



Management Training & Development Limited

# Apprenticeship Appeals Policy & Procedure

<b>Policy Owner</b>		<b>Position</b>		
Sean McPheat		Chief Executive Officer		
<b>Signature</b>			<b>Date</b>	
<b>Review History</b>				
V1	Approved	January 2021	Review	March 2022
V2	<ul style="list-style-type: none"> <li>None applied</li> </ul>	March 2022	Review	March 2023
	<ul style="list-style-type: none"> <li>This re-written version of the Apprenticeship Appeals Policy clarifies the process for raising, investigating, and escalating an appeal, ensuring that apprentices are well-informed and supported at each step</li> </ul>	Approved March 2023		Reviewed March 2025

## Purpose

This policy outlines the process for raising an appeal against an academic decision made by MTD Training Ltd. Apprentices have the right to appeal if they believe that a decision has not been made in accordance with the regulations of their learning programme, or if they feel that due process has not been followed. This policy provides a clear and transparent procedure to ensure that all appeals are handled fairly, impartially, and in a timely manner.

## Scope

This policy covers appeals related to academic decisions and assessment processes, including but not limited to:

- If a learner believes that MTD Training has not applied its procedures consistently, or that procedures were not followed properly, fairly, or consistently.
- If a learner feels disadvantaged by the conduct of their assessment or believes it was not conducted fairly.
- If the learner believes that the assessment environment (premises or other circumstances) disadvantaged them during their assessment.

If a learner is appealing a decision after a complaint has been investigated, they should refer to the Complaints Procedure.

## How to Raise an Appeal

If you wish to appeal an academic decision or assessment process, you must contact the Head of Quality and Performance at MTD Training Ltd. via one of the following methods:

- Phone: **024 7699 2486**
- Email: **rebecca.finch@mtdtraining.co.uk**

In your appeal, please provide the following information:

1. Your Full Name and Contact Details: Include a daytime telephone number where you can be reached.
2. Full Description of the Appeal: Explain the nature of your appeal, including the subject matter and relevant dates/times, where possible.
3. Names of People Involved: Provide any relevant details of the individuals you have interacted with regarding the issue.
4. Supporting Documents: Include any relevant paperwork, such as letters, assessment results, or communications related to the decision in question.

5. Additional Considerations: If there are any extenuating circumstances that were not addressed at the time of the decision, or factors you believe were not considered, please outline them.

### Appeal Investigation Process

Once an appeal is received, MTD Training Ltd will investigate the issue, and a review panel may be formed to assess the case. We aim to respond to appeals within 10 working days. The review panel will assess all provided information, including the original decision, any new evidence, and any extenuating circumstances that may have influenced the outcome.

### Escalation Procedure

If you are dissatisfied with the outcome of your internal appeal, the following steps are available to escalate the matter:

1. Appeal to the Awarding Organisation: If you are still unhappy after MTD's internal appeals procedure, you can contact the relevant Awarding Organisation. In our case, the awarding organisation is Highfield Qualifications. Their appeals policy can be found on their website: [www.highfieldabc.com](http://www.highfieldabc.com), alternatively, you can contact the Highfield team directly at **0845 2260350**.
2. Appeal to the Relevant Qualification Regulator: If you remain dissatisfied with the response from Highfield Qualifications, you may escalate the appeal to the relevant qualification regulator, depending on the qualification involved. Possible regulators include Ofqual, SQA Accreditation, or Qualifications Wales. A representative from either MTD Training or Highfield Qualifications will be able to guide you on how to contact the relevant regulator and provide the necessary contact details.

### Final Outcome

The decision made by the Awarding Organisation or the qualification regulator will be considered final. If your appeal is not upheld at these levels, MTD Training Ltd will have fulfilled its duty to provide a fair and transparent process.

### Queries and Support

If you have any queries or require additional information about the appeals process, please contact the Head of Quality and Performance directly:

- Phone: **024 7699 2486**
- Email: [rebecca.finch@mtdtraining.co.uk](mailto:rebecca.finch@mtdtraining.co.uk)

We aim to ensure that all appeals are handled fairly and transparently and that all apprentices feel supported throughout the process.