



Enquiries and Appeals Policy

National Talent Academy Limited

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2.0	February 2026	National Talent Academy	Redrafted to reflect TQUK endorsement; removed

			EPA references; updated contact details
2.1	September 2026	National Talent Academy	Extended the window for submitting a Stage 1 and Stage 2 Appeal from 10 to 20 working days. Removed the onward referral to the Complaints Policy following a Stage 2 Appeal, and stated plainly that the Stage 2 decision is final. Added a document control block recording the document owner, status, date published, next scheduled review and contact. Set the review frequency to annual. Corrected the description of certification: TQUK issues the certificate for the full Level 3 Award and NTA issues certificates for individual units, including the mandatory unit. Changed programme duration from GLH to hours TQT, in line with the agreed terminology standard, and removed the separate mandatory-unit hours figure pending confirmation.

For use in National Talent Academy policy development

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1. Introduction

1.1 About National Talent Academy

National Talent Academy (NTA) is an educational technology company providing online qualifications in essential work skills for 16-to-19-year-olds and adult learners in Further Education colleges, schools and training providers across the UK.

NTA was founded in 2020 by Cambridge graduate David Jaffa, who previously founded SAM Learning (online GCSE/KS3 revision used in hundreds of UK schools) and Penda Learning (online science/maths for US schools, sold 2019). David received the 2021 BETT Outstanding Achievement Award for his lifetime achievements in EdTech.

1.2 Purpose of This Policy

This policy sets out how National Talent Academy manages enquiries about assessment results and appeals against decisions made in relation to its endorsed qualification: the Level 3 Award in Essential Work Skills, endorsed by Training Qualifications UK (TQUK) as a Certified Learning Course (CLC).

The policy ensures that learners and delivery partners have a clear, fair and transparent process for challenging assessment outcomes or decisions made by NTA.

1.3 Scope

This policy applies to NTA's programme provision when a specific challenge to the outcome of an NTA assessment result or investigation decision is made. It covers learners, delivery partners and NTA staff (including those acting as assessors and internal quality assurers).

The policy covers the following types of enquiry and appeal:

1. Enquiries and appeals about assessment results – the enquiry process and outcome is explained within this policy.
2. Appeals against a decision, penalty or sanction resulting from malpractice – for details of the investigation and decision process, please refer to NTA's Malpractice and Maladministration Policy.
3. Appeals against a decision to decline an application for reasonable adjustments or special consideration – for details of the application and decision process, please refer to NTA's Reasonable Adjustments and Special Considerations Policy.

4. Appeals against a decision, penalty or sanction resulting from a conflict of interest investigation – for details, please refer to NTA's Conflict of Interest Policy.

1.4 Qualification Context

The Level 3 Award in Essential Work Skills is an unregulated qualification endorsed by TQUK as a Certified Learning Course (CLC). It is delivered fully online via the NTA platform as a self-paced learning programme with a total programme length of 35 hours TQT, comprising the mandatory unit and the 30-hour Level 3 Award. Certification is split between the two organisations: TQUK issues the certificate for the full Level 3 Award on completion, subject to learners meeting the pass threshold, and NTA issues certificates for individual units, including the mandatory unit.

The NTA platform provides an automatic evidence trail captured for internal and external quality assurance purposes.

1.5 Review and Availability

NTA reviews this policy annually. It may also be revised at any point in response to changes in legislation, changes in practice, guidance issued by TQUK or other external bodies or feedback from learners, delivery partners and other stakeholders. Copies are available on request at hello@nationaltalent.org or via www.nationaltalent.org.

2. Assessment Results Enquiries – Clerical Check

Enquiries give learners and/or delivery partners the opportunity to query assessment results if they believe they are inaccurate.

NTA will not consider assessment special considerations through the enquiry process; these must be investigated through the Reasonable Adjustments and Special Considerations Policy. They will only fall within the scope of this policy if the special consideration decision is subject to appeal.

2.1 Clerical Check: Enquiries About Assessment Results

Where learners and/or delivery partners believe that there may have been an administrative error in the recording of results, they may request an enquiry about results.

Enquiries about results may only be submitted about results released by NTA once all methods of assessment have taken place and an overall grade has been

awarded, or when the grade has an impact on completion of subsequent assessments.

An enquiry about results is an administrative check to ensure that all marks and grades have been recorded and released correctly. It does not involve a review or re-assessment of assessment decisions.

3. Appeals

Malpractice, special consideration and reasonable adjustments have separate NTA policies, and these must be consulted in addition to this policy.

3.1 Stage 1 Appeal

3.1.1 Appeals About Assessment Decisions

There may be occasions when NTA makes assessment, malpractice, special consideration or reasonable adjustment decisions that learners and/or delivery partners do not agree with.

Appeals about assessment decisions (Stage 1 Appeal) can only be submitted once all methods of assessment have taken place and an overall grade has been awarded, unless the grade has an impact on completion of subsequent assessments.

An appeal about an assessment decision has two options:

- Review/re-mark of one method of assessment.
- Review/re-mark of full assessment.

3.1.2 Appeals About Other NTA Decisions

There may be occasions when learners and/or delivery partners are unhappy with other NTA decisions, such as:

- A decision relating to reasonable adjustments or special considerations.
- The outcome of a maladministration or malpractice investigation.
- The outcome of a decision to impose a sanction resulting from a maladministration or malpractice investigation.

If a learner and/or delivery partner is unhappy with any decision that affects a learner, they may submit an appeal against that decision.

3.2 Who Investigates Enquiries and Appeals?

Enquiries and Stage 1 Appeals will be conducted by an NTA colleague and another appropriate colleague within the wider NTA team who were not involved in the original decision(s) and who do not have a personal interest in the appeal outcome. They will, however, be experienced in all applicable processes, procedures and policies.

The process taken to review the assessment decision will depend on the assessment method subject to enquiry and may include, for example:

- Professional discussions – a review of the documents completed by the assessor.
- Review of platform evidence – a review of the automatic evidence trail captured through the NTA platform.

3.3 Stage 2 Appeal

If a learner and/or delivery partner remains dissatisfied with a decision following a Stage 1 Appeal, they may submit a Stage 2 Appeal. This can only be submitted once the Stage 1 Appeal has been exhausted, or when the learner and/or delivery partner believes NTA did not apply its policies or procedures consistently, properly or fairly.

A Stage 2 Appeal will be conducted by a panel consisting of, as a minimum: an NTA Director, an NTA Manager, an Assessor and an independent person appointed by NTA. The independent person will not be a member of NTA or an NTA external contractor, nor connected to NTA.

The panel members will have appropriate competence, will not have been involved in the original decisions or processes or at the Enquiry and/or Stage 1 Appeal stage and will not have a personal interest in the appeal outcome.

The panel will consider whether NTA has properly and fairly applied its relevant policies and processes in light of the evidence presented.

The panel's decision is final and completes the enquiries and appeals procedure. No further appeal will be accepted and there is no further stage of appeal within NTA.

4. Submitting an Enquiry or Appeal

4.1 Who Can Submit an Enquiry or Appeal?

The learner and/or the delivery partner directly responsible for the registration of the assessment must submit the enquiry or appeal.

4.2 How to Submit an Enquiry or Appeal

To request an enquiry or appeal, the learner and/or delivery partner should complete the relevant form:

- Results Enquiry Form (Appendix A) – for clerical checks.
- Appeals Form (Appendix B) – for Stage 1 and Stage 2 appeals.

The form should be completed in full with clear details of why the enquiry or appeal should be considered. Enquiry/appeal applications without clear details may not be accepted.

Enquiries and appeals should be supported by appropriate evidence where available.

If at any point learners and/or delivery partners wish to be legally represented in relation to any aspect of an appeal, this must be discussed with NTA. NTA reserves the right to also be legally represented.

Completed forms should be sent to: hello@nationaltalent.org

5. Timescales

To ensure that issues or queries are handled within a reasonable timeframe, learners and/or delivery partners are required to submit enquiries/appeals within the identified timeframes from release of NTA's decision(s).

NTA will aim to review enquiries and/or appeals within the identified timeframes from receipt of a fully completed form:

Stage	Submitted Within (Working Days)	NTA to Review and Respond Within (Working Days)
Clerical Check	5	5
Stage 1 Appeal	20	10
Stage 2 Appeal	20	15

In some cases, particularly when a case is complex and/or an independent person is not available within these timescales, the enquiry/appeal may take longer. In such instances, NTA will advise the learner and/or delivery partner of the reasons and the revised timescale.

6. Outcomes of Enquiries and Appeals

Where results and/or a decision change as a result of an enquiry or appeal, NTA will:

- Amend learner and/or delivery partner records accordingly.
- Investigate reasons for change through robust internal quality and compliance processes.
- Where necessary, notify TQUK as the endorsing awarding organisation.
- Action any changes to processes or systems as appropriate.

NTA will notify the learner and/or delivery partner of the outcome in writing.

Where the outcome follows a Stage 2 Appeal, that decision is final and completes the procedure.

A written report will be produced by the reviewers and issued to the appellant.

The report will contain one of the following outcomes:

- The result is upgraded (e.g. from a fail to a pass).
- The result is confirmed.
- The result is downgraded (e.g. from a pass to a fail).

The report will include an explanation of the assessment decision. If the result is confirmed or downgraded, the notification will include information on how to further appeal (Stage 2).

If the appellant is dissatisfied with the Stage 1 Appeal decision, they have the right to request a Stage 2 Appeal panel. If the appellant agrees with the response, the process stops at that point.

7. Acceptance of Enquiries and Appeals

NTA reserves the right to reject an enquiry or appeal. The decision whether or not to accept the application is based on:

- Whether the enquiry/appeal as submitted is properly constituted as outlined in this policy.
- Whether any other relevant or required process has first been completed.
- Whether a review of results has already been conducted during an investigation within another process (such as malpractice).
- Whether there is evidence that NTA's relevant policies and procedures have not been properly and fairly applied.
- The timescale of the application.

If an application for an enquiry or appeal is not accepted, the reason(s) will be provided in writing. If NTA agrees the enquiry/appeal is properly constituted, NTA will arrange for the appropriate persons to review it.

8. Fees

NTA may charge learners and/or delivery partners a fee to cover administrative and/or re-assessment costs. If NTA upholds the enquiry or appeal, no fee will be charged. If the enquiry/appeal is unfounded and/or the grade(s) remain unchanged, NTA will invoice for the appropriate fee.

Type of Enquiry / Appeal	Fee
Clerical Check	£20
Stage 1 Appeal – Generic Decision	£100
Stage 1 Appeal – Assessment Decision	75% of resit cost per method of assessment (refer to NTA price list)
Stage 2 Appeal – Generic Decision	£150
Stage 2 Appeal – Assessment Decision	100% of resit cost per method of assessment (refer to NTA price list)

9. Governance

NTA's Director is notified of all appeals in an annual report on assessment work. If an issue is of major concern, this will be drawn to the attention of the Director as soon as practicable. This is used to highlight patterns and issues that may require a policy change and recommendations for improvements. The NTA team is formally notified of all appeals as they occur, and reports on progress and outcomes are made regularly.

If the result of an appeal has an impact on the validity of other assessment outcomes, the Director will initiate an investigation which may result in an

Improvement Action Plan and notification to TQUK and other relevant parties.
The aim of this is to:

- Identify other potential learners and/or delivery partners that may have been affected and conduct further investigations into their outcomes and decisions.
- Identify training and development activities to improve assessment practice.
- Correct the issue and introduce policy changes and improvements to ensure the issue does not recur.
- Carry out any remedial action as required.

10. Contact Information

If you have any queries relating to this policy, please contact National Talent Academy:

Email: hello@nationaltalent.org

Website: www.nationaltalent.org

Address: 3rd Floor, 1 Ashley Road, Altrincham, Cheshire, WA14 2DT

Appendix A: Results Enquiry Form

Section 1: Assessment Details

Assessment / programme name:

Learner name:

Learner ULN:

Delivery partner name:

Assessment activity (e.g. quiz, unit assessment, video CV):

Date of assessment:

Result received:

Date result received:

Section 2: Details of Enquiry

Please describe the reason for your enquiry in full detail, including what result you believe should have been awarded and why:

Description:

Supporting documentation attached? Yes / No

Section 3: Declaration

Learner / Delivery Partner name:

Signature:

Date:

Please return this form to: hello@nationaltalent.org

Appendix B: Appeals Form

Section 1: Appellant Details

Please indicate who is making the appeal:

Who Is Making the Appeal?	Please Tick
Learner	
Delivery Partner (on behalf of the Learner)	
Assessor / Tutor	

Name:

Contact details (email and telephone):

Section 2: Nature of Appeal

Please indicate the nature of the appeal:

Nature of Appeal	Please Tick
Appealing against the outcome of a results enquiry	
Appealing against the outcome of a Stage 1 Appeal	
Appealing against a decision, penalty or sanction resulting from malpractice	
Appealing against a decision to decline an application for reasonable adjustments or special consideration	

Section 3: Detail of Appeal

An appeal can only be made if you believe National Talent Academy has not followed its processes, procedures and policy documents consistently or fairly.

Please provide full details of your appeal:

Additional information:

Section 4: Declarations

Learner Declaration

I understand that the final grade awarded to me following this appeal may be lower than, higher than or the same as the grade originally awarded.

Signature:

Date:

Delivery Partner Declaration

I confirm I have been authorised to submit this form on behalf of the learner, and that the information provided in this application is accurate.

Signature:

Date:

Please return this form to: hello@nationaltalent.org