



BACK 2 WORK
COMPLETE TRAINING



ecta
B2W group



APPEALS PROCEDURE FOR LEARNERS

Distribution	B2W Learners		
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Authorised by	Luke Muscat, Group CEO		
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DOCUMENT CONTROL

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1.0	Alison Dann	New Issue	30.11.2017
1.1	Alison Dann	Review	12.10.2018
1.2	Alison Dann	Review	20.08.2019
1.3	Alison Dann	Review	06.11.2019
1.4	Alison Dann	Review	16.12.2000
1.5	Helen Anderson	Review	16.12.2021
2.0	Cathy Taylor	AO appeals process added	18.02.2022
2.1	Samantha Lyall	Review	02.02.2023
3.0	Ben Waite	Review and updated to Group Policy	29.09.2023
3.1	Cathy Taylor	Update	28.06.2024
4.0	Alison Dann	Review and updated to include set stages of appeal process.	11.06.2025
4.1	Janet Wightman	Annual review	30.09.2025

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

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, B2W 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

- 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.

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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.

Print Name	
Signature	
Date	