



BEST in Horticulture Group
BEST in Horticulture Education Limited

Assessment Appeals Policy

Valid from 1st January 2026 to 31st December 2028

Assessment Appeal Policy

Assessment Appeals Policy Statement

The Assessment Appeals Policy should be read in conjunction with the Assessment & Internal Verification Policy and all other relevant Policies.

BEST in Horticulture Group consists of:

B.E.S.T. in Horticulture Group of companies:

- **Academy of Practical Horticulture Limited** - Delivering practical skills to gardeners and professional horticulturists



- **B.E.S.T. in Horticulture Limited** - Delivering fully supported distance and blended learning in horticulture



- **B.E.S.T. in Horticulture Education Limited** - Delivering the best in horticultural education and learning.



(Hereafter known as the organisation) is committed to assessment procedures which are open, fair and free from bias and all Learners have the right to appeal against an internal assessment decision. Appeals against assessment decisions may be made for one of two reasons:

- a) an irregularity in the assessment process.
- b) personal circumstances.

Appeals Procedure

Stage 1:

In the first instance the appeal should be made in writing to the Lecturer/Assessor. The appeal must be lodged within 10 working days of receiving the assessment decision.

Stage 2:

If the Learner remains dissatisfied, they should submit the written appeal to the Internal Verifier for the subject. This must be lodged within 7 working days of receiving the outcome of Stage 1.

Stage 3:

If the Learner is still dissatisfied with the outcome, the object of the dispute will be passed to the nominated Director.

Implementation and Monitoring

Appeals should be lodged using the Company Candidate Appeal Form (Stage 1).

At Stage 1, the form should be submitted to the Lecturer/Assessor and signed by both the Candidate and Assessor. The Assessor considers the appeal and documents the decision on the Stage 1 form. A copy of the form is kept in the Internal Verification (IV) file and the original returned to the candidate with an explanation of the decision.

At Stage 2, the candidate submits the appeal to the Internal Verifier. Having considered the appeal, the Internal Verifier provides a written response of the decision using the Candidate Appeal Form (Stages 2/3). A copy of the form is kept in the Internal Verification (IV) file and the original returned to the candidate with an explanation of the decision.

At Stage 3, the candidate submits the appeal to the nominated Director. Having considered the appeal, the nominated Director provides a written response of the decision using the Candidate Appeal Form (Stages 2/3). A copy of the form is kept in the Internal Verification (IV) file and the original returned to the candidate with an explanation of the decision.

The Internal Verifier should ensure that the candidate confirms their dis/satisfaction with the outcome at the end of Stage 1 and Stage 2.

At all stages, the organisations personnel should handle appeals as promptly as possible. Learners should normally receive acknowledgement of receipt of appeal within 10 working days and a response within 28 working days.

All appeal decisions will be made available to the awarding body e.g., through the External Verifier/Moderator.

Appeal decisions are to be referred to the relevant Lecturer and Internal Verifier to enable remedial action where appropriate.

The assessment appeal policy is reviewed regularly by the nominated Director and amendments approved by Board of Directors.

Assistance

Assistance in preparing an appeal will be provided to Learners, if required. Learners should seek help from their Lecturer if assistance is required. If meetings take place between Lecturers and Assessors, Verifiers and/or the nominated Director in resolving the appeal, Learners may be accompanied by a friend, parent or guardian.

Equal Opportunities

In line with Best in Horticulture's Group Equal Opportunities Policy, the organisation is committed to ensuring that all Learners have equal access to appropriate assessment opportunities and that no student will encounter discrimination because of their age, gender, race, religion, sexual preference, learning difficulty and/or disability.

If for any reason, you need assistance in understanding this policy (i.e., if English is not your first language or you have a visual impairment) please contact the nominated Director by email tonydavies@bestinhorticulture.co.uk