



Appeals Policy

Version 1 | Effective from 24/08/2026 | Review due 24/08/2027

1. Purpose of This Policy

This policy explains how a learner can appeal an assessment decision made by Wise Training Ltd if they believe it was unfair, inconsistent, or incorrectly made, and sets out the escalation routes available if the learner remains dissatisfied.

2. How to Appeal

If a learner disagrees with an assessment decision, they should contact the Head of Centre, Umar Bhatti, within 14 days of receiving the result. Appeals can be made by:

- Phone: 07934 476861
- Email: Umar.bhatti3@icloud.com
- Post: Regus, Lock House, Castle Meadow Road Nottingham NG2 1AG

The appeal should include:

- The learner's name, contact details, and course information.
- Details of the decision being appealed (e.g. assessment date, staff involved).
- Why the learner believes the decision was unfair (e.g. procedures not followed, unexpected circumstances).
- Any supporting documents (e.g. emails, feedback forms).

3. What Happens Next

- The appeal will be acknowledged within 5 working days.
- A fair and impartial review will take place. No person who made or was materially involved in the original assessment decision will decide the appeal.
- The learner will receive a final decision within 15 working days.



Appeals Policy

Version 1 | Effective from 24/08/2026 | Review due 24/08/2027

4. Escalation If the Learner Remains Unhappy

4.1 Independent Internal Review

If the learner remains dissatisfied following the Head of Centre's decision, they may request an independent internal review by Wise Training Ltd's nominated Independent Complaints and Appeals Reviewer. The request should be sent using the centre contact details above and clearly marked 'Confidential - Independent Review'. It must explain why the learner remains dissatisfied and include any further evidence. The reviewer will not have been involved in the original assessment decision and will respond within 10 working days.

4.2 Highfield Qualifications (our awarding organisation)

Should the learner remain unhappy following the independent internal review, they may escalate their appeal to:

- Phone: 01302 363277
- Website: www.highfieldqualifications.com

Should the learner remain unhappy with Highfield Qualifications' response, they may then raise their appeal with the relevant qualification regulator:

4.3 Ofqual (the regulator for England)

- Website: www.gov.uk/ofqual

For SCQF (Scottish Qualifications Authority) qualifications only: Qualifications Scotland Accreditation is unable to overturn assessment decisions or academic judgements. Its role is limited to reviewing whether Wise Training Ltd and Highfield Qualifications have followed their own appeals procedures correctly.



Appeals Policy

Version 1 | Effective from 24/08/2026 | Review due 24/08/2027

5. Contact for Queries

If you have any queries about the contents of this policy, please contact Umar Bhatti directly on 07934 476861 or via email at Umar.bhatti3@icloud.com.

6. Version Control

Version	Revision Date	Author	Summary of Changes
01	24/08/2026	Umar Bhatti	First issue for the Highfield centre approval application.