



ProLand

SKILLS ACADEMY & CONSULTANCY LTD

Empowering Professionals in the Field

Appeals Procedure

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1.Introduction

This procedure provides a structured process for candidates, trainees, employers, and other stakeholders who wish to appeal decisions made by ProLand Skills Academy and Consultancy Ltd. We recognize the importance of transparent and fair decision-making and are committed to ensuring that all parties have the right to an appeals process.

2.Purpose

The aim of this procedure is to address appeals concerning:

- Training or assessment results.
- Recruitment decisions.
- Any other formal decisions made by ProLand Skills Academy and Consultancy Ltd.

3.Grounds for Appeal

An individual can lodge an appeal if they believe:

- The decision was not made according to the documented criteria or process.
- There were conditions or events that hindered performance or affected the decision.
- There was an error in the way the decision was communicated.

4.How to Lodge an Appeal

4.1 Initial Discussion

Before making a formal appeal, it's recommended that the individual first discusses concerns with the person or department responsible for the decision. This allows for the possibility of an immediate and amicable resolution.

4.2 Formal Appeal

If the initial discussion doesn't resolve the matter, a formal appeal can be lodged by:

- Completing the ProLand Skills Academy and Consultancy Ltd Appeals Form, available from our main office or website.
- Submitting the form, along with any supporting documents, to the Appeals Manager at ProLand Skills Academy and Consultancy Ltd.

5.Appeals Procedure

The following sets out the appeals procedure for ProLand Skills Academy and Consultancy Ltd. This procedure covers the process for raising appeals against an academic judgement or assessment decision that has been made.

Should a learner feel that proper process has not been followed or that the academic judgements or assessment decisions have not been made in accordance with the regulations of the programme of learning then they may appeal to Operations Manager via one of the following methods:

- Call: 0118 449 2743
- E-mail: Info@ProLandAcademy.com
- Write to: 76 The Avenue, Mortimer, Berkshire, RG7 3QX

Examples of areas where an appeal may be raised are as follows:

- If the learner believes that ProLand Skills Academy and Consultancy Ltd has not applied our procedures properly, consistently and fairly.
- If the learner is not satisfied with the conduct of the assessment and believed it disadvantaged them.
- If the learner feels that the premises/environment for assessment has disadvantaged them.

(Should a learner wish to appeal against a decision made after a complaint has been investigated then please refer to our Complaints Procedure).

When you contact us, please give us your full name, contact details, and include a daytime telephone number along with:

- A full description of your appeal (including the subject matter and dates and times if known).
- Any names of the people you have dealt with so far.
- Copies of any papers or letters to do with the appeal.

Any other factors for consideration such as any extenuating circumstances that the learner either did not address at the time or believes that were raised but were not taken into consideration when the decision was made.

ProLand Skills Academy and Consultancy Ltd ask that you raise your appeal as soon as possible after the event so that we have the opportunity to investigate fully. We will acknowledge receipt of your appeal within 5 working days.

Appeals will be investigated, and a review panel may be formed in order to reach a decision. We aim to investigate and respond to appeals within 20 working days of receiving the appeal.

6. Processing the Appeal

1. An acknowledgment of receipt will be sent within 5 working days.
2. The Appeals Manager will review the details, ensuring that all necessary information is provided.
3. A panel, excluding anyone involved in the original decision, will be formed to assess the appeal.
4. The panel may request additional information or evidence from the appellant.
5. A decision will be made within 20 working days of receiving the appeal.

7. Outcome of the Appeal

After the panel has reached a decision, ProLand Skills Academy and Consultancy Ltd will:

1. Inform the appellant of the outcome in writing.
2. Provide reasons for the decision.
3. Indicate any corrective or preventive actions that have been, or will be, taken.

8. Further Appeal

Should an applicant remain dissatisfied with the outcome of their appeal following the internal review process, including the final review by the Director of ProLand Skills Academy and Consultancy Ltd, the applicant possesses the right to escalate their appeal to external regulatory bodies. This escalation is advised if the applicant believes that the issues concerning their course and qualification have not been adequately addressed.

The first point of contact should be Highfield Qualifications, as they oversee the standards of the qualifications offered. Highfield Qualifications' Appeals policy, accessible via their website, provides guidance on how to proceed with an appeal. Contact details for Highfield Qualifications can be found on their official website.

If the appeal remains unresolved after engagement with Highfield Qualifications, or if the applicant is dissatisfied with their response, the matter may be escalated further to the relevant qualification regulator for an independent review. The appropriate regulator is determined by the qualification and the delivery location. Staff or representatives from Highfield Qualifications can assist in identifying the correct regulatory body and in providing their contact details.

The applicable qualification regulators include:

- SQA Accreditation for SCQF qualifications,
- Qualifications Wales for RQF qualifications delivered in Wales,
- CCEA Regulation for RQF qualifications delivered in Northern Ireland,
- OFQUAL for RQF qualifications delivered in other locations.

It is critical to acknowledge that SQA Accreditation, along with other regulatory bodies, is not empowered to overturn the academic judgments or assessment decisions made by ProLand Skills Academy and Consultancy Ltd or Highfield Qualifications. The focus of their review is on the adherence to established procedures and the fairness of the process.

9. Record Keeping

ProLand Skills Academy and Consultancy Ltd will maintain records of all appeals, including documentation, decisions, and outcomes, ensuring data privacy and confidentiality.

10. Feedback

Feedback on the appeals procedure is encouraged. ProLand Skills Academy and Consultancy Ltd will utilize this feedback for continuous improvement of its processes.

11. Contact Information

ProLand Skills Academy and Consultancy Ltd

- Address: Suit76 The Avenue, Mortimer, Berkshire, RG7 3QX
- Email: Info@ProLandAcademy.com
- Phone: 0118 449 2743

By adhering to this procedure, ProLand Skills Academy and Consultancy Ltd ensures that every appeal is addressed fairly, transparently, and with utmost professionalism.