



Academic Appeals Policy and Procedure (for qualifications awarded by the Confederation of Tourism and Hospitality, CTH)

Policy

A) Right to Appeal

This policy and procedure relates to all CTH qualifications, whether assessed by examination, written assignment, presentation or by any other assessment method

B) Grounds for Appeals

An appeal can be made only due to the following situations:

- Where there has been irregularity or significant administrative error in the assessment and/or awarding process, such as an omission of an assessment or mark.
- The assessment was not conducted in accordance with the relevant regulations or according to CTH policies and procedures.
- A malpractice investigation was not conducted in accordance with relevant regulations or according to CTH policies and procedures.

Candidates and approved centres should note that disagreement with the academic judgment of The CTH Exam Board does not constitute grounds for appeal.

Procedure for Academic Appeals

Approved centres must apply in writing, enclosing any supporting evidence, to the General Manager within fourteen days of receipt of a response about a result enquiry or malpractice decision.

The approved centre may wish to submit an appeal on behalf of the candidate. If a centre wishes to appeal on behalf of the candidate the centre needs to obtain the candidate's permission in the first instance.

The appeals letter must contain the following information:

- The candidate's name, email address, postal address and details of where the candidate studies.
- CTH approved centre number.
- The candidate's CTH candidate registration number.
- The candidate's CTH unit examination or assignment and the date of the examination or assignment due date that the appeal relates to.
- The stage/decision that is being appealed against, (Stage 1, Chair of The Exam Board, Stage 2 Academic Council, Stage 3 Independent Adjudicator).
- The grounds for the appeal refer to definition of appeal above.
- A date for a resit if the candidate has provisionally arranged a resit should the appeal not be upheld.
- Supporting evidence.
- Requested Outcome.

The approved centre must retain a copy of the appeals letter and supporting evidence for their records and send the letter and evidence to CTH by post, fax or email, (attachment) to the General Manager. This will start the appeal process.

The General Manager will acknowledge receipt of the appeal within five working days and then instigate Stage 1 of the appeals process by sending the appeal and supporting documentation to the Chair of The Exam Board.

C) Appeal Fees

The current fees for appeals follow. The fee **must** accompany the appeal letter at each stage of the process.

Fees for appeals – per qualification

- Stage 1 - Review by Chair of The Exam Board = £50
- Stage 2 - Review by Academic Council = £75
- Stage 3 - Review by Independent Adjudicator = £150

In all categories, the approved centre or candidate will incur an additional fee of £300 if a visit is required at any stage.

Approved Centres must send the fee with the appeal letter at each stage of the process. CTH will refund all fees if the appeal is upheld at any stage.

E) The CTH Appeals Process

Stage	Procedure	Person	Service Level
1	Chair of Exam Board, The Chair investigates, considers and responds in writing. The Chair of Exam Board may consult with subject or regulatory specialists	Chair of Exam Board	30 working days from receipt of appeal
1.1	If candidate or approved centre is dissatisfied with response they may proceed to stage 2 within one calendar month from the decision, by writing to the General Manager	Candidate	1 calendar month from receipt of decision
1.2	General Manager will acknowledge and forward to Academic Council with copies of all related correspondence	General Manager	5 working days
2	Academic Council Academic Council will, via its Chair, consider and respond to the appeal in writing.	Academic Council	30 working days from receipt of appeal
2.1	If candidate or approved centre is dissatisfied with response from Academic Council they may proceed to stage 3 within one calendar month from the decision, by writing to the General Manager	Candidate	1 calendar month from receipt of decision
2.2	General Manager will acknowledge and forward to an Independent Adjudicator with copies of all related correspondence	General Manager	5 working days
3	Independent Adjudicator will consider and respond to the appeal in writing. The	Independent Adjudicator	30 working days from receipt of appeal



	Independent Adjudicators decision is final.		
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