



**TRANSCEND**  
AWARDS

# Transcend Appeals Policy

Version 07: September 2025



FULL MEMBER  
**FEDERATION OF  
AWARDING BODIES**



**CIMSPA**  
Education Partner

## Welcome

Welcome to the **Transcend Appeals Policy**. This policy ensures our objectivity in the fair management of appeals received from our learners and other stakeholders. It also ensures our compliance with regulatory requirements published by the Office of the Products and Examination Regulator (Ofqual).

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## Section 01: Policy Purpose

### 1.1 Context and culture

Transcend inspires individual and industry progression, performance and professionalisation as an **Evolutionary Education Enterprise**. We are immensely proud to be an awarding organisation regulated by Ofqual. We offer regulated qualifications, end-point assessment and a range of our own unique unregulated enrichment experiences. Our resolute dedication to the [UN Sustainable Development Goals](#) is what sets us apart! Education inequity must be eradicated! We must embrace each other's unique personality and encourage all people to reach their full potential. The quest for peace with prosperity in the preservation of our planet will never be achieved without **A UNITED TRANSFORMATIONAL EDUCATION FRAMEWORK**.

Our Purpose	Our Vision
<p>"Education is the most powerful weapon which you can use to change the world"</p> <p><b>Nelson Mandela</b></p>	<p>To be the <b>GLOBAL</b> influencer in sustainable transformation through inclusive education and enterprise experiences.</p>

We operate with the highest sense of propriety and integrity in the achievement of our vision. In doing so, we inspire trust and operate with transparency, complying with all relevant legislation and regulation

### 1.2 Scope and responsibilities

The rationale for this policy is to enable all stakeholders and especially our learners to make an appeal. This policy is for internal and external use. It must be complied with by all relevant stakeholders including our senior officers, staff, suppliers, technical partners, external quality assurers, recognised centres, learners and any other relevant third parties.

Responsibilities of committees		Responsibilities of Senior Officers and Staff	
Transcend Governing Body	Policy oversight	Transcend Chief Controls Officer (COO)	Policy deployment and monitoring
Transcend Strategy and Standards Committee	Policy approval	Transcend Head of Engagement and Enforcement	Complaints handling

Policy violations and all appeals should be communicated to the [Transcend Service Team](#). Allegations and appeals will be managed without bias and corrective action will be taken in accordance with the **Transcend Penalties and Sanctions Policy** to prevent, mitigate, or manage any adverse effects.

## Section 02: Policy Principles

### 2.1 Appeals commitment<sup>1</sup>

Transcend strives to ensure a fair and unbiased service is provided to all stakeholders. On this basis we believe that our learners and other stakeholders have the right to appeal against our decisions:

- if they have been impacted by a decision which they believe to be inaccurate OR
- if they perceive that a decision was not made in line with published policy and procedure.

We pay due regard to all appeals associated with our regulated **AND** unregulated products. In the handling of appeals we ensure that appeal decisions are made by individuals with no personal interest, are objective, unbiased and competent when making evidence-based ethical decisions.

Where an appeal associated with a specific learner leads us to discover failures in assessment processes or decisions, we will take all reasonable steps to identify any other learner has been affected. We will then correct, or where it cannot be corrected, mitigate the effect of the failure, and prevent recurrence in the future. Similarly, where regulators notify us of failures discovered in the assessment process of another awarding organisation, we will review whether a similar failure could affect our own assessment processes and arrangements. In doing so, we will consider whether any remedial action is necessary in relation to assessments undertaken, as well as considering appropriate amendments to those processes for the future.

Dates, data, documentation, and intel associated with each appeal is recorded securely. We then conduct a review of all intel for relevance, reliability, and validity purposes. We do this in a systematic and objective way. Potential adverse effects and the scale of the threat is evaluated, driving priorities and any mandatory escalations to the regulator, other awarding organisations or authorities as is necessary.

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<sup>1</sup> This serves to ensure compliance with Ofqual Conditions I1.2, I2.1, I2.2, I2.3, I2.4, I2.5

## 2.3 Appeal grounds<sup>2</sup>

If any stakeholder and especially a learner believes they have grounds for an appeal, they should follow the submission process outlined within this policy. The grounds on which to base an appeal must include one or both of the following. The appellant must have either:

**Information and/or evidence** to contravene and potentially change the original procedural decision or

**Information and/or evidence** to demonstrate that the original decision-making process was not handled in line with the established procedure.

Where an appellant believes they have appropriate grounds for an appeal, the appeal submitted within 25 working days of receipt of the original decision.

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<sup>2</sup> This serves to ensure compliance with Ofqual Conditions I1.2, I2.1, I2.2, I2.3, I2.4, I2.5

## Section 03: Policy Practices<sup>3</sup>

### 3.1 Appeal types

#### 3.1.1 Learner appeals against recognised centre decisions

Learners [or their representative] may wish to appeal against a decision made by their recognised centre. In this case they must first make the appeal to the recognised centre in accordance with the procedure and timeframes outlines in the centre's procedures. If learner remains dissatisfied having exhausted the recognised centres decision, they are then eligible to bring the matter to the awarding organisation. To do this they should submit the appeal and all supporting evidence to the [Transcend Service Team](#).

#### 3.1.2 Learner appeals against awarding organisation decisions

Learners [or their representative] may wish to appeal against a decision made by the awarding organisation. In this case they must submit the appeal and all supporting evidence to the [Transcend Service Team](#).

#### 3.1.3 Learner appeals defined

There are several recognised centre or awarding organisation decisions made by which may affect a learner as outlined here.

Categories of procedural decisions which may impact on learners [this list is not exhaustive]	
<ul style="list-style-type: none"> <li>• decisions related to initial assessment</li> <li>• decisions related to learner registration</li> <li>• decisions related to learner access and equality</li> <li>• decisions related to training and development programmes</li> <li>• decisions related to assessment methods, processes, or outcomes</li> <li>• decisions related to internal quality assurance outcomes</li> <li>• decisions related to results and claims for certification</li> </ul>	<ul style="list-style-type: none"> <li>• decisions related to safety</li> <li>• decisions related to appeals</li> <li>• decisions related to complaints</li> <li>• decisions related to malpractice</li> <li>• decisions related to safeguarding</li> <li>• decisions related to data protection</li> <li>• decisions related to maladministration</li> </ul>

<sup>3</sup> This serves to ensure compliance with Ofqual Conditions: I1.1

### 3.1.4 Industry appeals against awarding organisation decisions

Industry professionals or organisations may wish to make an appeal against an awarding organisation decision. To do this they should submit a report and all supporting evidence to the [Transcend Service Team](#) within 25 working days of the original decision being made.

#### 3.1.4 Industry appeals defined

Industry organisations include but are not limited to professional bodies, national governing bodies, employers, and education providers. These may be potential or current awarding organisation partners that collaborate with us to develop and deploy products. Alternatively, they may be applicant or recognised centres. Industry professionals may be leaders, managers, tutors, assessors, or internal quality assurers. Alternatively, they may be industry consultants. These lists are not exhaustive. There are several decisions which may affect industry professionals or organisations as outlined here.

<b>Examples of awarding organisation decisions which may impact on industry professionals or organisations</b>	
<ul style="list-style-type: none"> <li>• decisions related to endorsements</li> <li>• decisions related to technical partnerships</li> <li>• decisions related to centre recognition status</li> <li>• decisions related to product approval statuses</li> <li>• decisions related to centre recognition profiles</li> <li>• decisions related to product approval profiles</li> <li>• decisions related to external quality assurance</li> <li>• decisions related to product sites and workforces</li> <li>• decisions related to product delivery models</li> <li>• decisions related to product assessment frameworks</li> <li>• decisions related to product assessment scrutiny strategies</li> </ul>	<ul style="list-style-type: none"> <li>• decisions related to safety</li> <li>• decisions related to equality</li> <li>• decisions related to appeals</li> <li>• decisions related to complaints</li> <li>• decisions related to malpractice</li> <li>• decisions related to safeguarding</li> <li>• decisions related to data protection</li> <li>• decisions related to maladministration</li> <li>• decisions related to compliance action</li> <li>• decisions related to organisational penalties</li> <li>• decisions related to organisational sanctions</li> </ul>

## 3.2 Appeal reporting rules

All appeals require a written report and all supporting evidence to be submitted to the [Transcend Service Team](#) within 25 working days of the original decision being made. The report must include:

- The name and contact details of the appellant [and their representative if this is the case]
- The role of the appellant such as learner, tutor, assessor, IQA, Head of Centre, Head of Organisation
- The recognised centre they are registered with [learners] or the organisation they represent
- The rationale for the appeal such as incorrect decision or failure to follow decision making procedures
- The details for the appeal including the decision made, decision maker name, dates, and times
- The data, documents, or communications that provide evidence for the grounds for the appeal.

Where the appeal is associated with learner assessment. All assessment paperwork must be submitted for review.

## 3.3 Appeal acknowledgments

Upon receipt of an appeal, we will acknowledge receipt within 5 working days. The Transcend Strategy and Standards Committee will review the information and will assign the case file to an independent validator.

The appeals stages will then be initiated.

### 3.4 Appeal stages

Stage 01	Independent validation	Independent validation of the grounds of the appeal completed by awarding organisation senior officers who were not involved in the original process or decision. The appointed person is not likely be a subject matter expert. They will be experience in all applicable policies, processes, and procedures to make an accurate judgement on the grounds.	Up to 1 calendar month for outcomes to be confirmed
Stage 02	Independent review	Independent reviews are initiated where the grounds of the appeal are accepted. Independent reviewer is required to be <b>totally independent of the awarding organisation</b> and familiar with regulatory requirements and the appeals processes. They must also be experienced as an allegation, appeals or quality manager in another awarding organisation, professional or industry body.	Up to 2 calendar months for outcomes to be confirmed
Stage 03	Independent panel	Independent panels consist of, as a minimum, 1 independent awarding organisation senior officer who was not involved in the original process or the validated stage and 1 independent person who is <b>totally independent of the awarding organisation</b> , familiar with regulatory requirements and experienced in appeals processes.	Up to 2 calendar months for the panel to convene and 1 month for outcomes to be confirmed.

### 3.4.1 Independent validation

The independent validator reviews all information received associated with the appeal for authenticity, relevance, reliability, and validity purposes. This is done systematically. All information is subject to detailed interrogation and risk assessment. This enables us to identify potential adverse effects and the scale of any threat. In doing so we may need to initiate an investigation with mandatory escalations to the regulator, other authorities or awarding organisations.

All information is then evaluated against the criteria for the grounds for an appeal. We reserve the right to reject any appeal on the basis that the grounds are not met. In this case we will provide a clear rationale with details that demonstrate how our policies, processes and procedures were applied correctly and decisions were made in a fair and consistent way.

Where the appeal is rejected, we will provide information as to how the appellant can escalate the appeal to the independent appeals panel should the choose to do so.

Where the grounds for the appeal are met, we will confirm to the appellant that we are initiating the independent review stage. All outcomes are communicated via email within 1 calendar month of the initial acknowledgment.

## 3.2 Independent review<sup>4</sup>

The Transcend Strategy and Standards Committee will appoint an independent reviewer immediately where grounds of an appeal are upheld. The case file is then submitted to the reviewer securely via the Transcend Awarding Management System (TAMS). We have a mechanism within the system to enable secure viewing of the appeals report and relevant areas of the system without compromising security in other areas. To ensure the validity of the appeals procedure and related outcomes, the independent review must ensure that the following details (listed below) are considered. The fundamental principle of each independent review is to conduct them in a fair, reasonable, and legal manner, ensuring that all relevant evidence is considered without bias. In doing so, reviews are underpinned by terms of reference focused on the following objectives:

- To identify whether we have complied with the regulatory conditions and associated best practice
- To identify whether we followed our own established policies, processes and procedures when making decisions
- To identify whether we followed our own established appeals procedures and maintained compliance in decision making
- To identify whether our decisions proposed were accurate in the original decision and throughout the appeals process.
- To establish any consequences (adverse effects) and the scale of any consequences (impact)
- To determine whether remedial action is required to treat risk and prevent, mitigate, or manage any adverse effects
- To obtain evaluate whether there was evidence to support any sanctions or penalties in accordance with our malpractice and maladministration policy.

The reviewer is responsible for checking and challenging all intel within the case file for sufficiency, consistency, and triangulation of information to prove or disprove malpractice or maladministration and the scale of any irregularity, reaching an appropriate decision related to any corrective actions that may be required.

The independent reviewer will submit a report to the Transcend Strategy and Standards Committee to conduct a risk assessment, initiate an investigation with mandatory escalations to the regulator, other authorities or awarding organisations if necessary. Outcomes will then be communicated via email to the appellant within 2 calendar months of the email to confirm the independent review was taking place. Outcomes will be either 'appeal upheld' or 'appeal rejected'.

Where the appeal is upheld will communicate where we did not apply our policies, processes, and procedures correctly, fairly, or consistently when making the original decision. We will communicate corrective actions that we will take to resolve the matter with appropriate timescales. Where the appeal is rejected, we will provide a clear rationale with details that demonstrate how our policies, processes and procedures were applied correctly and decisions were made in a fair and consistent way. We will also provide information as to how the appellant can escalate the appeal to the independent appeals panel if they remain dissatisfied with the outcomes.

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<sup>4</sup> This serves to ensure compliance with Ofqual Conditions: I1.2e

### 3.4.1 Independent panel

Appellants whose grounds for an appeal were rejected and those who are dissatisfied with the results of the independent review are eligible to request an independent panel hearing. They are required to request a panel in writing within 25 working days of the decision being communicated to them. Upon receipt of a request the panel is appointed.

The purpose of the panel is to consider the appeal and supporting evidence from both parties to determine, beyond reasonable doubt, whether we have properly and fairly applied our policies, processes, procedures. The panel will consider any regulators' advice on similar matters and any available precedents. The panel will consider all evidence from the independent validation and independent review. They will request further information and evidence from both parties where required. The panel will aim to

The panel will review all evidence individually and will then discuss the matters in detail. The intent is to come to a unanimous decision when determining the outcome. Where this cannot be determined they will arrange for a hearing to take place. This will allow both parties and other representatives to attend the either in person or via remote mechanisms. Both parties will be subject to questioning and evidence presented from all will be examined considering responses made.

The panel will submit a report to the Transcend Strategy and Standards Committee to conduct a risk assessment, initiate an investigation with mandatory escalations to the regulator, other authorities or awarding organisations if necessary.

Outcomes will then be communicated via email to the appellant within 2 calendar months of the independent panel acknowledge email. Outcomes will be either 'appeal upheld' or 'appeal rejected'.

Where the appeal is upheld will communicate where we did not apply our policies, processes, and procedures correctly, fairly, or consistently when making the original decision. We will communicate corrective actions that we will take to resolve the matter with appropriate timescales.

Where the appeal is rejected, we will provide a clear rationale with details that demonstrate how our policies, processes and procedures were applied correctly and decisions were made in a fair and consistent way. We will also provide information as to how the appellant can escalate the appeal to the regulator if they remain dissatisfied with the outcomes.

### 3.1 Procedural Appeal Reviews

<b>Procedural Appeal Review Preparation<sup>5</sup></b>	
It is essential that appeals are thoroughly prepared to ensure identification of the cause of the irregularity and those involved.	
<b>Appeal Review Procedure</b>	
<b>Appeal Review conduct</b>	In managing appeals, we will be sensitive to the effect on, and reputation of a learner, centre, partner, supplier, external quality assurer and any member of staff or senior officers who may be the subject of the procedural appeal. We will strive to ensure that the procedure is carried out as confidentially as possible and the organisation or person who is the subject of the appeal will have the opportunity to raise any issues about both the proposed approach and the conduct of the review. Each reviewer will be required to agree to the <i>Transcend Code of Ethical Practice</i> and will be required to sign our confidentiality agreement prior to commencing the review.
<b>Appeal Review evidence<sup>6</sup></b>	<p>The independent reviewer is required to consider the full case file and related evidence. They must establish whether:</p> <ul style="list-style-type: none"> <li>• we have complied with the regulatory conditions and associated best practice</li> <li>• we followed our own established procedures and maintained their quality standards</li> <li>• we followed our own established appeals procedures and maintained compliance</li> <li>• our decisions proposed were accurate</li> </ul> <p>In evaluating the evidence, the reviewer is required to determine whether any malpractice or maladministration has occurred.</p>
<b>Appeal Review Reporting</b>	<p>The appeal reviewer must create a report to confirm their results in light of the evidence available to them in the case file. The independent review must report whether the appeal should be upheld, and corrective action through sanctions, penalties and action plans must be recommended. Alternatively, they should confirm whether the appeal should not be upheld. The appeal report is then submitted to the relevant person or committee related to the stakeholder involved for risk assessment and recommendations to the Governing Body. Please note the following:</p> <ul style="list-style-type: none"> <li>• Procedural appeals regarding a decision that is associated with a Transcend Senior Officer is referred to the Nominations Committee Chair.</li> <li>• Procedural appeals regarding a decision that is associated with a Transcend Staff member is referred to the outsourced HR manager.</li> <li>• Procedural appeals regarding a decision that is associated with a partner, supplier, EQA, centres, or learner are referred to the COO.</li> </ul>
<b>Appeal review results validation</b>	All results are interrogated and validated by our Governing Body to ensure independence in the decision making. We will then communicate the outcomes to all relevant stakeholders.

<sup>5</sup> This serves to maintain compliance with Ofqual Condition A8.3, A8.7a, A8PI

<sup>6</sup> This serves to ensure compliance with Ofqual Conditions: A8.1, A8PI, A8NI

## 3.2 Procedural appeal panels

<b>Procedural Appeal Panel Preparation<sup>7</sup></b>	
<p>It is essential that appeal panels are thoroughly prepared to ensure identification of the cause of the irregularity and those involved. Having agreed the grounds for a panel to convene, the appeals panel is then assembled. The case file is then submitted to each member securely via the TAMS. We have a mechanism within the system to enable secure viewing of the appeals report and relevant areas of the system without compromising security in other areas. The critical role of the panel is to scrutinize the consistency and validity of original decisions and those of the independent reviewer considering the evidence provided and related case file.</p>	
<b>Appeal Panel Procedure</b>	
<b>Panel conduct</b>	<p>In managing appeals, the panel will be sensitive to the effect on, and reputation of a learner, centre, partner, supplier, external quality assurer and any member of staff or senior officers who may be the subject of the procedural appeal. We will strive to ensure that the procedure is carried out as confidentially as possible and the organisation or person who is the subject of the appeal will have the opportunity to raise any issues about both the proposed approach and the conduct of the review. Each panel member will be required to agree to the <i>Transcend Code of Ethical Practice</i> and will be required to sign our confidentiality agreement prior to commencing the review.</p>
<b>Panel activity</b>	<p>The depth and breadth of the following reference points relate directly to the decision-making and accountability. The appeals panel are required to conduct:</p> <ul style="list-style-type: none"> <li>• an evaluation of the evidence and case file to determine our compliance with regulatory conditions and implementation of established policy and process</li> <li>• an evaluation of the recognised centre's compliance with the <i>Recognition and Approval Conditions</i> (where this is required)</li> <li>• an evaluation of stakeholder conduct (where this is required)</li> <li>• an evaluation of the action taken by Transcend and/or the recognised centre</li> <li>• the establishment of inconsistencies in decisions/actions or irregularities made by Transcend and/or the recognised centre</li> <li>• an evaluation as to whether the Independent reviewer was eligible</li> <li>• an evaluation as to whether the Independent reviewer put in place appropriate procedures in arriving at judgments</li> <li>• an evaluation as to whether the independent reviewer decisions were accurate</li> <li>• an evaluation as to whether the level of residual risk was accurate</li> <li>• an evaluation of the previously proposed malpractice or maladministration, sanctions, penalties and action plans to ensure corrective actions are made (where required)<sup>8</sup>, were appropriate</li> </ul>
<b>Appeal panel results validation</b>	<p>All results are interrogated and validated by our Governing Body to ensure independence in the decision making. We will then communicate the outcomes to all relevant stakeholders.</p>

<sup>7</sup> This serves to maintain compliance with Ofqual Condition A8.3, A8.7a,

<sup>8</sup> This serves to ensure compliance with Ofqual Conditions A8.2a, A8.2b

### 3.3 Procedural appeal results

#### Procedural appeal results: the independent review and the panel

In situations where the appeal is upheld, or where an investigation following notification from a regulator indicates a failure in our processes, we will pay due consideration to the outcome and will, as appropriate, take actions such as:

- identifying any other learner or stakeholder who has been affected by that failure
- correcting, or where it cannot be corrected, mitigate as far as possible the effect of the failure. This might involve the issue of penalties, sanctions and/or corrective actions in accordance with the *Transcend Penalties and Sanctions Policy*
- if necessary, notifying the regulators or awarding organisations of the failure and mitigation interventions
- reviewing the product or our approach to developing, delivering or awarding products
- engaging in reflective practice and taking steps to ensure that the failure does not occur in the future.

### 3.4 Procedural appeal escalations

#### Procedural appeal escalations

Once the appeals process is exhausted, the matter may then be taken to the regulator. The Office of Products and Examinations Regulation (Ofqual) regulate products delivered by recognised awarding organisations in England. Ofqual handle issues:

- when an organisation they regulate does not comply with their regulations
- related to the award of products by organisations they regulate
- related to issues that could undermine public confidence in products they regulate

Before complaining to Ofqual, appellants should first follow our full procedural appeals process. It is unlikely that Ofqual will follow up on an incident unless the individual has initially been through our procedural appeal process. Complaint and appeals to Ofqual may be made in writing, via email or by telephone:

Telephone: 0300 303 3344 (The phone line is open on weekdays from 9am to 5pm)

Email [public.enquiries@ofqual.gov.uk](mailto:public.enquiries@ofqual.gov.uk)

Address: Ofqual, Earlsdon Park, 53-55 Butts Road, Coventry, CV1 3BH

## Section 04: Policy Performance

### 4.1 Policy assessment and refinement

#### 4.1.1 Evaluation and understanding

This policy is subject to systematic evaluation for effectiveness and efficiency. Evaluation is based on feedback collected which is understood and shared. Upon receipt of valid evidence which suggests change is required the change management process is initiated. We are also proactive in managing our policies and conduct formal assessments on an annual basis.

In doing so, we pay due regard to all credible evidence and consider relevant data across systems and feedback from stakeholders. This ensures the policy remains appropriate, is understood, and deployed effectively to prevent adverse effects. During this process appropriate measures are selected to establish timely, relevant, and accurate results.

#### 4.1.2 Learning and improvement

When conducting evaluation and assessments we consider the emerging trends analysis, measurement, learning and benchmarking to inspire creativity and generate innovative solutions to improve performance in a timely manner. This is achieved through several activities, which are undertaken to identify sound practices and improvement opportunities. The results are used to identify, prioritise, plan, and implement the relevant refinements and improvements.

## Appendix 01: Mandatory Notifications

### Notification drivers<sup>9</sup>

We are committed to maintaining compliance with regulatory conditions and promptly notify the regulator when there is cause to believe that any event has occurred or is likely to occur which could have an adverse effect.

We will promptly notify the regulator when an event occurs which could have an adverse effect. These include but are not limited to where:

- there is a substantial error in our assessment materials,
- there has been a loss or theft of, or a breach of confidentiality in, any assessment materials
- we cannot supply assessment materials for a scheduled assessment date
- there has been a failure in the delivery of an assessment which threatens assessors' ability to differentiate accurately and consistently between the levels of attainment demonstrated by learners
- we will be unable to meet a published date for the issue of results or the award of a product
- we have issued incorrect results or certificates
- we believe that there has been an incident of malpractice or maladministration, which could either invalidate the award of a product or could affect another awarding organisation
- we have (for any reason, whether inside or outside its control) incurred an increase in costs which it anticipates will result in an increase in its fees of significantly more than the rate of inflation
- we are named as a party in any criminal or civil proceedings or are subjected to a regulatory investigation or sanction by any professional, regulatory, or government body, or
- one of our Senior Officers is a party to criminal proceedings (other than minor driving offences), is subject to any action for disqualification as a company director, or is subject to disciplinary proceedings by any professional, regulatory, or government body.

Upon notifying the regulator of a risk event or incident we will also notify them of any steps taken or that are planned to prevent the event having an adverse effect or to correct or mitigate any adverse effect if it occurs. We will not delay making a notification to the regulator because relevant information is unavailable and will notify based on all the information that we have; providing further information to regulator once it becomes available. Where the issue impacts on other awarding organisations we will also notify these organisations of the circumstances and any other authorities as necessary; maintaining communication throughout the risk management process.

<sup>9</sup> This serves to maintain compliance with Ofqual Conditions B3.1, B3.2, B3.3, B3.4, B3.5, B3.6

## Appendix 02: Ofqual General Conditions of Recognition Alignment

This document supports our compliance with the following Ofqual General Conditions of Recognition.

Condition title	Condition alignment
Condition A8: Malpractice and Maladministration	A8.1 A8.2a, A8.2b
Condition B3 - Notification to Ofqual of certain events	B3.1, B3.2, B3.3, B3.4, B3.5, B3.6
Condition C2: Arrangements with centres	C2.3i
Condition I1 - Appeals process	I1.1, I1.2, I1.2e
Condition I2 - Compliance with Ofqual's appeals and complaints process	I2.1, I2.2, I2.3, I2.4, I2.5

## Appendix 03: Version Control

This document is subject to version control. We will request feedback from stakeholders in advance of any change. We will then inform stakeholders of the changes made in advance and will re-publish the specification via our website. All changes will be tracked here and confirmed as an updated version.

Version	Publication date	Publication Details
<b>Version 01</b>	Jan 2019	<b>Publication 01</b>
<b>Version 02</b>	Sep 2020	<b>Publication 02:</b> Section 1.3 Scope and responsibilities updated for clarity.
<b>Version 03</b>	Sep 2021	<b>Publication 03</b> Title updated for clarity and stakeholder understanding. Transcend Logo Statement updated to 'Committed to Transformation' in line with business model.
<b>Version 04</b>	Sep 2022	<b>Publication 04</b> Section 1.3 Scope and responsibilities updated for clarity to include role of panel and independent reviewer.
<b>Version 05</b>	Sep 2023	<b>Publication 05</b> Section 1 and 3 updated to reflect the new Transcend Engagement Team contact email
<b>Version 06</b>	Sep 2024	<b>Publication 06</b> Section 1.1 and 1.2 merged into 1.1 Section 1.3 and 1.4 merged into 1.2
<b>Version 07</b>	Sep 2025	<b>Publication 07</b> Section 1.3 Responsibilities of Senior Officers and Staff updated to reflect changes in the organisational structure