Learner submit appeal in writing to tutor

Learner satisfied

End of appeal

Tutor acknowledges within 5 working days

Tutor arranges meeting for confidential discussion to formally explain their assessment decisions

Tutor provides Quality Manager details for learner to contact

Learner not satisfied

Appeal continues

Quality manager contacts tutor and Internal Verifiers to investigate further

Learner notified within 10 working days of outcome

Learner satisfied

End of appeal

Learner not satisfied

Appeal continues

Quality Manager refers appeal to awarding organisation and follows their procedures

**Assessment**

 **Learner Appeal Process 2023-24**