

Version	Author	Review Date
Version 1 - December 2016	ST/NH	December 2017
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Version 2 - January 2019	NH	January 2020
Version 3 – February 2020	NH	January 2021
Version 4 – September 2021	NH	September 2022
Policy Reviewed Sept 2021 – little update required (no version change) – update Sept 2023		
Version 5 – October 2023	NH	November 2024
Version 6 – April 2025	NH	April 2026

### Introduction

This policy outlines the process for students to appeal academic, assessment-related, or other relevant decisions. Its purpose is to ensure that all appeals are handled in a transparent, fair, and consistent manner, providing a clear and structured pathway for resolution.

Bridge Training Ltd is committed to maintaining a supportive learning environment, and this policy serves as a general Code of Practice to guide that commitment.

### Scope

This policy applies to all students enrolled in Bridge Training Ltd who wish to appeal:

- Assessment results and course outcomes
- Disciplinary decisions affecting academic standing
- Any other related decision that directly impacts a student's progress

The policy is designed to protect the interests of all learners and uphold the integrity of both the qualification and Bridge Training.

### Areas covered by the Policy (Assessment)

Bridge Training has a thorough process of marking assessments to ensure that all students receive a fair and accurate result which reflect their accomplishments during an assessment. These processes are regularly reviewed (and updated where necessary) to ensure quality and standards are maintained to the highest level. In the rare instance where a student does not feel that the assessment and/or marks awarded to them are a fair reflection of their performance, which may for example relate to:

- Bridge Training's experience of quality review or external verification
- a student's experience of an internal assessment process once the Bridge Training's own appeals process has been exhausted.
- a student's experience of an external assessment process, including on the basis that procedures were not applied consistently or not followed properly and fairly.
- Bridge Training and/or a student's experience of making a request for Reasonable Adjustments or Special Consideration
- Bridge Training and/or a student's experience of any action taken during an investigation into malpractice or maladministration.

### **Other relevant matters included within the scope of this policy**

This policy and procedures may be used for complaints about Bridge Training, which may for example relate to:

- A decision taken by Bridge Training eg a student refusal.
- A decision taken by Bridge Training eg a student dismissal

### **Grounds for Appeal**

Students may submit an appeal on the following grounds:

- Procedural irregularity
- Extenuating circumstances not considered at the time of assessment
- Evidence of bias or discrimination
- Perceived unfairness in the assessment or grading process
- To ensure that students have the right to appeal any decision they believe to be unfair, including dismissal from Bridge Training, and to have their case reviewed in a fair and transparent manner

To do this, Bridge Training will:

- Inform the student at induction of the Appeals Policy and Procedure
- Record, track and validate any appeal.
- Forward the appeal to the Awarding Body (where appropriate) when a student considers that a decision continues to disadvantage them after the internal appeals process has been exhausted.
- Keep appeals records for inspection by the Awarding Body for a minimum of 18 months.
- Have a staged appeal procedure.
- Will take appropriate action to protect the interests of other students and the integrity of the qualification and Bridge Training when the outcome of an appeal questions the validity of other results.
- Monitor appeals to inform quality improvement.
- Ensure that all appeals are investigated by an impartial individual who has no direct involvement in the original decision or circumstances of the appeal.

### **Informal Resolution**

Before submitting a formal appeal, students are encouraged to seek informal resolution by discussing the matter with the relevant teacher, student support team and/or the Head of Education. Most concerns can be resolved at this stage.

### **Formal Resolution**

Documented in Appendix. Any appeal must follow the sequences detailed in the Appendix.

All appeals will be logged and monitored to identify any recurring issues. This policy will be reviewed annually to ensure it remains effective and fair.

### **Confidentiality**

All appeals will be handled with the utmost confidentiality and in line with data protection regulations

### Further Guidance for Awarding Bodies:

<b>OCN London</b> <a href="https://www.ocnlondon.org.uk/Centres/Centre-Area/Policies-and-Procedures/Complaints">https://www.ocnlondon.org.uk/Centres/Centre-Area/Policies-and-Procedures/Complaints</a>
<b>Pearson</b> <a href="https://support.pearson.com/uk/s/article/Results-Post-Results-Appeals">https://support.pearson.com/uk/s/article/Results-Post-Results-Appeals</a>
<b>NCFE</b> <a href="https://www.qualhub.co.uk/media/10433/appeals-policy.pdf">https://www.qualhub.co.uk/media/10433/appeals-policy.pdf</a>
<b>VTCT</b> <a href="https://www.vtct.org.uk/wp-content/uploads/2018/10/Enquiries-and-Appeals-Policy-and-Procedures_v9-March-2021.pdf">https://www.vtct.org.uk/wp-content/uploads/2018/10/Enquiries-and-Appeals-Policy-and-Procedures_v9-March-2021.pdf</a>
<b>JCQ</b> <a href="https://www.jcq.org.uk/exams-office/appeals/">https://www.jcq.org.uk/exams-office/appeals/</a>
<b>Staff</b> <a href="mailto:hello@bridgetraining.co.uk">hello@bridgetraining.co.uk</a> – subject title 'For the attention of HR – Private and Confidential'

### Appendix 1 - Assessment

If any learner finds that the result of an assessment is judged unfair concerning their qualification and/or assessment, the learner has the right to refer the matter, following the procedure detailed below:

#### Phase 1 – Initial steps

The candidate must submit a written appeal within 10 working days of receiving the decision they wish to challenge. The appeal should include:

- Full name and student ID
- Details of the decision being appealed
- Grounds for appeal
- Any supporting evidence

The candidate should inform the assessor and/or IQA that they will be appealing against the assessment and will be preparing a case, and a re-assessment of the evidence is carried out by the original assessor, a decision must be made within 5 working days.

The assessor may call on expert advice from another source eg an IQA or another assessor

#### Phase 2 – Acknowledgement

Bridge Training will acknowledge receipt of the appeal within 5 working days and assign it to an impartial individual who has no direct involvement in the original decision or circumstances of the appeal

#### Phase 3 - Review

The appeal will be reviewed fairly and thoroughly. This may involve:

- Interviews with relevant parties
- Review of assessment criteria and student work
- Consideration of submitted evidence

#### Phase 4 - Outcome

A written outcome will be provided within 15 working days of the appeal submission. Possible outcomes include:

- Appeal upheld and action taken (e.g., re-marking, reassessment)
- Appeal not upheld with explanation

#### Phase 5 - Further Appeal

If a student is dissatisfied with the outcome, they may request a review by a senior staff member or external body, depending on institutional policy. This must be requested within 10 working days of receiving the initial decision.

- The candidate may ask for an external arbitrator to consider the evidence
- The Head of Quality appoints an agreed independent arbitrator (who must be qualified to assess the required evidence)
- Arbitrators' assessment to be carried out within 5 working days
- The candidate, Assessor, Head of Education and Head of Quality to be informed of the decision in writing
- The decision of the independent arbitrator is final

### Appendix 2 – Awarding Body

If Bridge Training finds that they disagree with the Awarding Body, it has the right to refer the matter, following the procedure detailed below:

#### Phase 1 – Initial Steps

- Bridge Training should inform the Awarding Body that it will be appealing against a decision and will be preparing a case within 5 working days of receipt of documentation from the Awarding Body
- Bridge Training may call on expert advice from another source
- Bridge Training must inform any students involved, teachers and the Senior Management Team of the decision to appeal

#### Phase 2 – Acknowledgement

The Awarding Body will acknowledge receipt of the appeal within 5 working days

#### Phase 3 - Review

- Bridge Training may ask for a review meeting with the Awarding Body
- The decision of the review meeting must be passed to the Managing Director within 5 working days

#### Phase 4 - Outcome

A written outcome will be provided within 15 working days of the appeal submission. Possible outcomes include:

- Appeal upheld and action taken (e.g., re-marking, reassessment)
- Appeal not upheld with explanation

#### Phase 5 - Further Appeal

If Bridge Training is dissatisfied with the outcome, we will request a review by the Awarding Body, depending on institutional policy. This must be requested within 10 working days of receiving the initial decision.

- Bridge Training may ask for an external arbitrator to consider the evidence
- The Head of Quality appoints an agreed independent arbitrator (who must be qualified to assess the required evidence)
- Arbitrators' assessment to be carried out within 5 working days
- The decision of the independent arbitrator is final

### Appendix 3 – Supplementary Appeal Guidelines

In cases where a decision involves the refusal of provision to a student or their dismissal.

#### Phase 1 – Initial steps

A written appeal must be submitted within 10 working days of receiving the decision they wish to challenge. The appeal should include:

- Full name and student ID
- Details of the decision being appealed
- Grounds for appeal
- Any supporting evidence

#### Phase 2 – Acknowledgement

Bridge Training will acknowledge receipt of the appeal within 5 working days and assign it to an impartial individual who has no direct involvement in the original decision or circumstances of the appeal

#### Phase 3 - Review

- Bridge Training may ask for a review meeting (if appropriate)

#### Phase 4 - Outcome

A written outcome will be provided within 15 working days of the appeal submission. Possible outcomes include:

- Appeal upheld and action
- Appeal not upheld with explanation

#### Phase 5 - Further Appeal

If the individual is dissatisfied with the outcome, they may request a review by a senior staff member. This must be requested within 10 working days of receiving the initial decision.