

Policy Title:	WMC Training Appeals Procedure 2025/2026
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Approved by:	Emma Grimshaw (Operations Director)

1. Policy Statement

WMC Training is committed to providing fair, transparent, and consistent assessment and decision-making across all qualifications and apprenticeship standards.

This Appeals Procedure ensures that learners and employers have a clear and accessible route to challenge decisions relating to:

- Assessment outcomes
- Grading or marking
- End-Point Assessment (EPA) results
- Procedural or administrative errors
- Application of policies or regulations

The procedure supports the principles of the **Education Inspection Framework (EIF)**, **DFE Funding Rules**, **Ofqual General Conditions of Recognition**.

2. Scope

This procedure applies to:

- All learners and apprentices enrolled on WMC Training programmes
- Employers sponsoring apprentices
- Tutors, assessors, and internal verifiers involved in assessment and quality assurance

It covers all types of assessment, including formative, summative, workplace observations, knowledge tests, and EPA grading decisions.

This policy **does not** cover:

- Personal complaints about staff behaviour (see *Complaints Procedure*)
- Whistleblowing or safeguarding matters (see *Whistleblowing Policy*)

3. Principles

WMC Training ensures that:

- All assessment decisions are based on valid, reliable, and sufficient evidence.
- Learners can challenge decisions fairly without fear of disadvantage.
- Appeals are handled impartially and promptly.
- Feedback and outcomes are used to improve assessment practice.
- Tutors and assessors are trained in transparent decision-making and communication.

4. Responsibilities

Learners / Apprentices

- Have the right to appeal against any assessment decision or outcome.
- Must submit appeals within the stated timescales and provide supporting evidence.

Tutors / Assessors

- Must explain the appeals process clearly during induction and before assessments.
- Should respond constructively and provide clarification where requested.

Internal Quality Assurer (IQA) / Lead IQA

- Reviews evidence and assessment practice in disputed cases.
- Ensures compliance with awarding body and EPAO (End-Point Assessment Organisation) regulations.

Operations Director

- Holds final responsibility for appeal decisions and outcomes.
- Reports serious or systemic issues to Ofsted or DfE as appropriate.

5. Appeals Stages

Stage 1 – Informal Resolution (Tutor / Assessor Level)

- Learner raises concern with their **Assessor or Tutor** within **5 working days** of receiving feedback or results.
- The assessor provides an explanation and reviews evidence.
- If resolved, the decision and summary are recorded on Aptem using a contact form.
- If unresolved, proceed to Stage 2.

Stage 2 – Formal Appeal (IQA / Quality Team)

- The learner submits a Formal Appeal Form to sarah.fulford@wmctraining.co.uk within 10 working days of Stage 1 outcome.
- The Internal Quality Assurer reviews:
 - All original assessment evidence
 - Feedback and marking criteria
 - Assessment conditions and communications

Outcome:

- The IQA either upholds or overturns the decision within 10 working days.
- A written summary is issued to the learner and recorded on the Appeals Register.
- If disagreement remains, move to Stage 3.

Stage 3 – Independent Review (Senior Panel)

- The learner may request an independent appeal panel within 10 working days of Stage 2 outcome.
- The panel includes:
 - The Managing Director
 - A member of the Governance Board or external consultant
 - The Operations Director (Chair)

Panel actions:

- Review evidence and rationale objectively.
- Invite the learner to present their case (with a representative if desired).
- Issue a written decision within 15 working days.

This decision is final within WMC Training.

Stage 4 – External Appeal (Awarding Body, EPAO, or ESFA)

If the learner remains dissatisfied, they may escalate externally depending on the qualification type:

Type of Programme	External Appeal Contact	Details
Regulated Qualification	Awarding Organisation (e.g. NCFE, ICQ)	Use awarding body's published appeals procedure

End-Point Assessment (EPA)	End-Point Assessment Organisation (EPAO)	Refer to EPAO's appeals policy, available through Aptem and EPA handbook
Apprenticeship Programme Funding	Department for Education (DfE)	Contact form: https://form.education... May intervene if issue affects multiple learners or regulatory compliance
Apprenticeship Programme	Ofsted	May intervene if issue affects multiple learners

6. Timescale Overview

Stage	Responsible Party	Timescale	Outcome
Stage 1	Assessor / Tutor	5 working days	Informal review
Stage 2	IQA / Quality Team	10 working days	Formal decision
Stage 3	Appeals Panel	15 working days	Independent outcome
Stage 4	Awarding Body / EPAO / ESFA	Variable	External resolution

7. Record Keeping and Confidentiality

- All appeal records are securely stored on teams.
- Records are retained for 3 years for audit purposes.
- Appeals are treated confidentially and shared only with relevant personnel.

8. Quality Assurance and Learning from Appeals

- The Quality Team reviews appeal outcomes termly.
- Findings feed into tutor standardisation sessions, moderation reviews, and professional development.
- Common themes are reported to the Governance Board and form part of the Self-Assessment Report (SAR).

9. Accessibility

- Learners with additional learning needs or disabilities may request adapted formats or advocacy support.
- Tutors must ensure accessibility is considered at every stage.

10. Linked Policies

- Complaints Procedure
- Internal Quality Policy
- Assessment, Marking and Feedback Policy
- Ethical Policy
- Safeguarding and Prevent Policy
- Data Protection and GDPR Policy