

B P I F
TRAINING

APPEALS **PROCEDURE**

B P I F TRAINING LIMITED

Version 1.0 | Effective July 2026

Policy owner	Head of Quality & Performance
Approved by	Managing Director
Version	1.0
Effective date	July 2026
Review date	July 2027

1 POLICY STATEMENT

BPIF Training is committed to ensuring that assessment decisions are fair, consistent, transparent and based on valid evidence.

We recognise that learners may occasionally disagree with an assessment decision or believe that they have not been assessed fairly. This Appeals Procedure provides a clear and structured process through which learners can challenge assessment decisions and seek a review of the outcome.

We are committed to investigating all appeals objectively and ensuring that learners are not disadvantaged for raising a genuine appeal in good faith.

2 PURPOSE

The purpose of this procedure is to:

- ◆ Ensure assessment decisions are applied fairly and consistently.
- ◆ Provide learners with a clear process for challenging assessment decisions.
- ◆ Maintain confidence in the assessment process.
- ◆ Ensure qualification standards are applied correctly.
- ◆ Identify opportunities for improvement in assessment practice.
- ◆ Ensure compliance with awarding organisation and regulatory requirements.

3 SCOPE

This procedure applies to appeals relating to:

- ◆ Assessment decisions
- ◆ Portfolio evidence judgements
- ◆ Competency assessments
- ◆ Practical observations
- ◆ Professional discussions
- ◆ Assignment outcomes
- ◆ Internal assessment decisions
- ◆ Gateway readiness decisions (where applicable)

THIS PROCEDURE DOES NOT APPLY TO

- ◆ General service complaints — these are covered by the Complaints Policy.
- ◆ Staff grievances.
- ◆ Whistleblowing concerns.
- ◆ End-Point Assessment decisions made by independent End-Point Assessment Organisations (EPAOs). These must be appealed directly through the EPAO's own appeals process, not through BPIF Training.

4 PRINCIPLES

BPIF Training will ensure that:

- ◆ Appeals are handled fairly and impartially.
- ◆ Learners are treated with respect throughout the process.
- ◆ No learner suffers disadvantage for submitting an appeal.
- ◆ Appeals are investigated by individuals not directly involved wherever possible.
- ◆ Decisions are evidence-based and transparent.
- ◆ Records of appeals are maintained securely.

5 INFORMAL RESOLUTION

Before submitting a formal appeal, learners are encouraged to discuss the assessment decision with their tutor or assessor. In many cases, concerns can be resolved quickly through:

- ◆ Clarification of assessment criteria
- ◆ Additional feedback
- ◆ Review of submitted evidence
- ◆ Discussion of qualification requirements

Where the learner remains dissatisfied, a formal appeal may be submitted.

6 APPEALS PROCEDURE

At a glance:

STAGE	TIMESCALE
Stage 1 — Appeal to the assessor	Outcome normally within 5 working days
Stage 2 — Internal review	Written outcome normally within 10 working days
Stage 3 — Deadline to submit	Within 10 working days of the Stage 2 outcome
Stage 3 — Senior management review	Written response normally within 15 working days

Stage 1 — Appeal to the assessor

The learner should discuss the assessment decision with the assessor responsible for the original judgement. The assessor will:

- ◆ Explain the assessment criteria used.
- ◆ Review the evidence submitted.
- ◆ Provide further feedback where required.
- ◆ Clarify the reasons for the assessment decision.

Where appropriate, the assessor may agree to review additional evidence or arrange a reassessment in line with qualification requirements.

The outcome of Stage 1 should normally be provided within 5 working days.

Stage 2 — Internal review

If the learner remains dissatisfied, they may request an internal review. The appeal should be submitted in writing and include:

- ◆ Learner name
- ◆ Programme or qualification
- ◆ Assessment details
- ◆ Grounds for appeal
- ◆ Supporting information or evidence

The appeal will be reviewed by a member of the quality team or an Internal Quality Assurer (IQA) who was not directly involved in the original assessment decision.

The reviewer will:

- ◆ Examine assessment records.
- ◆ Review the evidence presented.
- ◆ Consider assessment criteria and qualification requirements.
- ◆ Speak to relevant staff where necessary.

A written outcome will normally be provided within 10 working days.

Possible outcomes

- ◆ The original decision is upheld.
- ◆ The assessment decision is amended.
- ◆ Additional assessment activity is required.
- ◆ Reassessment is offered.
- ◆ Further evidence is requested.

Stage 3 — Senior management review

If the learner remains dissatisfied, they may submit a final internal appeal to:

Rebecca Gurley

Head of Quality and Performance
BPIF Training Limited

The appeal must be submitted within 10 working days of receiving the Stage 2 outcome and should clearly explain why the learner believes the decision remains incorrect.

A senior review will be conducted, taking account of:

- ◆ Assessment decisions
- ◆ Evidence submitted
- ◆ Quality assurance records
- ◆ Relevant policies and procedures

A written response will normally be issued within 15 working days.

This represents BPIF Training's final internal decision.

7 EXTERNAL APPEALS

If the learner remains dissatisfied after exhausting BPIF Training's internal appeals process, they may have the right to pursue the matter through the relevant awarding organisation or End-Point Assessment Organisation.

The learner should refer to the relevant organisation's appeals procedure for further information.

Where appropriate, BPIF Training will provide information regarding the relevant contact details and procedures.

8 REGULATORY BODIES

Learners undertaking regulated qualifications may also have rights to escalate concerns to the relevant awarding organisation or regulator after internal processes have been exhausted. This may include:

- ◆ Awarding Organisations
- ◆ Ofqual
- ◆ Scottish Qualifications Authority (SQA)
- ◆ End-Point Assessment Organisations

Any referral must follow the requirements of the relevant organisation.

9 CONFIDENTIALITY

All appeals will be treated confidentially.

Information relating to an appeal will only be shared with individuals who need access to investigate, review or resolve the matter.

Appeal records will be managed in accordance with:

- ◆ UK GDPR
- ◆ Data Protection Act 2018
- ◆ BPIF Training Privacy Notice

10 MONITORING AND QUALITY IMPROVEMENT

BPIF Training will maintain a record of appeals to:

- ◆ Monitor trends and recurring issues.
- ◆ Identify staff development needs.
- ◆ Improve assessment practices.
- ◆ Support quality assurance activities.
- ◆ Ensure fairness and consistency.

Appeal outcomes may inform future improvements to learning, assessment and quality processes.

11 RELATED POLICIES

This procedure should be read alongside:

- ◆ Complaints Policy
- ◆ Quality Assurance Policy
- ◆ Reasonable Adjustments Policy
- ◆ Additional Learning Support Policy
- ◆ Equality, Diversity and Inclusion Policy
- ◆ Data Protection Statement

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DISAGREE? TELL US WHY.

Appealing an assessment decision will never count against you.