

Appeals Procedure Policy

Version 2.1

This document sets out the Qualification Appeals Procedure for
Magic Beans Group Limited

Document Responsibility	<i>Training Director</i>	Created	<i>12/03/2021</i>
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Scope

All formal appeals by learners/apprentices relating to their assessment decision by training/assessing/tutors where it has not been possible to resolve disagreement during the assessment process.

Responsibilities

Internal Quality Assurers and the Training Director are responsible for this procedure. They will review it within the timescales required by the Awarding Body (or annually as a minimum).

Procedure – All Training courses and frameworks that are internally quality assured

1. The learner will be informed of the appeals procedure during their induction (or subsequently if necessary) having been issued with or being made aware of the 'Appeals Procedure Structure'.
2. If a learner wishes to appeal against an assessment decision, they must be advised to lodge their appeal, in writing, setting out the grounds for the appeal with the Internal Quality Assurer for that program area within 20 days of the assessment decision.
3. The Internal Quality Assurer will then set a date for the appeal to be heard by another Internal Quality Assurer within 20 days of the appeal being lodged.
4. The learner should be offered assistance in putting their case forward and may, if they wish, be represented by another individual.
5. The learner will be notified of the panel's decision at the hearing and the Internal Quality Assurer, within 5 working days of the hearing, will confirm this in writing.
6. If the learner remains dissatisfied with the outcome and response, the appeal must be sent in writing to:

Head of Centre
Qdos Training Ltd
Byron House
Commercial St
Mansfield
Nottinghamshire
NG18 1EE

In situations where the appeal process has been followed and the learner remains dissatisfied, they can escalate their appeal to the relevant awarding organisation. If the awarding organisation is unable to resolve the situation, the Qualification regulator (OFQUAL) will be contacted.

7. Where the Awarding Bodies offer their own appeals procedure, this may be invoked by the appellant in place of, or as a result of this procedure.

Corrective Action: If any of this procedure is not able to be followed or does not result in the desired outcome, the Internal Quality Assurer will decide on the action to be taken. If necessary, they should consult with the Directors/ External Quality Assurer.

Procedure – All Standard Apprenticeships that have Assessment Organisations

If a learner/employer/apprentice wishes to appeal against the Assessment decision this must be in the first instance be logged with the IQA for this standard and the Training Director.

The Assessment Organisation (AO) is to be informed immediately and their policies for complaints with standards and EPA decisions is to be followed. As each AO has a slightly different procedure, please ensure you contact the correct AO before logging any appeal. If you are unsure of the AO then please contact the Quality and Compliance Manager (hollie@qdostraining.com) in the Training Director's absence only.

Policy Revision and Review

Version No	Revision Description	Section	Date of Revision	Approved By
2.0	Policy Format Update	All Policy Update	06/07/2022	Managing Director
2.1	Managing Director replaced with Training Director	All Policy	03/07/25	Training Director
	End Point Assessment Organisation (EPAO) replaced with Assessment Organisation (AO)	All Policy		
	OFQUAL added to Qualification Regulator	Procedure – Quality Assurance		
	Quality and Compliance Manager email address changed	Procedure – Apprenticeships		