

A photograph of a diverse group of people in a meeting, looking at a computer screen. The focus is on a man with long brown hair and a beard, wearing a blue striped shirt, who is smiling and looking at the screen. To his left, a woman with short dark hair is also looking at the screen. In the background, other people are visible, including a woman with long brown hair and a man with red hair. The scene is brightly lit, suggesting an indoor office or meeting room environment.

Appeals Guidance

Functional Skills

2023-2024

Guide to Functional Skills Appeals

Where centres and/or students are dissatisfied with a decision relating to the awarding of a result there is an opportunity to appeal. Decisions related to malpractice, access arrangements, reasonable adjustments and special consideration can also be appealed.

The [JCQ Appeals booklet](#) provides information on the routes to appeal for students who have completed a Functional Skills Qualification external assessment. It also provides information about how to appeal malpractice, access arrangements, reasonable adjustments and special consideration decisions.

Functional Skills Review

Following the receipt of results, and prior to an appeal application being submitted, if the student or centre is concerned that an error has been made, they can request additional checks. The request for a review must be submitted by the centre (or private candidate). The services that can be requested at this stage are:

1. Clerical check (Service 1)
2. Review of Marking (Service 2)

Centres (or private candidates) can request a review by sending an email to FSonscreenPRS@pearson.com. The email should include the candidate's name and number, the centre name and number and the date of the assessment. This is for both onscreen and paper based on-demand assessments. The window for centres to apply for a review opens on the day a result is issued for a test and closes 14 working days after the result was issued. Centres are advised to submit applications for a review at the earliest opportunity, as applications cannot be made after the window has closed.

All cases are reviewed by our assessment experts who have responsibility for the qualification subject. The outcome of the review will be sent to the centre within 30 calendar days.

A review must be completed prior to an application being made to appeal on the basis of a marking error.

Preliminary Appeal

Following the conclusion of the review, should the centre (or private candidate) wish to appeal the outcome, appeals can be submitted to the Appeals office at edexcelappeals@pearson.com.

Appeals must be submitted within 30 calendar days of receiving the outcome of the review.

Appeals for internal students **must** be submitted by the **head of centre** or their designated deputy. A head of centre can appeal against the outcome of a clerical re-check and a review of marking. Additionally, an appeal can be submitted on the basis that Pearson did not follow procedures that were consistent with the regulatory authorities' requirements and/or did not apply their own procedures properly and fairly in arriving at judgments. The appeals office will also accept appeals directly from private candidates.

The Appeals office will complete a preliminary appeal within 42 calendar days of the receipt of a valid application. The JCQ/APP1 application form should be used and this can be found in [the JCQ guide to awarding bodies' appeals processes](#)

A preliminary appeal must be completed prior to an application being submitted for an appeal hearing.

Appeal Hearing

Following the conclusion of the preliminary appeal, should the centre or private candidate remain dissatisfied with the outcome and want to proceed to an appeal hearing, they must submit a request within 14 calendar days of receiving the outcome of the preliminary appeal. Appeal hearing requests must be submitted to the Appeals office at edexcelappeals@pearson.com.

The JCQ/APP1 application form should be used and this can be found in [the JCQ guide to awarding bodies' appeals processes](#)

The hearing will be conducted by a panel, normally consisting of three panellists who are independent of Pearson.

The Appeals office will aim to resolve a request for an appeal hearing within 70 calendar days of the receipt of a valid application for a hearing. The appeal hearing panel will review evidence to see whether the awarding body followed the correct policies and processes.

The outcome will be communicated to centre or private candidate within 5 calendar days of the hearing.

Following this, a transcript of the hearing will be provided within 28 calendar days from the date of the hearing.

Appeals related to Internally assessed FSQs

Appeals related to internally assessed FSQ assessments which covers Functional skills entry 1 to 3 will follow the procedures set in the [Internal assessment in vocational qualifications: Reviews and appeals policy](#). Please refer to that policy for further details.

Malpractice Appeals

Appeals related to Malpractice for FSQ will follow the process detailed in the [JCO guide to awarding bodies' appeals processes](#). Please refer to that booklet for further details. This is a two-stage appeals process which provides a preliminary appeal and an appeal hearing, where required.

Reasonable adjustment, access arrangements and special consideration Appeals

Appeals related to reasonable adjustments, access arrangements and special consideration for FSQ will follow the process detailed in the [JCO guide to awarding bodies' appeals processes](#). Please refer to that booklet for further details. This is a two-stage appeals process which provides a preliminary appeal and an appeal hearing, where required.