



Multi Trades Training

Appeals Policy

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Approved by	Rob Jones	Position	CEO
Signature		Date	15/08/2025

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Statement and Purpose

This states the Appeals Procedure for Multi Trades Training ('Multi Trades', 'we', 'our' or 'the provider') This policy informs learners of their rights and procedures as well as Multi Trades' staff and personnel.

Scope

This Policy and Procedure applies to all current learners registered on an Multi Trades programme. Any learner who has left Multi Trades can also invoke this procedure within one month of the end of their registration. Any exceptions to this will be determined on an ad hoc basis and at the discretion of the Chief Executive Officer. The policy applies to all qualifications, at all levels.

Definitions

For the purposes of this Policy and Procedure, an Appeal is defined as:

"A request for a review of a decision of a registered training provider in relation to making decisions on learner progress, assessment and awards. Learners may appeal an outcome on the basis of evidence or procedure, but not on the basis of disagreement with assessment or competency judgement".

An appeal differs from a complaint and therefore appeals and complaints are considered under different policies and procedures.

Right of Appeal

Any learner who submits an appeal under this procedure will not be disadvantaged in any way. Appeals will be handled ensuring that the confidentiality of all parties involved is respected. Information will only be shared with staff members who need it in order to investigate and respond.

Learners may only appeal on the grounds that they do not agree with the assessment decision made by the Assessor, Skills Coach or Tutor or that the assessment procedures have not been carried out properly.

Examples of reasons for appeal.

The learner may base the appeal on any part of the assessment process including, but not limited to the following:

Preparation Stage

- Plans for collecting the evidence are not within the assessment plan
- The assessment plan had not been discussed by the learner / candidate and Assessor
- The interpretation of the standards had not been discussed by the learner / candidate and the Assessor before the assessment

Gathering Evidence Stage

- The Assessor used evidence not required for meeting the standards during the assessment process.
- Arrangements to meet the candidate's individual needs, as agreed, were not met.

Feedback Stage

- Feedback is not given according to the assessment agreement.
- In the event of being deemed 'not yet competent' the candidate is not informed, verbally or in writing, of the further evidence required.
- The Assessor's assessment decision is based on inadequately recorded evidence.

Any other matters of dispute will be considered complaints and will be handled through the Complaints Procedure.

Role and Responsibilities

The Chief Executive Officer has overall responsibility for all appeals.

The Appeals Procedure

Informal Stage

If the learner wishes to proceed with an appeal, they must:

- First discuss the reason for appeal with their Skills Coach or tutor (referred hereafter as assessor). This should ideally be done as soon as possible after the assessment decision.
- The assessor must consider the reasons for the appeal and must give the learner a response within 24hrs, in writing, of whether the assessment decision stands or a new decision is made.
- If the learner is not satisfied with the assessor's final decision, an appeal form (available on request) should be completed by both the learner and assessor.

Formal Stage 1:

In making an appeal to learner must provide the following information in hard copy (in written communication or via email):

- Their name and registration number
- The qualification title and unit
- The name of the assessor
- The date of the assessment
- An outline detailing the reason for the appeal and any supporting evidence such as records of assessment or observation and feedback

Learners should be assured that should they lodge an appeal in good faith, they will not be disadvantaged should that appeal not subsequently be upheld.

- The assessor should inform the relevant Internal Quality Assurer (IQA) that a formal written appeal has been lodged within 24 hours of the appeal form being completed, and provide the appeal form and any other relevant details to the IQA.
- The IQA will reconsider the assessment decision, taking into account the learners reason for appeal, the candidate's evidence and associated records and the assessor's reason for the assessment.
- The IQA must give the learner the reconsidered decision, in writing, within five working days of receiving the appeal.

Formal Stage 2

- If the learner is not satisfied with the findings of the IQA then the learner has the right to go to the EPA and Portfolio manager. This must be within 5 days of the outcome from Stage 1.
- On receipt of a written request for an appeal the EPA and Portfolio manager will make independent enquiries and report the decision to the learner in writing within ten working days, either to dismiss the appeal or to convene a formal Appeals Panel which will comprise the EPA and Portfolio manager and the Chief Executive Officer.
- If the learner unsatisfied the appeal will progress to Stage 3.

Formal Stage 3

In the event that the learner is still not satisfied with the outcome, they may request within 10 days of the Stage 2 decision being made, that their appeal is referred to the appropriate Awarding Organisation. The Panel will forward all appropriate records.

This will take the form of a form or letter to the awarding organisation (as set out in the appropriate awarding body appeals policy). The appeal will assess whether the Multi Trades followed procedures that align with the requirements of the awarding body or organisation in making its decisions.

Communication

All learners are informed that an appeals procedure relating to the internal assessment process exists within Multi Trades. A copy of this procedure will be made available on request and sits in the online portfolio area accessible to learners.

Monitoring and Review arrangements

This policy and its procedures will be reviewed annually, to ensure it continues to meet our needs and those of our regulators, i.e., Awarding Organisation's (NOCN, Cskills Awards), Department for Education, ESFA (Education & Skills Funding Agency) and external stakeholders.

Associated Policies

This policy should be read in conjunction with:

- Complaints
- Fair Assessment RA & SC

Contact Information

By email: info@mttraining.co.uk

Or by post to

Multi Trades Training Ltd
Unit 8
Moniton Trading Estate,
West Ham Lane,
Basingstoke,
Hampshire,
RG22 6NQ

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Document Control

Date	Review & Revision	Revised By	Version
05.06.23	Updated term 'Skills Coach', added appeals to be raised to Operations Director and Chief Director	Quality Lead	2023 V1
15.07.2024	Trading address updated	Quality Lead	2024 V1
14.07.2025	General reformatting and addition of EPA & Portfolio Manager to process	Quality Lead	2025 V1

Appendix 1

Appeals Form

Instructions:

Complete all sections of this form and attach all relevant supporting documents. Submit the completed form to info@mttraining.co.uk within 10 working days of receiving your assessment decision.

Section 1: Student Details

Full Name	
Learner ID/Registration Number	
Email Address	
Phone Number	
Qualification	
Year	

Section 2: Appeal Information

Course Title(s):	
Assessment(s) in Question (e.g., Assignment, Coursework, Practical Assessment):	
Date of Assessment Decision	

Section 3: Grounds for Appeal

	Yes	No
Procedural irregularity in the assessment process		
Mitigating circumstances not previously considered		
Bias or perception of bias		
Other (please specify):		

Please provide a detailed explanation of your appeal (attach additional pages if necessary):

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Section 4: Supporting Evidence

List and attach all evidence supporting your appeal (e.g., medical certificates, emails, transcripts):

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Section 5: Declaration

I declare that the information provided in this appeal is true and accurate to the best of my knowledge. I understand that providing false information may result in disciplinary action.

Signature	
Date	

Office Use Only

Date Received: _____

Received By: _____

Appeal Reference Number: _____