**Appeals Policy**

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# 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.

# Our Approach

The learner discusses the assessment decision with the Training Consultant/Tutor.

If an agreement cannot be reached, go to step 2.

Learner submits a written appeal to the Lead Internal Quality Assurer (LIQA) at Admin@WBTC-UK.com enclosing the unit & supporting evidence and the details of the appeal. (Help in completing a written appeal will be arranged for Learners that request this).

This is acknowledged in writing by LIQA within five working days.

The original assessor will be asked for reasoning by the LIQA of the decision they have made on the assessment.

Within 20 days of the receipt of the written appeal from the learner, the Appeal Panel will be formed to investigate the appeal. The Appeal Panel will be made up of the Lead Internal Quality Assurer (LIQA), Teaching, Learning and Quality Manager and Executive Director. Evidence will be presented by the original Assessor. The LIQA will record the outcome.

The outcome of the Appeals Panel decision will be confirmed to the Learner in writing. An acceptance notice will be enclosed with the decision.

If Learner dissatisfied with outcome, further written response must be submitted within five working days.

If satisfied with outcome, Learner signs and returns an acceptance notice to confirm this.

Appeal Unresolved

Appeal Resolved

LIQA acknowledges receipt of appeal and the appeal documentation is submitted to the Awarding Organisation (AO) Standards Verifier (SV) immediately, enclosing details of the appeal to date.

The original assessor may be asked for reasoning of the decision they have made on the assessment by the AO’s SV

Appeal remains unresolved

Appeal submitted to Awarding Organisation Regional SV for final judgement.

Learner informed of final outcome.

# 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.

# 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.

# 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.