



Learner Appeals Guidance

Your Centre should:

- give you access to its appeals procedure;
- explain how to submit your appeal;
- tell you the applicable deadline;
- consider your appeal fairly;
- avoid using someone who made the original decision to make the final internal decision; and
- tell you what you can do if you remain dissatisfied.

When SEG Awards/BIIAB may accept your appeal directly

We may accept your appeal before you have completed your Centre's process if:

- your Centre is unable or unwilling to consider your appeal;
- your Centre has not dealt with your appeal within a reasonable time;
- there is a conflict of interest;
- your appeal concerns suspected malpractice or maladministration by the Centre;
- there is a safeguarding concern;
- your Centre has closed;
- waiting could cause you to lose a meaningful opportunity to appeal; or
- there are other exceptional circumstances.

If the decision was made by SEG Awards/BIIAB

You do not need to complete your Centre's internal appeals process before challenging a decision made by SEG Awards/BIIAB.

Your Centre may still be asked to provide assessment records, evidence or other information.

3. What deadline applies?

You must normally submit your initial request or appeal within **10 working days** of receiving the decision or previous appeal outcome.

A working day is Monday to Friday. It does not include public holidays in England or published SEG Awards/BIIAB closure periods.



Different stages may have different deadlines:

What you are submitting	Deadline
Initial review request	Within 10 working days of receiving the decision
Clerical check or review of marking request	Within 10 working days of receiving the result
Informal appeal	Within 10 working days of receiving the review outcome
Formal appeal	Within 10 working days of receiving the informal appeal outcome

What if I miss the deadline?

Contact us as soon as possible.

We may accept a late request where you have a reasonable explanation. This could include:

- illness;
- exceptional personal circumstances;
- disability or accessibility needs;
- a delay in receiving information needed for your appeal;
- circumstances outside your control;
- a need to avoid serious unfairness; or
- evidence of a potentially serious assessment or qualification problem.

Explain why your appeal is late and provide supporting evidence where possible. The longer the delay, the stronger your explanation will normally need to be.

4. How do I submit the form?

You should normally complete the **SEG Awards/BIIAB Appeals Form** published on our website.

The form and associated guidance will explain:

- where to send it;
- the email address or online submission route;
- what information to include; and
- whether a fee may apply.

If you cannot access or use the form, you can ask to submit your appeal:

- by email;
- in an accessible electronic format; or
- in another reasonable format agreed with us.

Contact details and links should be inserted here before publication:

- **Appeals Form:** [insert link]
- **SEG Awards contact:** [insert email address]
- **BIIAB contact:** [insert email address]
- **Accessibility support:** [insert contact details]



Your appeal will not be rejected only because you cannot use the standard form.

5. What information do I need?

Provide as much of the following information as you can:

- your full name;
- your contact details;
- your learner registration number;
- the name and number of your Centre;
- the title and number of your qualification;
- the unit, component or assessment involved;
- the decision you are appealing;
- the date you received the decision;
- the reasons for your appeal;
- any evidence that supports your appeal;
- details of any previous review or appeal;
- the outcome you would like;
- details of anyone representing you; and
- details of any accessibility support or reasonable adjustment you need.

Supporting evidence

Your evidence might include:

- assessment records;
- feedback from your assessor;
- relevant emails or letters;
- the original decision;
- the outcome of your Centre's internal appeal;
- medical or other evidence relevant to special consideration;
- evidence relating to a reasonable adjustment;
- copies of relevant policies or procedures; or
- information showing that an error may have occurred.

Only send information that is relevant to your appeal.

We may ask you, your representative or your Centre for more information. If we do, we will explain:

- what information is needed;
 - why it is needed;
 - when it must be provided; and
 - whether this will affect the time needed to consider your appeal.
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6. Could my mark go down?

Yes.

A clerical check or review of marking may result in your mark, grade or result:

- increasing;

- decreasing; or
- remaining unchanged.

Before a post-results service is undertaken, you will normally be asked to confirm that you understand and accept all three possible outcomes.

If your Centre submits a request for you, it must obtain and retain confirmation that you understand the possible outcomes.

A review of marking checks whether the original marking was completed correctly and consistently. It is not normally a completely new mark completed without looking at the original marking.

7. Will I have to pay?

Some post-results services and appeals may have a fee.

The applicable fees will be set out in the published **Fees Schedule**.

Before your request proceeds, we will tell you:

- the amount of any fee;
- when it must be paid;
- how to pay it;
- whether non-payment will prevent the request from proceeding; and
- when the fee may be refunded or credited.

When may a fee be refunded?

If your appeal identifies an error made by SEG Awards/BIIAB, the fee will normally be refunded or credited.

If your appeal is partially upheld, we will decide whether a full or partial refund is appropriate.

What if I cannot afford the fee?

You may ask us to waive, reduce or defer the fee.

We may agree to this where:

- it is necessary to give you effective access to the appeals process;
- you would otherwise be unable to appeal;
- your appeal raises a potentially serious or widespread problem;
- the need to appeal arose from an error made by SEG Awards/BIIAB; or
- exceptional circumstances apply.

Your appeal will not be rejected only because a request to waive, reduce or defer a fee is being considered.

8. What happens after I submit?

We will normally acknowledge your appeal within **five working days**.

We will tell you:

- whether your appeal has been accepted;
- which stage of the process applies;



- whether we need more information;
- whether a fee applies;
- how long the process is expected to take; and
- what you can do after that stage.

The appeals process

The process normally has four stages.

Stage 1: Initial review

An appropriately competent person will review the original decision.

The review might include:

- a clerical check;
- a review of marking;
- a review of assessment records;
- an additional external quality assurance activity;
- reconsideration of a reasonable adjustment or special consideration decision; or
- another review appropriate to the decision.

The person will not have been directly responsible for the original decision and must not have a personal interest in the outcome.

Stage 2: Informal appeal

If you remain dissatisfied after the initial review, you may submit an informal appeal.

This will be considered by an appropriately competent person who:

- had no previous involvement in the decision or initial review;
- has no personal interest in the outcome; and
- has the knowledge and competence needed to consider the matter.

The reviewer will consider whether:

- the correct procedures were followed;
- the procedures were followed properly and fairly;
- all relevant evidence was considered;
- the decision was supported by evidence;
- the people involved were competent and impartial; and
- any action or sanction was reasonable and proportionate.

Stage 3: Formal appeal

If you remain dissatisfied after the informal appeal, you may submit a formal appeal.

A formal appeal is considered by an Appeals Panel.

The Panel will include at least one independent decision-maker who is not:

- an employee of SEG Awards/BIIAB;
- an Assessor working for SEG Awards/BIIAB; or



- otherwise connected to SEG Awards/BIIAB.
- The independent decision-maker will take part fully in the decision.

Stage 4: External or regulatory escalation

After SEG Awards/BIIAB's internal appeals process has finished, you may be able to refer your concerns to the relevant regulator.

The regulator will decide:

- whether the matter falls within its remit;
- whether it can consider the matter; and
- what action, if any, it will take.

Standard response times

Stage	Normal timescale
Acknowledgement	Within 5 working days
Clerical check or review of marking	Within 20 working days
Additional external quality assurance review	Within 20 working days
Reasonable adjustment or special consideration review	Within 10 working days
Informal appeal	Within 20 working days
Formal appeal and written outcome	Within 30 working days

If we cannot meet a published or notified timescale, we will:

- tell you promptly;
- explain the reason for the delay;
- provide a revised completion date; and
- keep you informed of material progress.

Possible outcomes

Your appeal may be:

- upheld;
- partially upheld; or
- not upheld.

If your appeal is upheld or partially upheld, possible action may include:

- correcting an administrative error;
- reviewing marking;
- amending a result or grade;
- reconsidering a reasonable adjustment or special consideration decision;
- changing or removing a sanction;
- correcting a certificate or record;
- carrying out a further review or investigation; or
- improving a policy, process or system.

You will receive a written outcome explaining the decision and the reasons for it.



9. Can someone represent me?

Yes.

You may ask someone to support or represent you. This could be:

- a parent or guardian;
- an advocate;
- a support worker;
- a teacher or tutor;
- a Centre representative; or
- another person you trust.

We may ask you to provide written permission confirming that the person can act for you.

We may also ask for proof of identity before sharing personal or confidential information.

If you are under 18 or need additional support, we will consider appropriate arrangements for a parent, guardian, advocate or representative to be involved.

Can I ask for an adjustment?

Yes. You may ask for a reasonable adjustment or accessibility support at any stage.

Support could include:

- extra time to provide information where justified;
- an alternative way to submit your appeal;
- accessible documents;
- communication support;
- help from an advocate or representative;
- adjustments to a meeting or hearing; or
- an additional explanation of the process.

You will not be disadvantaged because you asked for or received accessibility support.

Tell us what you need as early as possible. However, a request will not be refused only because you did not make it at the beginning of the process.

10. What can I do after the final decision?

The Appeals Panel's decision is the final stage of SEG Awards/BIIAB's internal appeals process.

The final written outcome will explain:

- the decision;
- the reasons for it;
- the main evidence considered;
- any action that will be taken;
- any effect on your result, certificate or sanction;
- any fee or refund arrangements; and
- whether an external or regulatory route may be available.

You may be able to refer the matter to the relevant qualifications regulator if:

- you have completed SEG Awards/BIIAB's internal appeals process;

- the matter falls within the regulator's remit;
- the regulator's published arrangements allow it to consider the matter; and
- you meet the regulator's requirements and deadlines.

You will normally be responsible for submitting the referral directly to the regulator.

A regulator does not normally provide another review of marking simply because you disagree with your result. The regulator will decide whether the awarding organisation followed its regulatory requirements and whether the matter falls within its remit.

Current regulator details and links should be inserted before publication:

- **Ofqual:** [insert link]
- **Qualifications Wales:** [insert link]
- **CCEA Regulation:** [insert link]
- **Relevant Scottish regulator:** [insert link]

What if my appeal is not accepted?

We may decide that an appeal cannot proceed if, for example:

- it is not covered by the Appeals Policy;
- you are not directly affected by the decision;
- no valid reason for appealing has been provided;
- it was submitted late without a reasonable explanation;
- required information has not been provided;
- the matter has already been fully considered;
- the outcome requested is outside SEG Awards/BIIAB's authority; or
- another organisation is responsible for the matter.

We will write to you and explain:

- the decision;
- the reasons;
- whether further information could allow us to reconsider it;
- whether another policy or procedure applies; and
- how you can request a review of the eligibility decision.

What is the difference between an appeal and a complaint?

An appeal

An appeal asks SEG Awards/BIIAB to review or change a decision.

For example:

"I believe the procedure was not followed properly and this affected my assessment result."

A complaint

A complaint expresses dissatisfaction with a service, delay, communication or conduct but does not, by itself, ask for a decision to be changed.

For example:

"I was not given clear information and my emails were not answered."



A submission may contain both an appeal and a complaint. If this happens, we will explain which process or processes will be used.

We will not reject your submission only because you called it a complaint when it should have been an appeal, or the other way around.

Your information

We will handle your personal information in accordance with data protection requirements and our privacy information.

Information will only be shared where this is necessary to:

- check whether your appeal is eligible;
- review and determine your appeal;
- obtain relevant evidence;
- arrange support or reasonable adjustments;
- implement the outcome;
- manage risks or safeguarding concerns; or
- meet legal or regulatory obligations.

We cannot promise complete confidentiality because some information may need to be shared with your Centre, relevant staff, witnesses, the Appeals Panel or a regulator so that your appeal can be considered fairly.

Important points to remember

- Submit your appeal as soon as possible.
- The normal deadline is **10 working days**.
- Explain what decision you are appealing.
- Clearly explain why you believe the decision should be reviewed.
- Include relevant evidence.
- Your mark may increase, decrease or remain unchanged.
- Ask if you need accessibility support.
- You may have someone support or represent you.
- You will not be disadvantaged for appealing in good faith.
- Keep copies of your form, evidence and correspondence.