

## Centre Appeals Procedure

CYQ provides a formal route for centres wishing to appeal against any decision to suspend or withdraw centre approval. CYQ encourages centres to follow the appeals process to lodge such an appeal and the centre appeals form can be downloaded from the CYQ website.

### Possible reasons for appeal

1. A decision made regarding centre approval status
  - i. Approval suspended
  - ii. Approval withdrawn
2. The Verification Report
  - i. Sanction applied
  - ii. Risk Status increased
  - iii. Content of the report

### The appeals process

The centre appeals process is a similar procedure to that of learner appeals. In summary, appeals should be made to:

- i. The EV, and if unresolved, proceed to the
- ii. The Lead Verifier, and if unresolved, proceed to the
- iii. The Director of CYQ

All appeals will be reviewed at senior management level, taking into consideration the EV's recommendations. The centre will be advised of the outcome of this review.

### CYQ will:

- Respond within 21 working days
- Give reasons for decisions made, in writing and indicate the remedial action required to be taken by the centre to achieve approval.
- Re-assess all relevant evidence and a final decision will be sent in writing to the centre.

*Please note: In the event that a centre appeal remains unresolved the centre may contact CYQ and the matter will be addressed at an appeals hearing. There will be a fee incurred which will be refunded if the appeal is upheld (see the CYQ website for fees).*

CYQ reserves the right to refuse, suspend or withdraw centre approval.



For SQA accredited qualifications, you have the right to appeal in writing to the Scottish Qualifications Authority, if you believe that your appeal has not been adequately addressed.