



# LimeCulture Academic Appeals Policy

## **Policy statement**

1. LimeCulture is committed to providing quality training for all those who attend any of our training course or programmes, and to maintaining the integrity and rigour of our qualifications through robust and fair learning assessment processes.

## **Purpose of this policy**

2. This policy sets out the process by which learners participating in LimeCulture's NCFE-accredited courses and programmes may submit an academic appeal should they not agree with the assessment mark awarded.

## **Notification of results**

3. Learners will be notified of their assessment mark in writing, via e-mail.
4. Where a learner has not reached the required standard to pass the module or course (70% threshold), they will be offered an opportunity to re-sit their assessment under exam conditions.
5. Learners are encouraged to contact their named Training Manager if they have any questions or require any clarifications regarding their assessment mark.

## **Appeals process**

6. If a learner wishes to formally dispute the mark they have received, they should follow the process set out below.
7. A learner may apply in writing to LimeCulture's Director of Operations via [training@limeculture.co.uk](mailto:training@limeculture.co.uk) within 10 working days of being notified of their assessment mark to lodge an academic appeal.

8. The Director of Operations (or a member of the LimeCulture Senior Leadership Team with equivalent authority) will undertake a review of the assessment in question within 10 working days of receiving the appeal, and will make a final judgment on the assessment mark awarded.
9. The learner will be notified in writing of the outcome within 10 working days of lodging the academic appeal. The decision will be final.
10. In the event that the outcome upholds the appeal, the assessment will be marked again by a different assessor and the new mark communicated to the learner in writing, and submitted to NCFE.

### **Special Considerations Requests**

11. A Special Considerations Request for extenuating circumstances impacting an assessment (see our Learner Access and Support Needs Policy) cannot be made once LimeCulture has notified the learner of their assessment mark.

### **Complaints**

12. If you are not satisfied with the handling of your academic appeal, LimeCulture's Complaints Policy should be followed. This is available on the LimeCulture website <https://limeculture.co.uk/complaints-policy/>.