

## Way2Work Appeals Procedure 2019

### Appeals Procedure for all Learners

If a learner is dissatisfied with an assessment outcome, they have the right of appeal. There are 4 stages in the appeals procedure and each stage must be exhausted before proceeding to the next one. Learners are advised to keep their own copies of all the documents used in the appeals procedure.

The main reasons for an appeal are likely to be:

- Learners do not understand why they are not yet regarded as competent, due to lack of or unclear feedback from the Assessor
- Learners believe they are competent and that the Assessor has misjudged them, or has failed to utilise some vital evidence.

#### **Stage 1 – Appeal to the Assessor**

If learners receive a decision they are unsatisfied with, they have the right to appeal directly to the Assessor who carried out the assessment. The appeal must be in writing and clearly indicate:

- The points of disagreement
- The evidence in the portfolio that the learners believe meets the requirements for claiming competence.

#### **Stage 2 – Appeal to the Internal Quality Assurer**

Learners who are not satisfied with the outcome of their Stage 1 appeal can next appeal to the Internal Quality Assurer. This appeal must also be in writing, but need not repeat the detail provided at Stage 1 as all the documentation used at Stage 1 will be passed to them.

#### **Stage 3 – Appeal to Way2Work Centre Manager**

Learners who are still not satisfied with the outcome of their Stage 2 appeal may proceed to stage 3. This appeal stage must be in writing to the Way2Work Centre Manager, and must be accompanied by copies of all documentation from Stages 1 and 2. The Centre Manager will investigate the appeal and respond in writing to the learner within 5 working days.

#### **Stage 4 – Appeal to Awarding Body**

Learners who have exhausted all centre appeals procedures may then proceed to Stage 4. Please use the following links for information on each awarding bodies complaints process:

- [BIAB](#)
- [CACHE](#)
- [NCFE](#)

Where a centre and/or learner does not consider that a complaint/appeal has been satisfactorily resolved they can complain directly to the qualification regulators Ofqual.



Ofqual (Office of the Qualifications and Examinations Regulator) Customer Relations team [info@ofqual.gov.uk](mailto:info@ofqual.gov.uk)

## Summary

The appeals procedure aims to ensure the following:

- The operation of the appeals procedure, and results arising from it, are monitored to determine future policy
- All learners' complaints are acknowledged and investigated to establish the facts and evidence supporting the appeal. If a complaint is considered justified, remedial action will be taken
- All learners who register an appeal will receive a formal reply within 8 weeks. It is intended that the response will be to the mutual satisfaction of the learner and BIIAB
- The appeals procedure must be communicated and made available in writing to all Way2Work learners as well as the action they need to take to make use of it.