



www.bdld.org.uk

Appeals Policy

October 2019

Policy Scope

1. This policy applies to all BDL D staff and learners involved in learning programmes delivered by BDL D.
2. This policy must be adhered to at all times.
3. All BDL D staff involved in the management, delivery, assessment and quality assurance of courses by BDL D shall be made aware of this policy during their induction period of employment. Learners will be informed of this policy during their induction process.

Policy Statement

All BDL D learners have the right to challenge the outcome of an assessment decision if they consider the assessment has not been undertaken properly, or the judgment is incorrect.

Appeals may be lodged for a variety of reasons. These reasons may include, but are not limited to the following:

- Conduct of an assessment
- Adequacy of the range, nature and comprehensiveness of evidence when set against benchmarks and evidence requirements
- The opportunities offered in order to demonstrate competence
- Access to assessment
- Process of assessment
- Access to internal quality assurance
- The handling of an appeal
- The outcome of a complaint
- An internal issue regarding a staff member

BDL D will aim to reach an agreement at the earliest opportunity regarding any appeals that are made.

BDL D will ensure that all appeal investigations are conducted by employees who have appropriate knowledge, understanding and skills.

If a learner wishes to appeal an assessment decision, the appeal must be lodged in writing or by email to BDL D within 5 working days of being notified of the assessment decision. BDL D will then attempt to find a solution with the learner, assessor and internal quality assurer.

BDL D will acknowledge a learner's appeal within two working days of receipt. Investigations may include talking to all relevant parties related to the assessment process or decision.

A learner will be informed of the outcome of an investigation and decision within 10 working days of the appeal being lodged.

A staff member who has lodged an appeal, will be informed of the outcome of an investigation and decision within 10 working days of the appeal being lodged.

If an appeal is to be upheld, the learner or staff member will be notified in writing within two working days of the completion of the investigation.

The relevant procedures will be followed to ensure a learner assessment decision is changed to show the correct mark and/or decision.

If an appeal is upheld, any lessons learned from the investigation will be reviewed by the Senior Management Team to identify any relevant change in practices/processes required.

If an appeal is not upheld, the learner or staff member who lodged the appeal will be given a written explanation.

If a learner is not satisfied with the appeal decision made by BDL, their appeal can be presented to the awarding body, NCFE, via email or telephone. For regulated qualifications, if the learner is not satisfied with the outcome from the awarding body, they can present their appeal to the qualifications regulator, Ofqual.

All documents relating to an appeal will be saved and stored securely. Access to all learner appeals will be given to the appropriate awarding organisation.