



## WBTC APPEALS PROCEDURE

There may be an occasion during your programme where you may not agree with an assessment decision. This could have been a decision made by your Assessor or in relation to online tests, the Awarding Organisation. In either case you have the right to appeal. Your Training Consultant will help put you in touch with the right people to resolve it. An appeal must follow the Centre's established procedure.

- All stages must be clearly documented
- Realistic timescales and outcomes must be recorded

N.B. If a Learner has any other complaint on any aspect of their training with WBTC, please refer to the Complaints Procedure.

### STEP 1

The learner discusses the assessment decision with the assessor, if an agreement cannot be reached, go to step 2.

### STEP 2

Learner submits a written appeal to the Centre's Internal Quality Assurer (IQA), enclosing the unit & supporting evidence and the details of the appeal. (Help in completing a written appeal will be arranged for Learners that may need this).

### STEP 3

This is acknowledged in writing by the Internal Quality Assurer (IQA) within five working days.

### STEP 4

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

### STEP 5

Within 20 days of the receipt of the written appeal from the learner, the Internal Quality Assurer (IQA) will investigate the appeal with a panel. The Appeal Panel will be made up of the Internal Quality Assurer (IQA), Programme Manager and Director of Training and an investigation with the panel will take place. The evidence will be presented by the original Assessor who will not take part in the subsequent decision of the Panel. The IV will record the outcome.

### STEP 6

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

### Appeal Resolved

### STEP 7

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

### Appeal Unresolved

### STEP 8

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

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STEP 8

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

STEP 9

Internal Quality Assurer (IQA) acknowledges receipt of appeal and the appeal is submitted to the Awarding Body External Quality Assurer (EQA) immediately, enclosing details of the appeal to date.

STEP 10

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

Appeal Resolved

Appeal Unresolved

STEP 11

Appeal submitted to Awarding Body Regional Quality Assurer for final judgement.

STEP 12

Learner informed of end result.

### GRIEVANCE PROCEDURE

If at any time you feel that you may have been wronged in some way, this can cause concern or possibly resentment. It is important that you raise any matter of this kind with your Training Consultant. You can do this by contacting them directly or in a note form. If associated with the Company, you should inform your Supervisor. Any grievance, once raised, will be investigated and given a full and fair hearing so that your issue can be resolved.

### COMPLAINTS PROCEDURE

If you are dissatisfied with any aspect of our service, please let us know. At WBTC we will deal with your complaints stating the formal actions we will be taking to remedy any issues within three days of receiving it.

We document all complaints and review them throughout the year, so that we can continue to improve our services. Don't be frightened to complain!

I confirm I have read and understand WBTC appeals procedure and understand there is a grievance procedure and a complaints procedure.

Learner Name (please print)

Learner Signature

For online testing or results, appeals should be directed to the relevant Awarding Organisation'.

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

WBTC

West Berkshire Training Consortium  
Consortium House,  
7 Cheap Street, Newbury  
Berkshire. RG14 5DD  
Tel: 01635 35975  
www.wbtc-uk.com