

BIIAB Qualifications Ltd Appeals Policy

Purpose

BIIAB is a recognised and regulated Awarding Organisation/Body in England, Wales, Scotland and Northern Ireland and End Point Assessment Organisation (EPAO). The purpose of the policy is to set out BIIAB requirements on the use of reasonable adjustments and special considerations. It applies to both BIIAB's qualifications and End Point Assessments (EPAs).

This policy is aimed at centres/employers and learners/apprentices, who are using, or have used, any of the products or services offered by BIIAB, and want to submit an appeal regarding:

- The results of assessments
- Decisions regarding an enquiry
- Decisions regarding Reasonable Adjustments and Special Considerations
- Decisions relating to any action to be taken against a learner/apprentice or a centre/employer following an investigation into malpractice or maladministration, or decisions relating to Recognition of Prior Learning
- The way in which a complaint has been handled
- When to use this policy

Appeals can be made by Head of Centre or manager on behalf of the centre/employer or individual learner/apprentices, or a cohort of learners/apprentices. Individual learners undertaking qualifications can appeal provided they have already exhausted the centre appeals process

Response Times

BIIAB will usually acknowledge receipt of all appeals the same day, and definitely within two working days. A decision will be made and communicated to you within 10 working days of a stage one appeal and 20 working days for a stage two.

How to Appeal

The appeal request must be made within 10 working days of the centre/employer or learner/apprentice being informed of the decision or outcome. The correct forms must be completed.

Learner/apprentices who wish to appeal their assessment results, or a decision affecting their learner/achievement, should either be supported by the centre/employer or have already exhausted the Centre appeals process if the appeal is relating to a qualification.

For appeals against end-point assessment decision there are two stages to the appeal process

Stage 1 – a review of the assessment decision, by an individual not part of the original decision, but is qualified to verify assessments e.g. Qualifications and Apprenticeship Manager or BIIAB External or Internal Quality Assurer. The findings and results of the review will be issued within 5 working days. If the appellant is not satisfied with the outcome of this stage, they can submit the appeal for stage two

Stage 2 – The appeal will go to an appeal panel and all paperwork and decisions are reviewed. The appeals panel decision is final.

The panel will be made up of at least three of the following:

- Independent Person with knowledge of the awarding sector
- Qualifications and Apprenticeship Manager
- Lead IQA
- Head of Qualifications and Apprenticeships
- Operations Manager

Fees

BIIAB will not undertake any work associated with an Appeal request until payment of the relevant fee has been made.

Fees relating to an appeal will be refunded if the appeal is upheld.

Appeals	£295.00
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Contact Details

All forms, fees and documentation can be submitted to the Customer Support Team Leader using the contact details below by letter or by email to customersupport@bii.org

BIIAB
Infor House
1 Lakeside Road
Farnborough
GU14 6XP

Policy Review Arrangements

This policy is subject to a three-year review cycle, or earlier should any feedback or concern be brought to the attention of BIIAB, to ensure it remains fit for purpose and the process and its outcomes are deliverable.

It is also reviewed as part of BIIAB continuous improvement monitoring through its annual self-assessment arrangements.