

# ILLUMIN ACADEMY

## Academic Appeals Policy- V1.0

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### 1. Purpose

The purpose of this policy is to outline the procedures for learners of Illumin Academy to appeal against academic decisions, including assessment outcomes. The policy ensures all appeals are handled fairly, transparently, and in a timely manner.

### 2. Scope

This policy applies to all learners enrolled in Illumin Academy's academic and vocational programmes, including NVQ and RQF qualifications.

### 3. Grounds for Appeal

Learners may appeal an academic decision on the following grounds:

- Perceived bias or discrimination during assessment
- Administrative or procedural errors affecting the outcome
- Evidence of extenuating circumstances not previously considered
- Concerns regarding assessor judgment that may not reflect performance

### 4. How to Raise an Appeal

Learners wishing to appeal must submit a written appeal to the Academic Appeals Officer at [info@illuminacademy.com](mailto:info@illuminacademy.com) within 10 working days of receiving their assessment decision or outcome. The appeal must include:

- Learner's full name and enrolment ID
- Programme name and module/unit concerned
- Grounds for appeal with supporting evidence
- Desired outcome or resolution

### 5. Acknowledgement and Processing Timeline

- Illumin Academy will acknowledge receipt of the appeal within 3 working days.
- A thorough investigation will be conducted by an independent academic panel.
- A formal decision will be communicated to the learner within 15 working days of acknowledgment.



If additional time is required, the learner will be informed with reasons and an estimated completion date.

## **6. Notification of Outcome**

Learners will receive a written outcome via email which may include:

- Upholding the appeal and outlining the corrective actions
- Rejecting the appeal with a clear rationale

All appeal decisions will be recorded and stored securely.

## **7. Escalation Procedure**

If the learner is not satisfied with the outcome of the appeal, they may escalate the matter within 5 working days by submitting a written request for review to the Head of Quality Assurance at [info@illuminacademy.com](mailto:info@illuminacademy.com).

The review will be concluded within 10 working days and a final decision will be issued.

## **8. External Review**

If the learner remains dissatisfied following Illumin Academy's internal review, they may escalate the matter to the awarding body (e.g., NCFE CACHE) in accordance with the awarding body's own appeals process. Contact details and support for this process can be provided upon request.

## **9. Confidentiality and Non-Retaliation**

All appeals will be treated with the strictest confidentiality. No learner will suffer any disadvantage as a result of making a genuine appeal.

## **10. Policy Review**

This policy will be reviewed annually by the Illumin Academy Quality Assurance Team or earlier if required by regulatory changes or operational needs.

## **Contact Information:**

Academic Appeals Officer

Email: [info@illuminacademy.com](mailto:info@illuminacademy.com)

Illumin Academy | [www.illuminacademy.com](http://www.illuminacademy.com)