



The only awarding body
run *by* counsellors
for counsellors

2024 - 2025

CPCAB Appeals Policy



Appeals Policy

1. Introduction

This policy is aimed at our centres who are delivering a CPCAB qualification, or candidates registered on such a qualification. It sets out the process that should be followed when submitting appeals to us, and the process we will follow when responding to appeals. It is also for use by our staff to ensure they deal with all appeals in a consistent manner.

CPCAB accept appeals in respect of the following areas:

- external assessment results; or
- decisions regarding Reasonable Adjustments (RA) and Special Consideration (SC); or
- actions/sanctions taken against a candidate or centre following an investigation into malpractice or maladministration; or
- outcomes of a complaint review, see [CPCAB's complaints policy](#) for details of this form of appeal

An appeal may be submitted if the appellant¹ considers that either:

- an error in assessment or moderation has occurred; or
- CPCAB did not apply its procedures consistently, properly or fairly

If an application meets the above criteria for an appeal, an investigation into candidates' results, or the awarding body's procedures, will follow. Appeals accepted for investigation on procedural grounds will not generally involve a further review of candidates' work.

In considering appeals CPCAB will follow the published appeals procedure (see overleaf). In addition, CPCAB will check whether it has (a) used procedures that were consistent with the regulatory criteria; and (b) applied the procedures properly and fairly in arriving at judgements. This process is quality assured by an Independent Appeals Consultant (IAC) who is not employed by CPCAB and has no vested interest in the outcome. The IAC oversees the decision-making process of any appeal and ensures that CPCAB has applied its appeal procedures fairly and consistently, in accordance with regulatory guidance.

CPCAB expects appeals regarding Internal Assessment to be resolved in the centre according to the centre's own published appeals policy. CPCAB's role in appeals against Internal Assessment is limited to ensuring that a centre provides and applies a fit for purpose appeals policy.

2. Who can appeal and when?

Appeals must be submitted by the Head of Centre/Centre Manager, or in the case of an external assessment result appeal the course tutor, using the appeal application form ([CR12](#)). CPCAB are not able to accept appeals direct from candidates.

¹ Head of Centre/Centre Manager, or in the case of external assessment results appeals, the course tutor

Appeals must be submitted within 30 working days of the original decision being communicated to the centre. In the case of External Assessment results, this should be the date of release of the results on the CPCAB Portal. Appeals submitted outside of this time will not be accepted.

3. Fees

CPCAB apply a sliding scale of fees for appeals relating to External Assessment results. Please see CPCAB's [fees document](#) available on the website. For appeals relating to decisions on Reasonable Adjustments, Special Consideration, or actions taken as a result of a malpractice or maladministration investigation a [nominal fee](#) is applied. These fees will be refunded if the appeal is upheld.

4. Appeals Against External Assessment Results (Individual)

CPCAB offer a feedback service to tutors following any Not-Proficient External Assessment results. There is no charge for this service. This enables tutors and candidates to determine whether, in the light of the evidence presented, a resit or appeal(may be indicated. Tutors/co-ordinators should make an appointment for a telephone feedback session with a CPCAB Counselling Qualifications Professional using the booking system via the CPCAB Portal.

All requests for feedback must be made by the centre, not from individual candidates.

If following the feedback call the tutor and candidate agree to initiate an appeal, they should do so using the procedure below.

Please read these notes carefully before initiating the appeals procedure.

- Appeals can be accepted in relation to any Not-Proficient external assessment result within a total of 30 working days from the date of publication of the results by CPCAB.
- An appeal should only be initiated when the candidate is already proficient in internal assessment (or is predicted to be proficient).
- An appeal should be initiated using the [CR12](#) appeal application form by the Head of Centre/Centre Manager, or course tutor, not by the candidate.
- Once started, the appeals procedure must be completed before a candidate can be registered to re-sit.
- Centres should bear in mind that marks may be confirmed, lowered, or raised as a result of the appeal process. It is essential that any candidate involved in an appeal regarding results is made fully aware of the potential outcomes.
- The appeals fee is required in advance. Fees relating to External Assessment appeals are specific to the qualification concerned. Details of the [current fees](#) are available on the CPCAB website. The fee will be refunded if the appeal is upheld.

5. Appeals against External Assessment Results (Group)

- Appeals will be accepted on behalf of whole candidate groups if, following the feedback process, the centre has reason to question the validity of the overall assessment of the group.
- Any group re-assessment will apply to all members of the group, including any candidates already assessed as Proficient.
- A group appeal must be initiated in writing using the CR12 appeal application form within the time frame set out above.
- A group appeals fee is charged and will consist of 50% of the combined full individual appeals fees for the group.

- In the event of an assessment decision being changed by the group appeal process, the group appeal fee will be refunded.

Where a failure in the assessment process has occurred CPCAB will take all reasonable steps to:

- identify any other candidate who has been affected by the failure;
- correct or (where it cannot be corrected) mitigate as far as possible the effect of the failure and put processes in place to ensure that it does not recur in the future; and
- where there is a possibility of an 'Adverse Effect' CPCAB will notify the regulators.

No candidate registration fees will be refunded in relation to any outcome of an appeal.

6. Appeals Against Other CPCAB Decisions

CPCAB accept appeals against other decisions taken by CPCAB which fall into the following 2 types:

- decisions regarding Reasonable Adjustments and Special Consideration. For example, where CPCAB have declined an application for RA/SC, or where you disagree with the level of adjustment offered by CPCAB.
- actions/sanctions taken against a candidate or centre following an investigation into malpractice or maladministration. For example, the withholding of an annual practising certificate (APC), or deregistration of a centre following an investigation.

In such cases CPCAB will accept an appeal from the Head of the Centre/Centre Manager using the CR12 appeal application form and will respond within the time frame and procedures set out later in this policy.

Please read these notes carefully before initiating the appeals procedure.

- Appeals can be accepted within 30 working days of the initial decision being communicated to the centre.
- Appeals must be initiated by the Head of Centre/Centre manager, not by a candidate.
- An appeal of this type must be based upon one of the formal grounds for appeal noted above, i.e. that the appellant believes that CPCAB have not followed their published procedures consistently, properly or fairly. Centres should NOT initiate an appeal where the centre has failed to follow published procedures but are dissatisfied with the outcomes of doing so.
- An appeal of this type has a £100 nominal fee which must be paid in advance. The fee will be refunded if the appeal is upheld.

7. Other Awarding Organisations

Where CPCAB is made aware of a failure in the assessment process of another awarding organisation offering a relevant qualification, CPCAB will investigate whether a similar failure could affect its own assessment process and undertake any action required.

8. Quality Assurance

A report is presented annually to the governing body as part of the Qualification Service report. Trends in appeals are identified and any areas for the improvement of CPCAB's appeals service are implemented. As mentioned previously, all formal appeals are overseen by an Independent Appeals Consultant to ensure CPCAB follows its published procedures fairly and consistently.

Appeals against External Assessment Results

On receipt of an appeal application form, CPCAB will:

1. Acknowledge receipt of the appeal.
2. Review the CR12 appeal application form to determine what type of appeal it is and whether it meets the criteria for a formal appeal.
3. Inform the centre that the appeal has/has not been accepted.
4. Issue an invoice to the centre for the appeals fee.
5. If the appeal is against an external assessment decision:
CPCAB will appoint an appeal assessor with appropriate competence and with no personal interest or involvement with the candidate's assessment, who will re-assess the candidate's work. Where the result is again NP, CPCAB will appoint an appeals moderator with appropriate competence and with no personal interest or involvement with the candidate's assessment to re-moderate the work. This final mark will form the outcome of the appeal.
6. Where a Not-Proficient result becomes Proficient it is considered that the appeal has been upheld.
7. In those cases where the appeal is upheld, amend the results as appropriate, issue a certificate if appropriate and refund the appeals fee.
8. This process will be overseen by an Independent Appeals Consultant, to ensure that the correct mark scheme has been applied and the correct appeal processes are followed.
9. Inform the centre in writing of the result of the appeal. This decision in all cases will be final and the appeals procedure will thereby be terminated.

Appeals against Other CPCAB Decisions

On receipt of an appeal application form, CPCAB will:

1. Acknowledge receipt of the appeal.
2. Review the CR12 appeal application form to determine what type of appeal it is and whether it meets the criteria for a formal appeal based on the 2 types of CPCAB decision eligible for appeal.
3. Inform the centre that the appeal has/has not been accepted.
4. Issue an invoice to the centre for the appeals fee.
5. If the appeal is against a CPCAB decision eligible for appeal:
CPCAB will appoint a Qualification Standards Appeal Panel, including members of the Qualification Standards Team and Counselling Qualification Professionals not involved with the original decision. The panel will review the written submission from the appellant and will map the processes that were followed to all relevant guidance, examine any precedents, and determine whether the correct procedures were followed when arriving at the original decision and whether these were applied fairly, properly and consistently.
6. Where the Appeal Panel determines that an error or oversight has been made in the application of a CPCAB procedure, the appropriate remedial action will be taken, e.g. reinstating a Reasonable Adjustment.
7. Where an amendment to the original decision is made it is considered that the appeal is upheld, and the appeal fee will be refunded.

8. This process will be overseen by an Independent Appeals Consultant, to ensure that the correct guidance has been reviewed and the correct appeal processes are followed.
9. Inform the centre in writing of the result of the appeal. This decision in all cases will be final and the appeals procedure will thereby be terminated.

Time limit for the appeal

The appeals process will be concluded within 30 working days from the date of receipt of the appeal application form. Please note that in some cases the review process may take longer: for example, if a centre visit is required, if payment of the appeals fee is delayed, if further information is sought from the appellant or others, or if the matter is particularly complex. In such instances we will contact the parties concerned to inform them of the likely revised timescale.

Further avenues of appeal

The centre may contact Ofqual (England), Qualifications Wales or CCEA (Northern Ireland) directly, to raise a formal complaint if they are not satisfied with the outcome of CPCAB's appeals process. The Regulators will require confirmation that all other internal and external procedures have been formally exhausted prior to their involvement and will seek evidence to confirm this is the case. Upon receipt they may or may not agree to hear the complaint but will provide reasons for their decision.

CPCAB 2024

Please access [form CR12 here](#)