



Document: APL	Version: 3.1
Approved By: L Muscat Issue Date: 30.09.2024	Page 1 of 4



APPEALS PROCEDURE FOR LEARNERS

Distribution	B2W Learners		
Reference Number	APL	Version	3.1
Author	Cathy Taylor, Lead IQA		
Reviewed by	Samantha Lyall, Head of Quality and Curriculum		
Authorised by	Luke Muscat, Group CEO		
Issue date	30.09.2024		
Review date	30.09.2025		

DOCUMENT CONTROL

Version	Name	Comment	Date
1.0	Alison Dann	New Issue	30.11.2017
1.0	Alison Dann	Review	12.10.2018
1.0	Alison Dann	Review	20.08.2019
1.0	Alison Dann	Review	06.11.2019
1.0	Alison Dann	Review	16.12.2000
1.0	Helen Anderson	Review	16.12.2021
2.0	Cathy Taylor	AO appeals process added	18.02.2022



Document: APL	Version: 3.1
Approved By: L Muscat Issue Date: 30.09.2024	Page 2 of 4

2.0	Samantha Lyall	Review	02.02.2023
3.0	Ben Waite	Review and updated to Group Policy	29.09.2023
3.1	Vicky Marlor	Inclusion of BePro and ECTA	30.09.2024

Policy Statement

For the purpose of clarity, the term "B2W" refers to the family of B2W Group organisations – Back to Work Complete Training, Just IT, BePro and ECTA.

Introduction

This procedure applies to all competency-based qualifications and units of qualifications. If a learner is dissatisfied with an exam/test result, they will need to follow the Appeals Procedure.

If learners are dissatisfied with an assessment outcome, they have the right to appeal. The main reasons for an appeal are likely to be:

- Learners do not understand why they are not yet regarded as competent, because of unsatisfactory feedback from the Skills Coach /Trainer.
- Learners believe they are competent, and that the Skills Coach/Trainer has misjudged them, or has failed to utilise some vital evidence.

Awarding Bodies expect most appeals from learners to be resolved within the centre.

Appeal to the Centre

If learners have received a decision as to their competence with which they are dissatisfied, they have the right to appeal directly to the Skills Coach or Trainer who carried out the assessment. This appeal must be in writing and clearly indicate:

- The points of disagreement
- The evidence in the portfolio that the learner believes meets the requirements of the performance Criteria and/or knowledge for claiming competence.

The Skills Coach/Trainer must give a clear judgement, in writing, to the learner within 10 working days stating justification for the decision.

If learners are not satisfied with the outcome, they can next appeal to the Internal Quality Assurer (IQA) within 5 working days. This appeal must be in writing but need not repeat the detail provided to the Skills Coach. The original written appeal to the Skills Coach/Trainer, and the Skills Coach's judgement, must be made available to the IQA

The IQA/Assurer must give a clear judgement, in writing to the learner within 10 working days stating justification for the decision.

If the IQA is not able to satisfy the situation and the learner is still not happy with the decision, then there is a further opportunity to escalate this to the Lead IQA who will liaise with the Group Director of Quality & People.



Document: APL	Version: 3.1
Approved By: L Muscat Issue Date: 30.09.2024	Page 3 of 4

Should the learner be unhappy with the decision of the Director of Quality & Performance they may directly appeal to the Qualifications Regulator.

Regulated policies and procedures: Complaints Procedure, Internal Verification and Assessment

Policy, Marking Policy, Quality Improvement Policy.

I confirm I have read the above procedure and am aware of the process I need to follow if the need should arise.

Print Name	
Signature	
Date	

Appeal to the Awarding Organisations

Learners who wish to appeal about their assessment results or about a related decision should be supported by their centre and should have exhausted the centre's own appeals process before appealing to the awarding organisation.

Learners must provide the awarding organisation with evidence that they have first appealed to their centre. It is expected that learners will only appeal directly to the awarding organisation in exceptional circumstances.

When submitting an appeal, the following information should be available for the awarding body:

- Learner's name and registration number
- Learner's date of birth
- Centre name and number
- Name of tutor/assessor
- Title of the qualification
- Full grounds of appeal
- Contents and outcome of any centre investigation

From this stage the awarding organisations appeal process will take place.



Document: APL	Version: 3.1
Approved By: L Muscat Issue Date: 30.09.2024	Page 4 of 4