

Appeals Procedure DSIS-LAP01

**CDS Defence & Security Internal Standard
DSIS 17483**

Version Control

Version	Author	Date	Changes Made
1.0	Gary Henderson	23/07/2026	First Issue.

Document Authorisation

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23/07/2026	23/07/2026

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Appeals Procedure

Introduction

CDS Defence & Security (CDS DS) on occasion will provide solutions which offer learners the opportunity to submit for recognised and formal awards or qualifications. In such instances, standard assessment procedures, requirements and criteria will have been established by the Awarding Body for the award or qualification and these will be provided to Learners in advance.

CDS DS recognises that there may be occasions when a learner is disputes an assessment decision and may wish to contest any decision relating to performance against set assessment criteria. It is for this reason that a formal Appeals Procedure has been established.

For the purposes of this procedure an appeal is defined as, “a written expression of dissatisfaction or concern a learner may have about an assessment decision that has been made about any work submitted towards an award or qualification”.

The purpose of this procedure is to outline a formal route through which Learners can bring an appeal to the attention of CDS DS.

Learners wishing to appeal an assessment decision must do so within 10 days of receiving the assessment decision which they wish to contest.

Learners are advised to keep copies of all documents and correspondence relating to the assessment and the decision which is being appealed.

The Higher Education and Accreditation Lead has overall responsibility for the CDS DS Appeals and Complaints Procedures, including reviewing, monitoring and reporting on its implementation. If any complaint relates to the Higher Education and Accreditation Lead, CDS DS will endeavour to involve the Head of Professional Development and Accreditation or an independent third party to consider the complaint.

Stage 1

For the Learner	For the Trainer/Assessor
Where possible the appeal should be made, in the first instance, directly to the Trainer/Tutor/Assessor who made the assessment decision which is being contested.	On receipt of an appeal the Trainer/Tutor/Assessor should provide to the Learner their rationale for the decision that is being contested.
The appeal should be made in writing within 10 days of the decision being made public using the Learner Appeal Form 1 available at www.cdsds.uk/about/our-policies or via the Higher Education and Accreditation Lead. If Stage One is not feasible, the Learner should go directly to Stage Two	The Trainer/Tutor/Assessor is also required to record an overview of the appeal and any discussions with the Learner using the Appeals Log available via the Higher Education and Accreditation Lead or in the CDS DS ATC SharePoint folder. The Trainer/Tutor/Assessor should also record any outcome arrived at if the Appeal is ended at Stage One or proceed to Stage Two and submit to the Professional Development Operations Manager and Higher Education & Accreditation Lead.

Stage 2

For the Learner	For CDS DS
If a Learner is unable to complete Stage One, they should put their appeal in writing using the Learner Appeal Form 1 and forward it to the Professional Development Operations Manager (for L3 AET, L3 CiEC) or to the Higher Education & Accreditation Lead for other programmes within 10 working days of receiving the assessment decision which they are appealing.	CDS DS will acknowledge receipt of the appeal documentation within 10 working days of receipt and outline the course of action to be taken.
If a Learner has completed Stage One and remains dissatisfied with the assessment decision and wishes to continue to challenge the assessment decision, they should appeal in writing to CDS DS within 10 days of Stage One having been completed. They should do this using the Learner Appeal Form 2 provided by the Higher Education & Accreditation Lead or, if it relates to the Higher Education & Accreditation Lead, to the Professional Development Operations Lead.	CDS DS will carry out an investigation of the appeal using a person independent of the assessment process associated with the appeal and CDS DS will, within 20 working days of receipt of the Stage Two appeal, write to the Learner detailing the findings and a decision. All decisions will be recorded on the Learner Appeal Form.

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