



Qualifications
Scotland
Approved Centre

SP23

Qualifications Scotland: Internal Assessment Appeals Procedure

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Introduction to your Procedures

This policy applies to Qualifications Scotland learners only. Any other learners should review the U12 - Appeals Policy.

All candidates have the right to appeal against the results of internal assessments. They should also state the grounds for appeal which will be accepted (e.g. if candidates feel they were not treated fairly in assessments). Please read this policy in conjunction with the complaints and fair access to assessment policy.

This information will be disseminated to all candidates through induction, handbooks, and meetings.

Stages of Internal Assessment Appeals

Stage 1: Informal

All candidates can appeal against an assessment decision, on an informal basis. This is most likely to be through their assessor.

This needs to be done within 4 weeks of all assessment decisions.

- submission of the appeal by the candidate (from the date of receiving the assessment result)
- Dealing with the appeal and responding to the candidate, will be done within 5 working days.

This will be logged until it can be fully examined. If this takes longer than 5 working days, it will be escalated too.

Stage 2: Informal

If candidates are dissatisfied with the response from their assessor, or feel that they cannot approach the assessor, they need to escalate this to the internal verifier.

5 working days.

- submission of the appeal by the candidate (from the date of receiving the response from the assessor to the informal appeal or from receiving the assessment result)
- dealing with the appeal and responding to the candidate.

This appeal will be logged.

Stage 3: Formal

Formal appeals should be in writing.

The formal stage of appeal should be to an independent third party, who has not been previously involved in the assessment decision.

This needs to go to the Centre Manager quality@futurU.ai

Where required support can be offered to write this appeal.

This submission of the appeal by the candidate (from the date of receiving the response to the formal appeal or from receiving the assessment result) must be within 2 working days.

FuturU will acknowledge every appeal, following complaints and fair access to work policy.

We will investigate every appeal and provide a formal written response, within two working days, by the Centre Manager, who will be dealing with the appeal.

Candidates who are undertaking non-regulated qualifications (HNs, Qualifications Scotland Advanced Certificate/Diplomas, NQs), have no further right of appeal against internal assessment decisions. The final decision rests with the centre. Qualifications Scotland will not accept internal assessment appeals.

Regulated qualifications – escalation of appeals

If you have gone through all the stages of FuturU internal assessment appeals procedure and remain dissatisfied with the outcome or the way in which we handled your appeal, you can:

- appeal to the Qualifications Scotland awarding body
- appeal to Qualifications Scotland Accreditation, Ofqual or Qualifications Wales (as appropriate) if you feel that the centre and/or Qualifications Scotland (the awarding body) has not dealt with your appeal appropriately

Qualifications Scotland Accreditation, Ofqual or Qualifications Wales (as appropriate) cannot overturn assessment decisions or academic judgements but may investigate the effectiveness of the centre and/or Qualifications Scotland appeals process and require corrective action.

Retention of Records

In the case of an appeal to Qualifications Scotland against an internal assessment resulting in a regulated qualification, your centre will retain records until the appeal has been resolved (including all materials and candidate evidence). Thereafter, assessment and internal verification records for appeals cases should be retained for six years.

Revision History

Revision date	Version	Author	Revision Summary
April 2025	1.1	HOQ&C	Changed to new format
March 2026	1.2	HoQ&C	Amended due to SQA name change to Qualifications Scotland