



## Scope

This policy applies to all Learners registered with ILM through Iconis Learning.

The intention of this policy is to outline to Learners the decisions which may be appealed against and the processes by which to do this. Appeals may be made against a range of issues relating to Iconis Learning and ILM decisions;

- Results of assessments – decisions made by Iconis Learning or by ILM Assessment (ILMA) service for a regulated qualification
- Iconis Learning's or ILM's decision to decline a request for reasonable adjustments, special considerations, or the use of a language other than English, Welsh or Irish
- Results of a complaint made against Iconis Learning regarding a mistake
- Results of a complaint regarding malpractice or maladministration

## Process

All appeals are to be made in the first instance to Iconis Learning, Centre Quality Manager [jo@iconislearning.com](mailto:jo@iconislearning.com) and should be made in writing, by email within 30 days from the date of the decision, with a clear statement of the grounds for appeal.

A Learner does have the right to appeal directly to ILM, for a fee they can request to have a submission independently re-assessed.

The appeal will be referred to an Iconis Learning Director for review, who will make a decision based on the evidence. The Director will undertake a full review of the appeal and the evidence presented.

A Learner is entitled to support their appeal through representation made on their behalf by a named representative. Consultation with a representative will take place where appropriate. An independent external Assessor may be appointed in some circumstances to investigate and report their findings back to Iconis Learning for consideration.

At any time, an individual learner is entitled to escalate an appeal to ILM directly at [ILMRegulation@i-l-m.com](mailto:ILMRegulation@i-l-m.com).

Any evidence to support an appeal must be made at the time of the appeal. Iconis Learning will make a record of such appeals and this record and any evidence will be kept for three years.

The final decision will be notified in writing by Iconis Learning to the Learner. All responses are undertaken to be completed within 40 working days from receipt of appeal.

