



# **BUILD SKILLS APPEALS POLICY**



It is the policy of Build Skills, to inform all individuals who are engaged on any of our learning programmes, of their right to appeal against any unfair decisions or actions made by their Development Coach or the Internal Quality Assuror, throughout their learning journey.

### **Types of Appeal**

- Direct appeal by a Learner
- Centre appeal on behalf of a Learner
- Centre appeal about a decision made by the External Quality Assuror
- Centre about a decision made by the Awarding Organisation

### **Learner Appeal**

A Learner Appeal is defined as a request by a Learner for a review of a decision or action taken by a Development Coach or Skills Coach or Internal Quality Assuror or External Quality Assuror which they believe is unfair.

### **Centre Appeal**

Build Skills may appeal on behalf of a Learner. A Centre Appeal is defined as a request by a centre for a review of a decision, made by an External Quality Assuror or any other Awarding Organisation representative who is believed to have disadvantaged the Learner.

The procedure is as follows:

- The individual learner should inform the assessor of any disagreement with decisions that have been made within 7 days. This must be in writing.
- The assessor will then seek to address the nature of the complaint amicably and quickly, through a series of discussions with the individual, within one week of the complaint being logged.
- If unresolved, the appeal will be passed to the Lead Internal Quality Assuror who will aim to resolve the issue.
- If the problem remains unresolved, it will be the right of the individual candidate to log an appeal to the relevant Awarding Organisation.
- Acknowledgement of receipt of appeals will be made within the award bodies appeals notification timeframes.
- The individual will also be provided with information and contact details for City and Guilds and CITB appeals processes.

Candidate Signature: .....

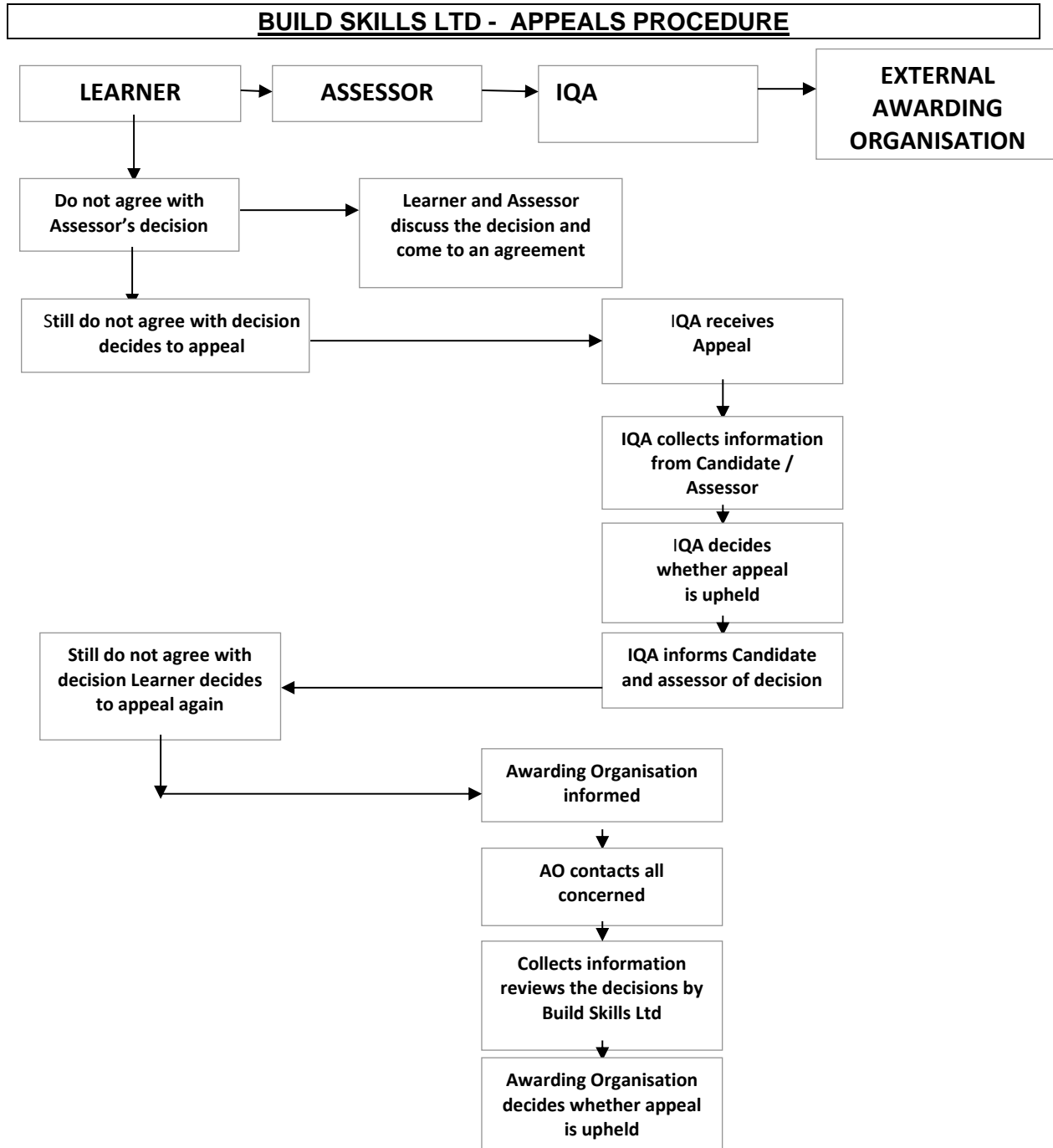
Date: .....

Assessor Signature: .....

Date: .....

Internal Verifier Signature: .....

Date: .....



**I confirm that I have read and understood the appeals procedure -**

Learner signature:

Date: