



P16 Learner Appeals Procedure



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Purpose

United Apprenticeships is committed to providing a positive, supportive, and high-quality learning experience for all learners. We understand that issues may arise during your learning journey that could lead to dissatisfaction. This document outlines the procedure for raising appeals related to any aspect of assessment and feedback. The procedure is designed to ensure that all concerns are handled fairly, transparently, and promptly.

This document does not replace other specific procedures or policies (e.g., complaints procedures) but works in conjunction with them. It is also applicable across all learning environments, whether face-to-face, remote, or online.

Key Principles

- **Fairness:** The process for addressing complaints appeals is transparent, unbiased, and ensures that all parties involved are treated fairly.
- **Timeliness:** All appeals will be acknowledged, investigated and resolved in a timely manner to minimise disruption to learners' progress.
- **Support:** Learners will have access to guidance and support throughout the process, ensuring they feel comfortable and confident in raising their concerns.
- **Confidentiality:** Appeals will be handled with the utmost confidentiality to protect the privacy of all individuals involved.
- **Non-retaliation:** Learners will not face any form of retaliation or disadvantage for raising an appeal in good faith.



Stage 1 (Initial Appeal)

An appeal must be received **within 30 working days** of the original assessment decision.

Learner requests an informal discussion with their programme lead/tutor to discuss the reason for dissatisfaction.

1. **Discussion:** The learner should first discuss the issue with their programme lead/tutor to review the decision and basis for the initial appeal.
2. **Outcome:** The programme lead/tutor will provide feedback within 10 working days. Where the learner feels based on the outcome that they wish to lodge a formal appeal against an assessment decision, the programme lead/tutor will inform the learner of the procedure to be adopted from the next stage.

Stage 2 (Formal Appeal)

The learner must submit a formal Learner Appeals Form using the QR Code below within 10 working days from the conclusion of Stage 1, which will be received by the United Apprenticeships Compliance & MIS Lead. This form should be fully populated with all required and relevant details provided. [Click here also to access the form.](#)



Stage 3 (Review and Investigation)

The Compliance & MIS Lead will investigate the evidence presented by the learner through the appeals form to determine whether to recommend that a re-assessment should take place. The Compliance & MIS Lead will notify the learner of this decision within 10 working days of receiving the formal appeals form. The learner may at this stage decide whether to appeal further or to accept the original assessment decision.

Stage 4 (Further Appeal)

Where the learner is still not satisfied with the outcome of the decision, they have the right to submit a further appeal directly to the Head of Apprenticeships; their e-mail address will be supplied by the Compliance & MIS Lead on request. At this stage, the Head of Apprenticeships may refer the appeal to a relevant external regulatory body.

Learners will be kept informed at each stage of the progress of their appeal.



Awarding and Assessment Organisations

Awarding bodies are required to publish information on their appeals arrangements on their website.

Learners have the right to go directly to the awarding body (where applicable) or the regulator if they are still dissatisfied. In most cases United Apprenticeships will lodge the appeal to the assessment organisation on the learners behalf once the assessment decision has been fully reviewed.

- Early Years Educator / Teaching Assistant / Business Administrator - [TQUK Appeals Policy](#)
- Human Resources Assistant - [CIPD Appeals Policy](#)
- School Sports Coach - [1st4Sport Appeals Policy](#)
- ICT - [Highfield Assessment Appeals Policy](#)

Review and Monitoring

This Policy is owned by the provider leadership team and is reviewed every 3 years unless a new apprenticeship programme is released.

Document History

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