

Appeals Policy

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Version Control

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1	30/04/2021	Document created	CR
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2	31/8/2022	Updated document controls Updated appeal panel job roles	MC
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4	15/11/2023	Updated appeal panel job roles, reformatted procedure flow chart.	CM

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1. Introduction

There may be an occasion during their programme where a learner may not agree with an assessment decision. This could have been a decision made by the Training Consultants or Tutors, or the Awarding Organisation. In either case, a learner has the right to appeal the decision if they believe that:

- The decision was unfair or unreasonable
- The decision was based on incomplete or inaccurate information
- They were not given the opportunity to be heard

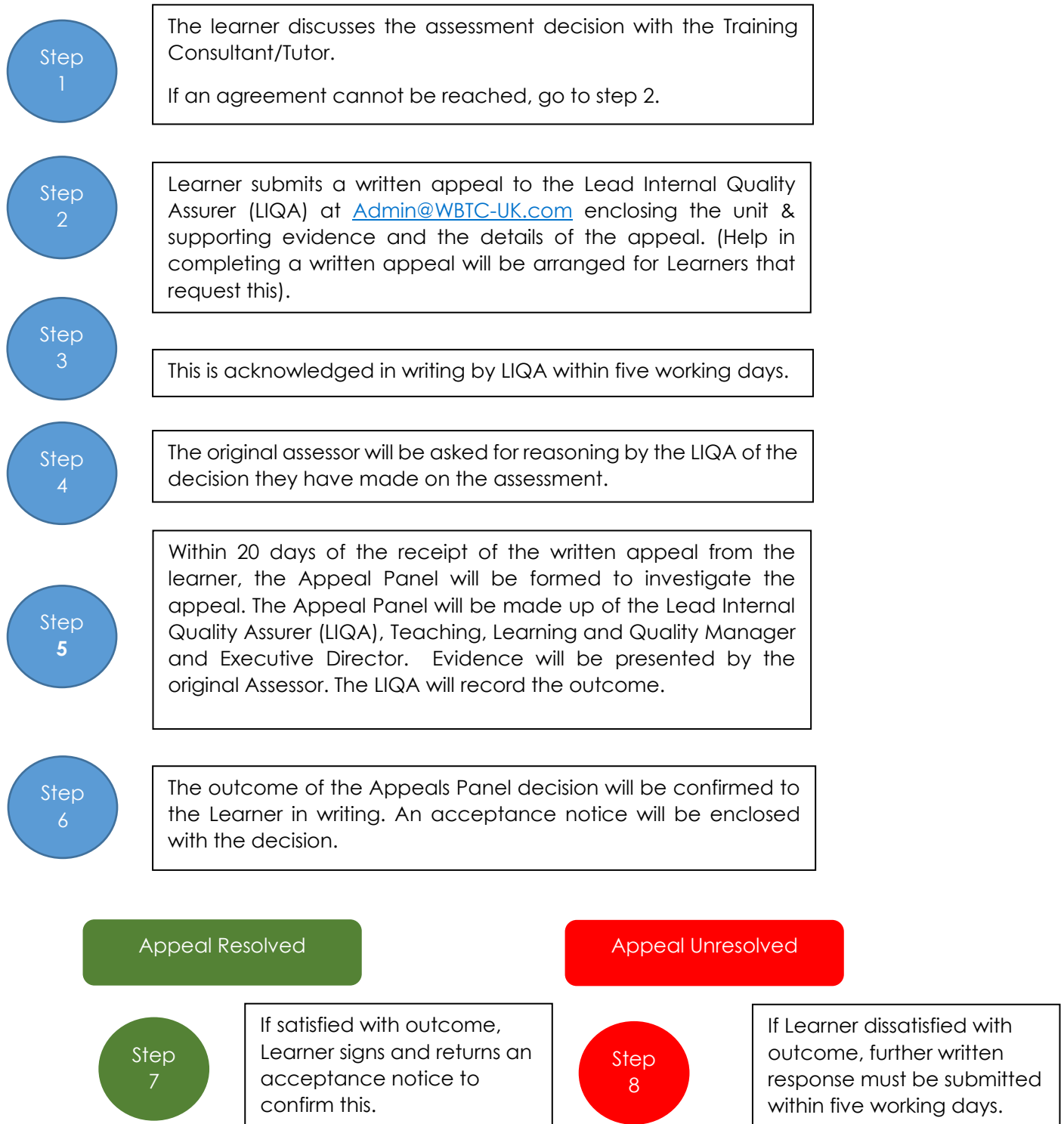
At WBTC we are committed to providing learners with a fair and transparent appeals process. We will consider all appeals carefully and give a reasoned decision.

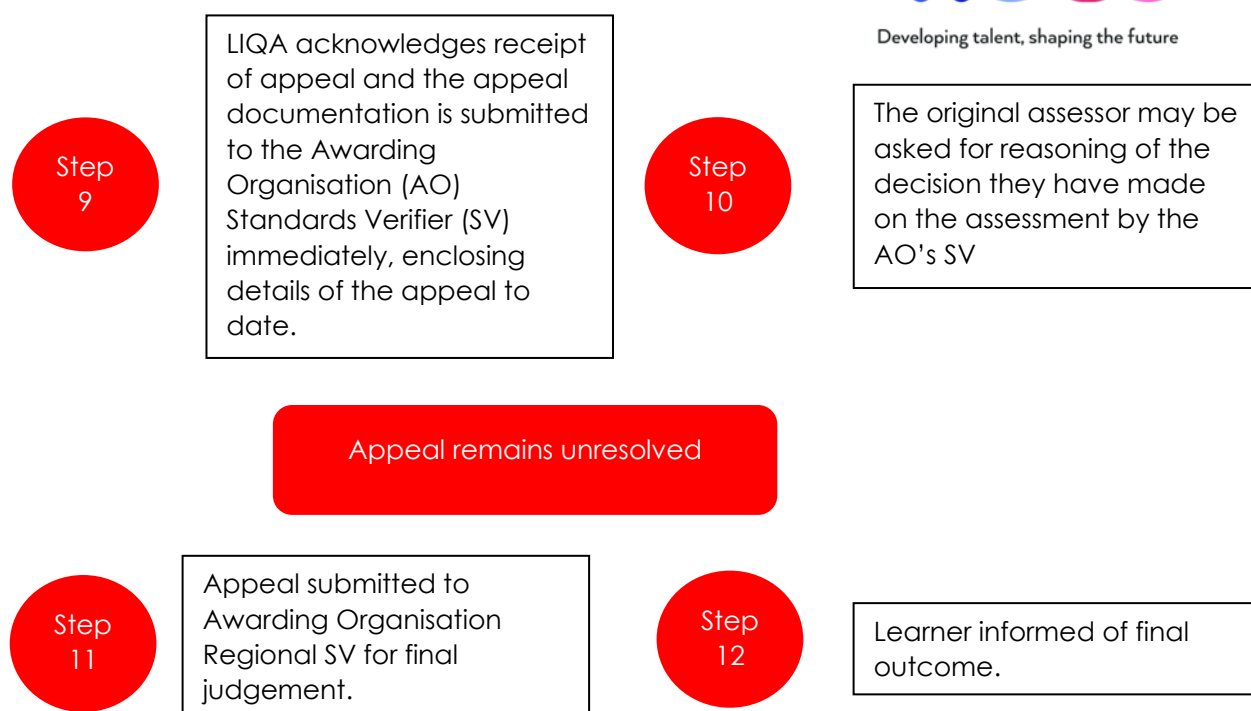
In the first instance, the learner should speak with their Training Consultant/Tutor who will help put them in touch with the right people to instigate an appeal. In all cases:

- An appeal must follow the Centre's established procedure
- All stages of the appeal must be clearly documented
- Realistic timescales must be set and outcomes must be recorded

If a Learner has any other complaint regarding any aspect of their training with WBTC, they should refer to the Complaints Procedure.

2. Our Approach





3. Online Testing and End Point Assessment

For online testing or End Point Assessment result complaints, appeals should be directed to the relevant Awarding Organisation.

WBTC can guide this process or start it with your permission.

4. Review

Notwithstanding our current policies and procedures, the Senior Leadership Team reserve the right to amend, curtail or terminate this policy at any time and without notice.

5. Quality Assurance

This Policy will be reviewed every three years, sooner if legislation, best practice or other circumstances indicate this is necessary. It shall remain in force until any alterations are formally agreed.