



**BBE**  
TRAINING

  
A CITRUS GROUP  
COMPANY

# Appeals Policy and Procedure

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# Appeals Policy and Procedure

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The use of this policy applies to enquiries or appeals made against BBE Training where:

1. A learner considers that a centre's decision continues to disadvantage her/him even after the outcome of the centre's internal appeals procedure.

Any enquiry or appeal concerning an individual learner must at first be made by the learner to the tutor. The learner can appeal a decision and ask for the tutor to reassess the work.

There are 2 possible outcomes:

1. The decision is up held, and the learner will be notified. The learner can then appeal to the head of centre in writing within 14 days. The head of centre will involve the internal quality assurer and seek their opinion. The internal quality assurer will write to the learner with their feedback within 14 days. If the internal quality assurer agrees with the assessors grading the decision will be upheld. If the assessment decision is overturned the internal quality assurer will also write to the learner with the outcome within 14 days.
2. The decision is overturned, and internal quality assurer will write to the learner within 14 days notifying them of the outcome.

The decision by the internal quality assurer is final. If the learner wishes to apply, they can request the details of the awarding organisation and make an independent appeal. This will be done at the learner's own cost where applicable.

Most enquiries or appeals are dealt with and resolved within the centre and the awarding body will only consider an enquiry or appeal once the centres own appeal system has been fully utilised.

Centre's must have a centre policy for appeals and enquiries for all awarding body qualifications and procedures to support these policies. All staff and learners must be made fully aware of this policy.

The Enquires and Appeals Policy must be read in conjunction with the Awarding Body Centre Guide to Managing Quality.

