

Appeals Policy

Mission, Vision and Values

Mission

Progressing lives through pioneering education.

Vision

Empowering people to unlock their full potential and achieve lasting success.

Values

Care

Expertise

Innovation

Accountability

Values



Care



Expertise



Innovation



Accountability

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1. Policy Statement

Busy Bees Education and Training (BBET) is committed to ensuring that all learners are treated fairly, consistently and transparently throughout their training programme.

BBET recognises that learners have the right to challenge decisions where they believe they have been disadvantaged or where a decision has not been made fairly, consistently or in accordance with published policies, awarding organisation requirements or regulatory expectations.

This policy establishes BBET's commitment to a clear, accessible and impartial appeals process that promotes confidence in assessment and decision-making while protecting the integrity of qualifications and apprenticeship standards.

All appeals will be considered objectively, based upon the available evidence, and managed promptly, fairly and without discrimination. Learners will not be disadvantaged or treated less favourably because they have exercised their right to appeal.

Where an appeal relates to a regulated qualification or apprenticeship assessment, BBET will support learners to access the relevant Awarding Organisation (AO) or Assessment Organisation (AO) or regulator appeals process once BBET's internal appeals process has been exhausted.

2. Purpose

The purpose of this policy is to:

- establish a fair, transparent and accessible appeals process for all learners
- ensure assessment and programme decisions are evidence-based, consistent and objective
- protect the integrity and credibility of BBET's assessment practices
- ensure learners understand their right to appeal and how appeals are managed
- ensure compliance with the requirements of awarding organisations, assessment organisations, Ofqual, the Department for Education (DfE), apprenticeship funding rules and other applicable regulatory requirements
- ensure appeals are investigated impartially and independently where practicable

3. Scope

This policy applies to all learners enrolled on programmes delivered by Busy Bees Education and Training, including:

- Apprenticeships
- Regulated qualifications
- Functional Skills qualifications
- Commercial training programmes (where applicable)

Learners may submit an appeal personally or nominate a representative to act on their behalf.

This policy applies to appeals relating to, but not limited to:

- assessment decisions
- internal quality assurance decisions
- Functional Skills assessment decisions
- Recognition of Prior Learning (RPL) decisions
- Gateway to Completion decisions (Gateway decisions)

- programme extension decisions
- programme withdrawal decisions
- reasonable adjustment decisions
- special consideration decisions
- apprenticeship completion and certification decisions
- administrative decisions affecting learner progression or achievement.

This policy does not apply to:

- complaints regarding customer service or staff conduct
- safeguarding concerns
- whistleblowing disclosures
- disciplinary matters
- employment-related matters.

These are managed through the appropriate BBET policies.

4. Policy Principles

BBET is committed to ensuring that appeals are:

- managed fairly, consistently and without bias
- investigated objectively using relevant evidence
- handled by individuals independent of the original decision where reasonably practicable
- concluded within published timescales
- accessible to all learners, including those requiring reasonable adjustments
- confidential and managed in accordance with UK GDPR and Data Protection legislation
- fully documented to provide an auditable record of decision-making
- used to improve the quality and consistency of teaching, learning, assessment and quality assurance.

Appeals will always be considered on their individual merits and in accordance with:

- BBET policies and procedures
- Awarding and Assessment Organisation requirements
- Apprenticeship assessment plans
- Apprenticeship funding rules
- Regulatory guidance.

5. Learner Rights

Every learner has the right to:

- receive clear information regarding assessment and programme decisions
- understand the reasons for decisions affecting their learning or achievement
- request clarification before submitting an appeal
- submit an appeal without fear of disadvantage, discrimination or victimisation
- provide additional evidence in support of an appeal
- receive reasonable adjustments during the appeals process where required
- be accompanied or represented by an appropriate person during meetings
- receive a clear written outcome explaining the decision reached
- access the relevant Awarding Organisation or Assessment Organisation appeals process where available following completion of BBET's internal process.

6. Appeals Covered by this Policy

Appeals may relate to any decision affecting a learner's programme or assessment, including:

Assessment Decisions

Examples include:

- assessment outcomes
- competence decisions
- portfolio evidence
- professional discussions
- observations
- knowledge assessments

Functional Skills

Appeals relating to:

- assessment decisions
- controlled assessments
- speaking, listening and communication assessments
- internal marking decisions

Recognition of Prior Learning (RPL)

Appeals relating to:

- RPL decisions
- programme duration adjustments
- Off-the-Job Training adjustments
- evidence considered during onboarding

Gateway Decisions

Appeals relating to:

- readiness for Gateway
- Gateway evidence
- Gateway eligibility
- decisions delaying Gateway progression

Reasonable Adjustments and Special Consideration

Appeals relating to:

- approval or refusal
- implementation
- assessment arrangements

Internal Quality Assurance

Appeals concerning:

- assessment sampling outcomes
- assessment decisions amended through IQA activity
- quality assurance actions affecting learner achievement

Administrative Decisions

Including:

- certification requests
- learner completion
- programme progression
- learner withdrawal decisions.

7. External Appeals

Where an appeal relates to a regulated qualification or apprenticeship assessment, learners may have the right to appeal to the relevant Awarding Organisation or Assessment Organisation after BBET's internal appeals process has been exhausted.

Where applicable, BBET will:

- provide learners with details of the relevant external appeals process
- cooperate fully with external investigations
- provide documentation requested by awarding and assessment organisations
- implement outcomes determined through external appeals.

For apprentices following legacy assessment plans, external appeals may be managed through the relevant End-Point Assessment Organisation (EPAO).

8. Equality, Diversity and Inclusion

BBET is committed to ensuring that no learner is disadvantaged throughout the appeals process because of:

- disability
- age
- race
- religion or belief
- sex
- sexual orientation
- gender reassignment
- pregnancy or maternity
- marriage or civil partnership
- any other protected characteristic.

Reasonable adjustments will be made where necessary to ensure equitable access to the appeals process.

9. Confidentiality and Conflicts of Interest

Appeals will be managed confidentially and information will only be shared with individuals who require access to fulfil their role within the investigation.

Any individual who was directly involved in the original decision should not determine the outcome of the appeal wherever reasonably practicable.

Potential conflicts of interest must be declared and managed appropriately.

10. Roles & Responsibilities

Learners

Learners are responsible for:

- raising appeals within published timescales
- providing relevant information and supporting evidence
- engaging constructively with the appeals process
- responding to reasonable requests for additional information
- cooperating throughout the investigation.

Employers

Employers are responsible for:

- supporting apprentices to understand their right to appeal where appropriate
- encouraging learners to raise concerns promptly and through the appropriate BBET process
- cooperating with appeal investigations where the appeal relates to workplace learning, progress, Gateway, or programme decisions
- providing factual information and evidence requested to support investigations
- maintaining confidentiality throughout the appeals process and respecting the privacy of all individuals involved

- ensuring learners are not disadvantaged, treated unfairly or subjected to detrimental treatment as a result of submitting an appeal
- implementing any agreed actions arising from the outcome of an appeal that relate to workplace learning, supervision or programme delivery
- working collaboratively with BBET to resolve issues promptly and in the best interests of the learners

Board / Governance

The Board provides strategic oversight by:

- ensuring an effective appeals framework is maintained
- monitoring organisational assurance relating to appeals
- reviewing trends, risks and recurring themes
- challenging the effectiveness and fairness of appeals arrangements
- ensuring appropriate governance oversight of quality and compliance.

Senior Leadership Team

The Senior Leadership Team is responsible for:

- ensuring effective implementation of this policy
- promoting a culture of fairness, openness and transparency
- allocating sufficient resources to support appeals
- reviewing significant appeal outcomes and organisational risks
- monitoring performance and continuous improvement.

Quality & Compliance Director

The Quality & Compliance Director is responsible for:

- ownership of the BBET policy
- ensuring regulatory compliance
- overseeing the effectiveness of the appeals process
- conducting or overseeing final internal reviews where appropriate
- analysing appeal trends and identifying opportunities for improvement
- reporting significant appeal themes to senior leaders and governance.

Regional Operations Managers

Regional Operations Managers are responsible for:

- supporting the consistent application of assessment decisions across their region
- monitoring themes arising from appeals
- supporting Development Coaches where appeals identify development needs
- implementing quality improvement actions arising from appeal outcomes
- escalating significant risks to the Quality & Compliance Director.

Quality Team and Internal Quality Assurers

The Quality Team is responsible for:

- conducting impartial investigations where appropriate
- reviewing assessment evidence
- ensuring consistency of assessment practice
- maintaining accurate appeal records
- identifying improvements to assessment and quality assurance processes
- supporting standardisation activity arising from appeal outcomes.

Coaches

Coaches are responsible for:

- ensuring learners understand assessment decisions
- informing learners of their right to appeal
- attempting informal resolution where appropriate
- maintaining accurate assessment records
- cooperating fully with appeal investigations
- implementing actions arising from appeal outcomes.

11. Monitoring and Continuous Improvement

BBET will maintain a central Appeals Register to record and monitor all appeals.

Appeal data will be reviewed regularly to identify:

- recurring assessment issues
- themes by programme or qualification
- trends by assessor or Development Coach
- Functional Skills trends
- Gateway decision trends
- Equality, Diversity and Inclusion considerations
- response times
- upheld and partially upheld appeals
- opportunities for staff development
- opportunities to improve policies, procedures and learner experience.

Findings will inform:

- quality assurance activity
- standardisation meetings
- staff development
- quality improvement planning
- management reporting
- governance assurance.

12. Recording Keeping

BBET will maintain accurate records relating to all appeals, including:

- appeal submissions
- investigation documentation
- evidence reviewed
- correspondence
- decisions
- actions taken
- quality improvement outcomes.

Records will be retained securely in accordance with BBET's Data Protection and Retention Policies and awarding organisation requirements.

13. Related Documents

This policy should be read alongside:

- Appeals Procedure
- Appeals Register
- Awarding Organisation Centre Guidance
- Awarding Organisation Quality Assurance Guidance
- Awarding Organisation Recognition of Prior Learning Guidance
- Data Protection Policy
- DfE Apprenticeship Funding Rules
- Equality, Diversity and Inclusion Policy
- Feedback, Compliments and Complaints Policy
- Initial Assessment Policy
- Initial Assessment Procedure
- Internal Quality Assurance (IQA) and Standardisation Policy
- Learner Code of Conduct
- Learner Toolkit
- Learner Inclusion Policy
- Malpractice and Maladministration Policy
- Ofsted Education Inspection Framework
- Recognised Prior Learning (RPL) Policy
- Recognised Prior Learning (RPL) Procedure
- Teaching, Learning and Assessment Policy
- Quality Assurance and Improvement Policy

Contact

If you have any questions or suggestions regarding this policy, please contact:

Quality & Compliance Director

Busy Bees Education and Training

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Statutory information

Busy Bees Education and Training Limited

Registered in England and Wales under Company Registration No. 03026494

Registered Office: St Matthews, Shaftsbury Drive, Burntwood, WS7 9QP, UK.

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Training and Roll Out

This policy is made available via the BBET Website and SharePoint. Training will be made available during Face-to-Face or Teams meetings as part of ongoing staff development, along with our commitment to this policy.

Review

This policy is:

- Monitored by senior leadership
- Reviewed at least annually or earlier in response to legislative, funding rule changes or following updates to risk assessments, incidents or audit findings
- Agreed and signed off by the CEO

Policy Owner: Quality & Compliance Director

Ref: Q08-Appeals Policy

Version: 1.0

Approval Date: 20th July 2026

Review Date: 31st July 2027

Learner Appeals Form

Your Details

Your Name	
Apprenticeship Name	
Employer	
Development Coach/ Relevant Staff Member	
Date of Appeal	

Appeal Details

Nature of Appeal

Supporting Evidence Submitted

Signed:

Date: