

WMC Training Ltd

Procedure Information	Appeals Procedure
Procedure Owner	Managing Director
Approved By	Board of Governors
Version	1.0
Date Reviewed	01 May 2026
Review Date	01 May 2027
Applies To	Learners, apprentices, employers and staff involved in assessment and quality assurance

1. Purpose

WMC Training is committed to ensuring that assessment decisions are fair, transparent, valid and consistent.

This Appeals Procedure provides learners and employers with a clear process to challenge assessment decisions where they believe an error has occurred or where they consider an assessment decision has not been made fairly.

The procedure supports WMC Training's commitment to:

- fair assessment;
- academic integrity;
- quality assurance;
- transparency;
- continuous improvement;
- protecting learner rights.

Learners will never be disadvantaged for raising a genuine appeal.

2. Scope

This procedure applies to appeals relating to:

- assessment decisions;
- grading or marking;
- workplace observations;
- professional discussions;
- Gateway decisions;
- End-Point Assessment preparation decisions;
- procedural or administrative errors affecting assessment;
- application of assessment policies.

This procedure applies to:

- all apprentices and learners;
- employers supporting apprentices;
- tutors and assessors;
- Quality Officers;
- Quality Manager;
- Internal Quality Assurance (IQA);
- Senior Leadership Team.

This procedure does **not** apply to:

- complaints regarding staff conduct (see Complaints Procedure);
- safeguarding concerns (see Safeguarding, Prevent & Wellbeing Policy);
- whistleblowing concerns;
- employment grievances.

3. Principles

WMC Training will ensure that:

- assessment decisions are based upon valid, reliable, authentic and sufficient evidence;
- appeals are investigated fairly and impartially;
- learners can appeal without fear of disadvantage;
- appeals are handled promptly;
- decisions are evidence-based;
- outcomes contribute to continuous improvement.

4. Responsibilities

Learners

Learners have the right to:

- question assessment decisions;
- receive clear assessment feedback;
- submit an appeal;
- present supporting evidence;
- receive a timely outcome.

Tutors

Tutors will:

- explain assessment decisions clearly;
- provide constructive feedback;
- resolve concerns informally where possible;
- cooperate fully during investigations;

- maintain accurate assessment records.

Quality Officers

Quality Officers will:

- support formal investigations;
- review assessment evidence;
- ensure assessment decisions remain fair;
- identify quality improvement opportunities.

Quality Manager

The Quality Manager will:

- oversee formal appeals;
- ensure consistency of decision making;
- maintain the Appeals Register;
- monitor themes and trends;
- report findings to senior leaders.

Managing Director

The Managing Director will:

- oversee complex or significant appeals;
- chair the final internal appeal stage where appropriate;
- ensure appeals are managed fairly and consistently.

Board of Governors

The Board receives assurance regarding:

- appeal themes;
- assessment quality;
- quality assurance effectiveness;
- organisational learning.

5. Appeals Process

Stage 1 – Informal Resolution

Learners should first discuss their concerns with their Tutor or Assessor within **5 working days** of receiving the assessment decision.

The Tutor will:

- explain the assessment decision;
- review the evidence;
- clarify assessment criteria;
- attempt to resolve the concern.

Where resolved, the outcome will be recorded within Aptem or WMC Training's quality management systems.

Stage 2 – Formal Appeal

If the learner remains dissatisfied, they may submit a formal appeal within **10 working days**.

Appeals should be submitted to:

Sarah Fulford

Quality Manager

 sarah.fulford@wmctraining.co.uk

The Quality Team will review:

- assessment evidence;
- assessment criteria;
- assessor feedback;
- assessment decisions;
- quality assurance records;
- any additional evidence supplied.

The learner will receive a written outcome within **10 working days** wherever possible.

Stage 3 – Internal Review

If the learner remains dissatisfied, they may request a final internal review within **10 working days**.

The review panel will normally include:

- Emma Grimshaw – Managing Director
- Sarah Fulford – Quality Manager (where not previously involved)
- An independent member of the Board of Governors or suitably qualified external adviser

The panel will:

- review all available evidence;
- consider whether assessment procedures were followed correctly;
- determine whether the assessment decision was reasonable and evidence based;
- issue a written decision within **15 working days**.

This represents WMC Training's final internal decision.

Stage 4 – External Appeal

Following completion of WMC Training's internal appeals process, learners may refer their appeal to the appropriate external organisation where applicable.

Appeal relates to	External Organisation
Regulated Qualification	Relevant Awarding Organisation
End-Point Assessment	Relevant EPA Organisation (EPAO)
Apprenticeship Funding or Administration	Department for Education (DfE)
Concerns relating to the quality of apprenticeship provision	Ofsted (where appropriate)

WMC Training will provide information regarding external procedures upon request.

6. Timescales

Stage	Responsibility	Timescale
Stage 1	Tutor	Within 5 working days
Stage 2	Quality Manager	Within 10 working days
Stage 3	Internal Review Panel	Within 15 working days
Stage 4	External Organisation	Variable

7. Confidentiality & Record Keeping

All appeals will be:

- handled confidentially;
- recorded securely;
- investigated fairly;

- retained in accordance with WMC Training's Data Protection, Information Governance & UK GDPR Policy.

Appeal records will be maintained within WMC Training's secure quality management systems and retained in accordance with organisational retention schedules.

8. Accessibility

WMC Training is committed to ensuring that the appeals process is fair and accessible.

Reasonable adjustments may include:

- alternative formats;
- additional time;
- advocacy support;
- interpreter services;
- accessible communication methods.

Learners with additional learning needs or disabilities will receive appropriate support throughout the appeals process.

9. Learning from Appeals

Appeals provide valuable opportunities to strengthen assessment practice.

The Quality Team reviews appeal outcomes to identify:

- assessment trends;
- tutor development needs;
- curriculum improvements;
- assessment consistency;
- opportunities for further standardisation.

Findings contribute directly to:

- Tutor Excellence Reviews;

- Internal Quality Assurance (IQA);
- standardisation meetings;
- staff CPD;
- the Self-Assessment Report (SAR);
- the Quality Improvement Plan (QIP);
- annual Board of Governors reporting.

10. Monitoring & Review

Leaders monitor:

- number of appeals;
- response times;
- appeal outcomes;
- recurring themes;
- assessment consistency;
- learner satisfaction.

This information supports continuous improvement and provides assurance that assessment decisions remain fair, reliable and consistent across all apprenticeship programmes.

11. Related Documents

- Complaints Procedure
- Curriculum, Teaching, Assessment & Quality Assurance Policy
- AI, Academic Integrity & Assessment Policy
- Apprenticeship Compliance Policy
- Data Protection, Information Governance & UK GDPR Policy

- Safeguarding, Prevent & Wellbeing Policy
- Learner Handbook
- Employer Handbook
- Tutor Handbook