

1. Introduction

This policy sets out the approach of The Leisure Experts Qualifications (TLEQ) to the management of appeals. As an awarding organisation, TLEQ is committed to ensuring that all decisions relating to assessment, verification, certification, and the management of education hubs are fair, transparent, and compliant with the requirements of the relevant regulatory body and awarding organisation (CCEA / iTEC / VTCT).

The policy provides learners, education hubs, assessors, verifiers and other stakeholders with a clear process through which decisions can be challenged and reviewed. It applies to all qualifications awarded by TLEQ and to all education hubs.

2. Purpose

The purpose of this policy is to establish a fair and transparent process for submitting, considering, and resolving appeals. It ensures that appeals are handled in a consistent and unbiased manner, within defined timescales, and that appropriate action is taken where an appeal is upheld. The policy also ensures that TLEQ remains fully compliant with the requirements of the relevant regulatory body and awarding organisation (CCEA / iTEC / VTCT).

3. Scope

This policy applies to learners registered on a TLEQ qualification, to education hub staff including tutors, assessors and verifiers, and to education hubs delivering TLEQ qualifications. Appeals may relate to assessment judgements made by assessors or internal verifiers, outcomes of internal verification or external quality assurance, decisions on learner certification or results, outcomes of malpractice or maladministration investigations, or sanctions applied to education hubs or learners.

4. Definitions

Appeal – a formal request to review a decision relating to assessment, verification, certification, malpractice, maladministration, or sanctions.



Appeals Panel – a panel convened by TLEQ, comprising individuals independent of the original decision, responsible for reviewing evidence and determining the outcome of an appeal.

5. Responsibilities

The Responsible Officer has overall accountability for the operation of this policy and for ensuring that appeals are managed in compliance with the requirements of the relevant regulatory body and awarding organisation (CCEA / ITEC / VTCT).

The Quality Assurance Lead is responsible for overseeing the appeals process, monitoring outcomes, and escalating matters to the regulatory body and awarding organisation (CCEA / ITEC / VTCT) as required.

Appeals Panels are responsible for reviewing evidence objectively, reaching decisions based on policy and evidence, and recording the reasons for all outcomes.

Education hubs and assessors must cooperate fully with the appeals processes and provide requested evidence in a timely manner, while learners are responsible for submitting appeals in line with this policy and providing any supporting evidence.

6. Stages of Appeal

TLEQ operates a staged process to ensure that appeals are dealt with fairly and consistently.

In the first stage, concerns should, wherever possible, be raised informally with the education hub or directly with TLEQ. Many issues can be resolved at this stage without the need for a formal appeal.

If informal resolution is unsuccessful, a formal appeal may be submitted. The appeal must be made using the TLEQ Appeals Form (online) and submitted within 20 working days of the decision being challenged. Appeals must clearly set out the grounds for



01.14 TLEQ Appeals Policy

appeal and include any supporting evidence. An online submission should be made via the following link: [CLICK HERE](#).

Once an appeal is received, it will be acknowledged within seven days. An initial review will then be carried out by the Quality Assurance Lead, or their nominee, to confirm that the appeal falls within the scope of this policy and that sufficient information has been provided to proceed.

If the appeal is accepted, an Appeals Panel will be convened. This panel will be independent of the original decision and will normally include at least three members, including one external to the delivery team. The panel will review all relevant evidence, consider the grounds for appeal, and reach a decision in line with TLEQ policies and the requirements of the relevant regulatory body and awarding organisation (CCEA / ITEC / VTCT).

The outcome of the appeal will be communicated in writing within 28 days of the appeal being acknowledged. The outcome letter will explain the decision, provide reasons, and set out any remedial actions. Where an appeal is upheld, TLEQ will take corrective action to ensure fairness.

If the individual or education hub remains dissatisfied after the Appeals Panel decision, the matter may be escalated to the relevant regulatory body and awarding organisation (CCEA / ITEC / VTCT).

7. Grounds for Appeal

Appeals will only be considered where there is evidence of one or more of the following:

- A procedural error or irregularity in the assessment or verification process
- Bias, discrimination or unfair treatment
- A decision inconsistent with published policies or assessment criteria
- The availability of new evidence which was not considered in the original decision
- Maladministration or malpractice that may have affected the outcome



8. Confidentiality and Fairness

All appeals will be managed in a fair, consistent, and transparent manner. No individual involved in the original decision will take part in the appeals process, and those submitting an appeal will be given a full opportunity to present their case.

Appeals will be considered objectively and without bias, and the identity of learners or staff involved will be protected except where disclosure is legally required.

9. Record Keeping

TLEQ requires all appeals to be recorded in full. Records must include:

- Details of the appeal and the date submitted
- The grounds for appeal
- The evidence considered
- The decision and reasons for the outcome
- Any remedial actions required
- Any further escalation to the relevant regulatory body and awarding organisation (CCEA / ITEC / VTCT)

All records must be retained for a minimum of five years. TLEQ will maintain a central appeals and data log, which records all appeals, decisions, and actions taken. This register will be made available to the relevant regulatory body and awarding organisation (CCEA / ITEC / VTCT) upon request.

10. Fees

Initial appeals are free of charge. Where an appeal progresses to formal review by an Appeals Panel, an administrative fee may be charged. This fee will be refunded in full if the appeal is upheld. A reassessment decision is final and cannot be appealed.

Reassessment fees are separate and apply where a learner chooses to retake an assessment.



01.14 TLEQ Appeals Policy

These fees are set at:

- Practical reassessment - £150/€180
- Theoretical reassessment - £50/€75

11. Record of Approval and Review

At TLEQ, regulatory assurance is more than compliance, it is our commitment to quality, fairness, and the lifelong trust placed in our qualifications.

Version	Date of Approval	Approved By	Next Review	Owner
26.09.02	9 February 2026	TLEQ Board of Directors	1 February 2027	Responsible Officer

12. Sign-Off

Approved by:

TLEQ Board of Directors Chair: Joni Harding (9 February 2026)

Responsible Officer: Paul Cain (9 February 2026)

