

# Appeals Procedure for Learners



## Potential powered up

<b>Distribution</b>	Learners		
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<b>Authorised by</b>	Group CEO		
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### DOCUMENT CONTROL

Version	Name	Comment	Date
1.0	G. Dawkes	New issue as Leep Group	30.01.2026
1.1	V.Marlor	Change to complaints process	29.04.2026

## Policy Statement

For the purpose of clarity, the term “Leep” refers to the family of Leep organisations – Back to Work, Leep Trade & Leep Talent.

## 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 Tutor /Assessor.
- Learners believe they are competent, and that the Tutor/Assessor has misjudged them, or has failed to utilise some vital evidence.

**Awarding Organisations 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 Tutor or Assessor who carried out the assessment.

## Stage 1

- If learners are not satisfied with the skills decision and feedback, they have a right to appeal directly to the Tutor / Assessor who carried out the assessment, within 5 working days. By exception, in extenuating circumstances, LEEP may allow appeals of assessment outcomes outside of this timeframe.
- This appeal must be documented by the assessor using the appeals form. A copy is also retained by the Lead IQA for awarding organisation and internal records.
- The documentation should clearly indicate:
  - ✓ The points of disagreement and reasons.
  - ✓ The evidence in the portfolio which the learner believes meets the requirements of the performance criteria.
- The appeal response must be provided within 10 working days of receipt of the appeal stating justification for the decision.
- The Tutor/Assessor must give a clear judgement stating the justification for the decision, in writing, to the learner within 10 working days.

## Stage 2

- Learners who are not satisfied with the outcome of their Stage 1 appeal can then appeal to the Internal Quality Assurer (IQA) within 5 working days.
- This appeal must be in writing but need not repeat the detail provided at Stage 1 as all the documentation used at Stage 1 will be passed on to the IQA.
- The IQA will report back to the learner within 10 working days.
- This appeal must be documented by the IQA using the appeals form. A copy is also retained by the Lead IQA for awarding organisation and internal records.

## Stage 3

- Before proceeding to Stage 3, the learner must have exhausted the requirements of Stage 1 and 2.
- 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 process to stage 3, within 5 days of the receipt of the outcome of stage 2. This will escalate the appeal to the Lead IQA who will liaise with the Group Director of Quality & People.
- The Director of Quality & People will examine the findings and call a meeting to report to the learner, Tutor / Assessor, IQA, and other relevant staff involved in either the appeal or in providing support for the learner.
- Should the learner be unhappy with the decision of the Director of Quality & People, they may directly appeal to the Qualifications Regulator.
- Each stage of the appeal processes is recorded on the appeals form for awarding organisations and internal records for 3 years.

## Stage 4

### Appeal to the Awarding Organisations

If you are a learner/ user and have a specific complaint to the way in which a qualification is being delivered, first step:

- Escalate the complaint to the awarding body.
- In the instance that you are still unhappy, please escalate the complaint to the relevant qualification regulator.

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 organisation:**

- ✓ 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.**

**Related 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.

<b>Print Name</b>	
<b>Signature</b>	
<b>Date</b>	