

# FRONTIER

## APPEALS POLICY

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### Introduction

The Society for Environmental Exploration (hereafter referred to as “Frontier”) aims to offer a variety of qualifications which provide all project participants with the opportunity to achieve their full potential by the most appropriate and direct route.

This policy addresses the situation where a participant wishes to appeal against a grade which they have received for a qualification.

### Access

All enrolled participants are made aware of the existence of this policy and have open access to it. It can be found on our website at online at <http://frontier.ac.uk/Qualifications/Get-Qualified.aspx>

All mentors on our field projects are made aware of the contents and purpose of this policy prior to commencement of their role as mentor.

This policy is reviewed annually and may be revised in response to feedback from participants, mentors and external organisations.

### Policy Statement

All project participants undertaking a qualification with Frontier have the right to appeal against any of the marks received for the qualifications they are undertaking.

If a participant wishes to appeal against a decision, they should follow the following procedure.

1. First of all, if possible, they should discuss the matter with their assessor. They should do this as soon as possible and in any event no more than two weeks after the assessment decision or event. The assessor has a responsibility to explain to the candidate why they received the grade/mark.
2. If the participant is not satisfied with the explanation, the piece of work will be re-marked by another member of staff also involved with that qualification. If a member of field staff is unavailable to re-mark the portfolio, it will be re-marked by the Training Supervisor at Frontier's London headquarters.
3. The participant will be informed of the outcome of the re-marking by letter.
4. If the participant wants to continue the appeal, they need to contact the Training Supervisor, who will provide the participant with information about the appeals procedure for the relevant awarding body and explain what is involved. The Training Supervisor will assist with the completion of any forms and correspond with the awarding body on behalf of the participant. Contact details for the Training Supervisor can be obtained from <http://frontier.ac.uk/Qualifications/Get-Qualified.aspx>
5. Please note that a participant must have the support of Frontier to be able to appeal against a result to the awarding body.

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