



October 2025

Examination Result Appeal Policy

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1. Purpose and Scope

This Appeals Policy outlines the procedure for learners to appeal examination decisions made by awarding bodies or boards, specifically where the decision concerns academic performance or progress.

It applies to all e-Careers learners who have taken exams, irrespective of study mode or delivery format.

This policy does **not** cover complaints about teaching, service delivery, or other non-assessment-related matters.

Such concerns should be addressed through our Complaints Policy.

2. Key Principles

- Learners must initiate appeals within 14 calendar days of receiving their exam results.
- e-Careers promotes early resolution and encourages learners to contact the awarding body directly prior to activating this policy.
- Appeals will be treated fairly, consistently, and without discrimination, in accordance with the Equality Act 2010.
- Learners will not be disadvantaged for lodging an appeal, provided it is made openly, honestly, and in good faith.
- Appeals submitted in bad faith may be rejected at any stage.

3. External Appeals Policies

Where an awarding organisation has its own appeals policy, it must be followed. Below are examples of awarding bodies whose appeal procedures apply directly:

- **AAT Learners** – See: [AAT Appeals Policy](#)
- **CeMAP® Students (WIL)** – See: [Walbrook Institute London](#)
- **CIPD Students** – See: [CIPD Appeals Policy \(PDF\)](#)

4. Appeals Process Overview

e-Careers supports appeals processed through either:

Route A – Direct to Awarding Body

Route B – Via e-Careers using the Examination Appeal Form

Step-by-Step Process

1. Learner receives their results.
2. Learner may contact the awarding body or e-Careers for initial guidance.
3. If dissatisfied, the learner submits the Examination Appeal Form within 14 days.
4. e-Careers acknowledges receipt within 14 days, assigns a case number, and forwards the appeal to the appropriate provider.
5. The appeal is reviewed within 28 days.
6. Learner is informed of the final outcome.
7. If the learner is satisfied, the case is closed. If not, escalation may proceed per the awarding body's process.

For clarification on which route applies, contact: cs@e-careers.com

5. Evidence Requirements

- Appeals directly to e-Careers must be submitted using the official Examination Appeal Form.
- Supporting evidence is required and must be submitted with the form.
- Acceptable evidence may include original documentation, e.g. medical certificates.
- Incomplete appeals or those lacking evidence may not be accepted.

6. Confidentiality and Representation

- All appeals are treated confidentially and shared only with those involved in the decision-making or appeal review process.
- Appeals submitted by third parties require a completed Section 2 of the Examination Appeal Form and written learner consent.
- Appeals made without such authorisation will not be considered.

7. Communication and Timescales

- e-Careers aims to adhere to stated timelines. If delays occur, learners will be informed proactively.
- Appeals will be managed in a transparent and impartial manner.

8. Policy Exceptions and Transfers

- Appeals misdirected under this procedure but better suited to the Complaints Policy will be redirected accordingly. The learner will be notified.
- Any deviations from this process due to special circumstances will be reviewed on a case-by-case basis.

9. Contact Details

By Email: cs@e-careers.com