

Appeals Procedure - Apprenticeships

All apprentices have the right to appeal if dissatisfied with an assessment decision. There are several formal stages in the appeals procedure, and each stage must be exhausted before proceeding to the next one:

Stage one

If an apprentice is dissatisfied with an assessment decision or feedback, the apprentice should initially raise this appeal directly with the tutor who has carried out the assessment. The initial appeal should be raised within 10 working days.

This appeal must be in writing and clearly indicate the following:

- The points of your disagreement and your reasons.
- The evidence within your portfolio that is believed to meet the performance criteria requirements for claiming competence.

Stage two

If the apprentice remains unsatisfied with the outcome of the stage 1 Appeal, they can then appeal to the Quality Assurance department within 10 working days. The appeal must be in writing, and the comments in stage one do not need to be repeated in stage 2. Stage one information and documentation will have been submitted to the quality team from the tutor.

Quality Assurance: Trainingqa@logistics.org.uk

Stage three

Before proceeding to stage three, the apprentice must have exhausted stages one and two. Within stage three, an independent appointed person within Logistics UK will review the appeal.

Escalation Process

If you are still dissatisfied, Logistics UK will advise you of the escalation route depending on the awarding organisation.

*The following list of Qualification Regulators is provided as additional guidance:

SCQF qualifications

SQA Accreditation

RQF qualifications:

- Delivered in Wales – Qualifications Wales
- Delivered in Northern Ireland – CCEA Regulation
- Delivered anywhere else – OFQUAL

Please note: SQA Accreditation cannot overturn academic judgements or assessment decisions.

Complainants also have the option to contact the Apprenticeship Helpline. See below for contact details.

nationalhelpdesk@apprenticeships.gov.uk

Telephone: 0800 0150400 hrs of business: 8am–10pm, 7 days a week.