



Thrive

Appeals Policy & Process

April 2026

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Document History

To be reviewed on at least an annual basis or sooner, if there are significant changes required. Approval should be the PfP Thrive Director or a relevant member of the PfP Thrive Governing Board.

Approved by: Tom Arey
Position: PfP Thrive Director
Date: February 2026
Next Review Date: February 2027

Signed
Tom Arey
PfP Thrive Director

A handwritten signature in black ink, appearing to be 'Tom Arey', followed by a horizontal line.

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Introduction

PfP Thrive is committed to ensuring high quality training for apprentices and learners and appreciates all feedback, positive and constructive.

We will regularly seek feedback from learners and employers through continual engagement and progress meetings as well as conducting additional surveys and interviews and collecting relevant management information.

Internal feedback will be recorded through one of the following mechanisms:

- Directly via the person providing feedback using Microsoft Forms which will then be saved in a password protected folder that is only accessible by the PfP Thrive.
- Recorded by a member of the PfP Thrive Academy team which is then countersigned by the relevant party.
- QDP Survey Management System.

The Appeals Process should be applied in the event that a learner is dissatisfied with the assessment decisions made, and/or feedback given by a PfP Thrive employee (usually, but not limited to, a Skills Coach/Tutor or Internal Quality Assurer) at any stage of a learning programme, prior to or on completion of, an Assessment.

There are three stages in the appeals process and each stage must be followed through before proceeding to the next one. Learners are advised to keep their own copies of all documents used in any appeals made.

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Reason for Appeal

- Some of the reasons for an appeal are likely to be (but not limited to):
An individual may not understand why they are not yet deemed ready to progress to Gateway to Completion and Apprenticeship Assessment from the feedback provided by the Skills Coach or other delivery staff.
- A learner may disagree with ongoing decisions/feedback relating to portfolio building or other programme criteria.
- A learner may disagree with any internal quality assurance decisions made in relation to their programme evidence or achievement of a supporting qualification.
- Learner disagrees with the result of a Module Assessment.
N.B. where an appeal relates to the outcome of an apprenticeship assessment, this will need to be addressed with the relevant Apprenticeship Assessment Organisation, details for which can be provided by the Coach

Process

3.1 Stage 1

In the first instance and where appropriate a learner should try to resolve the issue with the Skills Coach/Tutor. The appeal must be in writing and clearly indicate:

- An outline of the reason for appeal
- The evidence relating to the disputed decision or feedback and summary of your claims to the contrary
- A written response from the Skills Coach to you will be provided within five working days of the appeal being received.

3.2 Stage 2

Where a learner is not satisfied with the outcome of Stage 1, they should progress the appeal to their Assessor/Skill's Coach's Internal Quality Assurer. This should be done in writing, but do not need to repeat the detail provided at Stage 1 as all existing documentation relating to the appeal will be forwarded to the Internal Quality Assurer. The Skills Coach will provide this information on request.

The Internal Quality Assurer will contact the learner within five working days of receiving the Stage 2 appeal to arrange a meeting to discuss the issue(s). The issue(s) will be considered fully and the decision made will be notified to all parties within five working days.

3.3 Stage 3

If the appeal is not resolved at Stage 2, then the Internal Quality Assurer will notify the Head of Apprenticeships or Operations Manager.

The relevant leader will contact the learner within five working days of receiving the Stage 3 appeal to arrange a meeting to discuss the appeal. The appeal will be considered fully and the decision made will be notified to all parties involved within five working days.

In the majority of cases this will conclude the appeals process. The exception to this is where the appeal relates to evidence toward an approved qualification that is certificated through an awarding organisation such as City & Guilds or the Chartered Housing Institute. In these instances, the appeal could be escalated to the awarding organisation. If you are not satisfied with the outcome of Stage 3 and wish to escalate the appeal, all details will be provided on request.

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Assessment Organisation Appeals

Where an appeal relates to an Assessment Organisation/External Awarding Body outcome, the learner should contact their Skills Coach.

Appeal windows vary for different organisations so this should be raised with the Skills Coach at the first opportunity and no later than five working days after receiving the result.

Where there is a valid reason for appeal, the supporting evidence will be reviewed by the Head of Apprenticeships and Operations Manager

If they agree that there are grounds for an appeal, Pfp Thrive will support the learner through this process and contact the relevant organisation.

If after reviewing the evidence the Team does not feel that there are sufficient grounds for a successful appeal, the learner can still proceed with an appeal with the relevant organisation. However, their decision to appeal will not be supported by Pfp Thrive. If the learner decides to proceed, the appeal should then be taken up with the relevant organisation.

Details of their procedures can be provided by the Skills Coach or from the relevant organisations' website.

Other Externally Assessed Units/Modules or Exams

If the appeal is regarding an externally assessed unit or exam e.g. English and maths, the appeal will normally need to be made directly to the organisation that conducted the assessment. In such instances, guidance and contact information will be provided through the Skills Coach or Tutor.

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Policy review and version control

This Policy will be reviewed annually or in the event of changes in rules or to consider changes in working practices that may result from incidents.

Date of Publishing: February 2026
Review Date: February 2027
Policy/Process Owner: Quality and Governance Manager

Signed:
Tom Arey
Director of PFP Thrive

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25/02/2026

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Version control

Version History	Date	Action	Amended by	Reviewed by
V1.0	September 2024	New policy creation	Rebecca Edwards Academy Consultant	Tom Arey Pfp Thrive Director
V2.0	February 2026	Full policy review and rewrite including new branding	Quality and Governance Manager	Tom Arey Pfp Thrive Director

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