

Learner Appeals Policy and Procedure v8

Rationale

All Learners have the right to appeal or complain if they are not happy with the way a National Qualification Framework (NQF), the current relevant framework is the Regulated Qualifications Framework (RQF) for general and vocational qualifications regulated by Ofqual in England.

What's the difference between a complaint and an appeal?

A complaint is concern about a service, or lack of service, provided by the centre to Learners. An appeal is concern about the assessment decision given by the centre that affects a Learner. Appeals could be about:

- registration
- assessment
- certification
- equal opportunities
- quality assurance (this includes moderation, internal and external verification)

Learners Appeals Procedure

The following steps are to be followed if a Learner wishes to appeal against an assessment decision or complain because of any equal opportunity issue:

1. If any learner wishes to appeal against an assessment decision, they must in the first instant report it to their allocated assessor within 5 working days of receiving an assessor decision.
2. If the issue is not resolved within 5 working days from date of appeal, then the issue must be referred to the Internal Quality Assurer (IQA) via the Assessor, who will review the issue and respond to the Learner within 7 working days.
3. If the issue is still not resolved, then it will be referred to Managing Director who will make the final decision about upholding or not and any training requirements for Assessor and/or IQAs.
4. Should the appeal remain unresolved the learner has the right to escalate the issue to the External Quality Assurer (EQA) from the Awarding Organisation (AO).

Document Ref.	Title	Version	Date / Change	Reviewer	Next Review Date
P001	Appeals and Complaints Policy and Procedures	2	November 19	D Gardiner MBE	April 2022
ADP001		3	January 2020	D Gardiner MBE	January 2021
		4	April 2021	D Gardiner MBE	April 2022
		5	January 2023	D Gardiner MBE	January 2024
		6	January 2024	D Gardiner MBE	January 2025
		7	February 2025	D Gardiner MBE	February 2026
ADP001	Appeals Policy and Procedures	8	February 2026 / Now only Appeals. Para 1 in rationale.	D Gardiner MBE	February 2027

Policy Approved by: Neil Evans

Signature: N Evans

Annex

- A. Learners Appeals and Complaints Form

Annex A

Learners Appeal and Complaints Form	
Is this an APPEAL or COMPLAINT?	APPEAL - ✓ / x COMPLAINT - ✓ / x
QCF Title and Level:	
Units of Competence:	
Date of Assessment Decision or incident:	
Training / Assessment Centre:	
Equality, Diversity and Inclusion Issue (if applicable):	
Learner Name:	
Assessor Name:	
Internal Quality Assurer (IQA) Name:	
Managing Director Name:	
Learners Summary of reason for appeal or complaint (Copy of assessment plan and evidence attached)	
TO BE COMPLETED BY THE LEARNER	
Learner Signature:	Date:

**Assessors Summary of situation
TO BE COMPLETED BY THE ASSESSOR**

Assessor Signature:

Date:

**Internal Quality Assurer (IQA) comments – Final Outcome and Recommendations or Refer to MD
TO BE COMPLETED BY THE INTERNAL QUALITY ASSURER**

IQA Signature:

Date:

**Managing Director (If applicable) – Final Outcome and Recommendations
TO BE COMPLETED BY THE MD**

Communication Plan:

MD Signature:		Date:	
----------------------	--	--------------	--