Access to HE diploma providers and courses	Licensing Criteria 9a
Withdrawal of provider or course approval	Licensing Criteria 21
Documented accessible procedures for appeals	Licensing Criteria 30a, c
Procedures for appeals	Licensing Criteria 31
Monitoring performance and compliance	Licensing Criteria 54
Risk assesses based monitoring of provider performance	Licensing Criteria 55

Documented procedures for the performance management of providers	Licensing Criteria 56
Action to amend, suspend or withdraw approval from a provider	Licensing Criteria 57

Section 6: Appendix

Appendix 1 – Useful contacts

The following provides contact details for AIM Qualifications and Assessment Group and its regulators.

AIM Qualifications and Assessment Group Contact details

If you have any queries about the contents of the policy, please contact us.

Telephone: 0333 034 8833

Email: enquiries@aimgroup.org.uk

Regulators' contact details

CCEA

Telephone: [02890 261 200](tel:02890261200)

Email: info@ccea.org.uk

Ofqual

Telephone: [0300 303 3344](tel:03003033344)

Email: public.enquiries@ofqual.gov.uk

Qualifications Wales

Telephone: [0333 077 2701](tel:03330772701)

Email: enquiries@qualificationswales.org

The Quality Assurance Agency for Higher Education (QAA)

Telephone: [01452 557 000](tel:01452557000)

Email: enquiries@qaa.ac.uk

SQA Accreditation

Telephone: [0345 279 1000](tel:03452791000)

Email: accreditation@sqa.org.uk

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