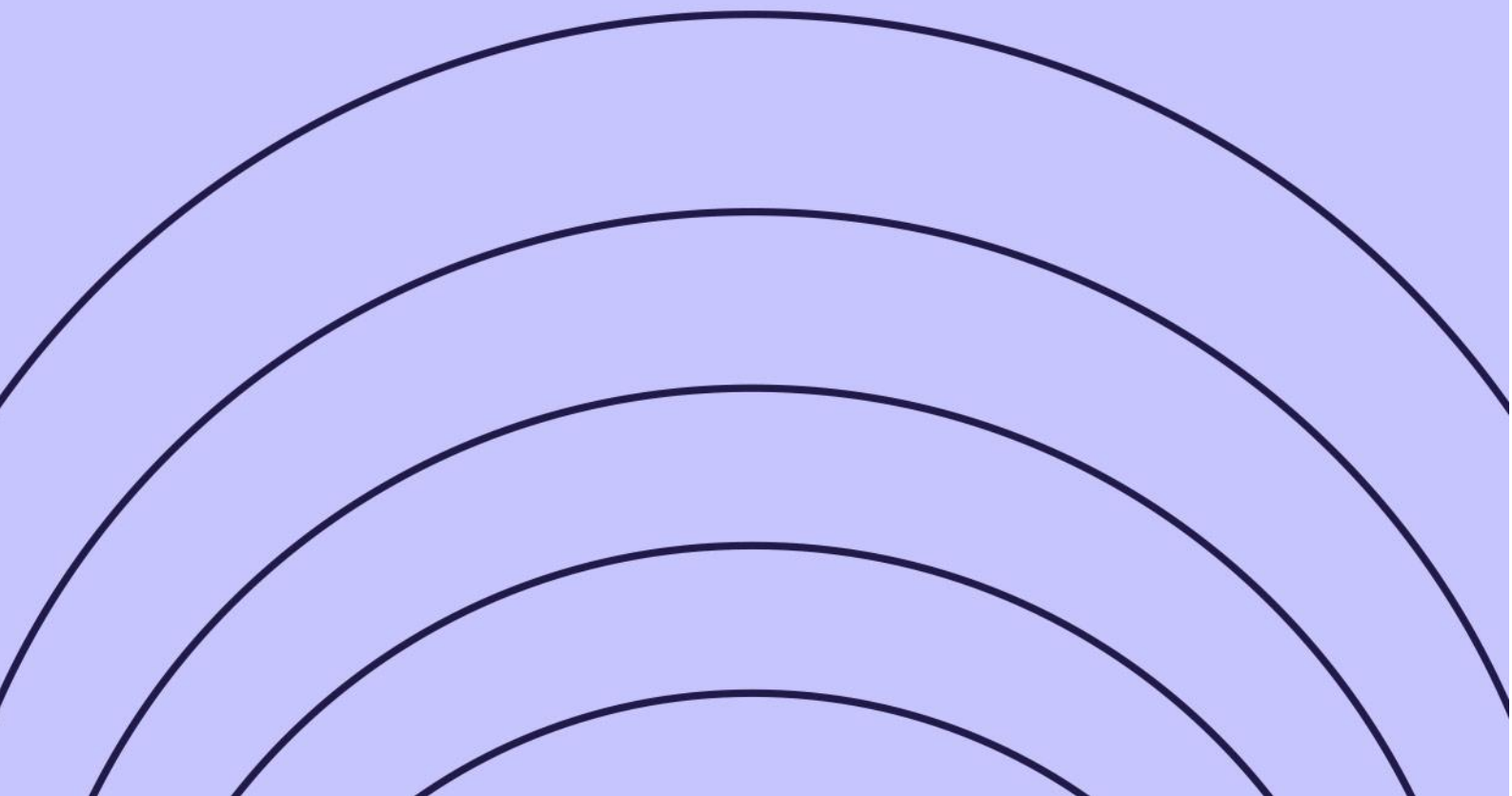




# Apprenticeships Appeals Policy & Procedure

Policy Version No 3.2/14th January 2026 / PTQ-PO-007



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# Policy Statement

Pearson TQ is committed to providing a fair and transparent assessment process for all apprentices undertaking a Pearson TQ Apprenticeship Scheme. We recognise the importance of ensuring that assessment decisions are accurate, unbiased, and in line with established criteria. This Appeals Policy and Procedure is designed to provide apprentices with a formal mechanism to appeal against assessment decisions when they believe there are grounds for review and provide internal quality assurers with a formal mechanism to appeal against external quality assurance visits to ensure the integrity of our apprenticeship programmes.

This policy outlines the procedure to be followed by apprentices undertaking a Pearson TQ Apprenticeship Scheme wish to appeal against an assessment decision that they regard as unfair or inadequate and Lead Internal Quality Assurers (Lead IQAs) who wish to appeal against the outcome of an external quality assurance visit. This policy does not form part of an employee's contract of employment, and it may be amended at any time.

## Roles, Responsibilities, and Implementation

Pearson TQ is dedicated to fostering an inclusive and supportive learning environment, where every apprentice can excel. This policy reinforces our commitment to fairness, equity, and the continuous enhancement of our apprenticeship programmes. We believe that a robust appeals process contributes to the overall quality of our education and training, ensuring that apprentices receive a comprehensive and just evaluation of their skills and knowledge, and where internal quality assurers can confidently engage in a just and through assessment and quality assurance framework.

By implementing this Appeals Policy and Procedure, Pearson TQ reaffirms its dedication to the principles of transparency, accountability, and fairness in assessment, creating an environment where internal quality assurers and apprentices alike, can excel in their chosen fields and achieve success in their professional journeys.

## Apprentices

The line of communication for the Pearson TQ Apprenticeships appeals procedure is from apprentice to assessor, assessor to internal quality assurer (IQA), and IQA to Lead IQA. The Lead IQA will inform the Pearson TQ Quality Manager of all appeals and the awarding body concerned will be informed of the nature and outcome of every appeal reaching the Lead IQA. Assessors are to ensure that all apprentices are aware of the Pearson TQ Apprenticeships Appeals Procedure.

## Internal Quality Assurers

The Lead IQA has the right to appeal formally against the conduct or outcome of external quality assurance visits involving them or their work and may also comment more generally on the work of external quality assurers, either on their own behalf or that of their assessors.

## Objectives

The objectives of this policy are to ensure that both apprentices and internal quality assurers have the right to appeal assessment decisions and external quality assurance visit results, that they believe are unfair or inconsistent with established criteria; and hold assessors, decision-makers and external quality assurance bodies accountable for their assessment and evaluations by providing a mechanism for review.

## Apprentice Guide to Making an Appeal

All Pearson TQ staff are required to support this procedure regardless of their personal views of, and involvement in, individual cases.

Occasionally, differences of opinion regarding an assessment decision or related matter may arise between assessors and apprentices. In such instances, the procedure set out below and summarised in the diagram at Appendix A is to be followed until the matter is resolved. It should be noted that such appeals must be submitted no more than 3 months after the decision being challenged was originally made.

The process for making an appeal regarding an assessment decision is detailed below.

### Step 1

Before proceeding any further, the apprentice is to discuss the issue with the assessor concerned at the earliest opportunity, which will usually be just after the assessment decision has been announced or at the next routine feedback session. The assessor is to explain the basis for the disputed assessment decision or related matter and must outline the 3 main options open to the apprentice (proceeding with or withdrawing the appeal, or re-assessment). If the apprentice is satisfied, the appeal is to be withdrawn; if not, the apprentice is to complete and submit a copy of the Pearson TQ Appeal Form (IQA8) to the assessor. The assessor is to report the appeal to their IQA, regardless of the outcome of this part of the procedure.

## Step 2

On receipt of the Appeal Form, the assessor is to reconsider the disputed assessment decision or related matter and, within no more than 5 days, notify the apprentice of the outcome (decision confirmed or revised). If the apprentice is satisfied, the appeal is to be withdrawn; if not, the assessor is to forward the Appeal Form, together with their comments, to the IQA concerned. The IQA is to notify the Pearson TQ Lead IQA of the status of the appeal.

## Step 3

On receipt of the Appeal Form, the IQA is to review the case and inform the parties to the dispute of the outcome within 10 days of the original submission of the appeal. If the apprentice is satisfied, the appeal is to be withdrawn; if not, the IQA is to forward the Appeal Form, together with their comments, to the Pearson TQ Lead IQA.

## Step 4

On receipt of the Appeal Form, the Pearson TQ Lead IQA is to conduct a final review of the case and inform the parties to the dispute of the outcome within 14 days of the original submission of the appeal. The Pearson TQ Lead IQA is to provide the Pearson TQ Quality Manager with the details and outcome of any appeal reaching them. Awarding bodies will be informed of any appeals reaching the Pearson TQ Lead IQA.

Note: After exhausting all internal options, the apprentice can appeal directly to the relevant awarding body. Pearson TQ will provide the apprentice with all required information and contact details to allow them to follow this option.

Records: The final signatory to the Appeal Form is to arrange for the original to be passed for filing to the PTQ Quality Manager.

## Review of the Appeals Policy and Procedure

Once a year the Pearson TQ's Senior Management Team will review the Appeals Policy and Procedure to include results of appeals.

Analysis of complaints and outcomes by age, gender, and ethnicity of complainant if changes are required the Complaints Policy will be rewritten and all staff and learners will be informed. A record of all complaints for 3 years will be available to the relevant authorities for audit purposes.

## Other Related Policies and Procedures

This policy is in addition to other Pearson Policies and best practice documents:

1. Pearson TQ Appeal Form (IQA8)
2. Pearson TQ Apprenticeships Complaints Policy and Procedure

# Appendix A – Process Chart



# Document Version History

Version No	Date Revised	Revision Description	Revised By	Approved By
1.0	31/01/16	Amended to reflect form requirements	Neil Saunders	Martyn Leader
2.0	17/03/17	Amended to reflect new Pearson TQ branding and new Lead IQA role	Tina Hutchinson	Martyn Leader
2.1	25/04/19	Annual review – no amendments	Neil Saunders	Martyn Leader
2.2	30/09/19	Annual review: added option for apprentice to appeal directly to awarding body	Neil Saunders	Martyn Leader
2.3	06/01/21	Annual review – added reference to ‘apprentice’	Neil Saunders	Martyn Leader
2.4	12/01/22	Annual review – no amendments	Neil Saunders	Martyn Leader
3.0	22/11/23	Annual review: addition of sections – policy statement; roles, responsibilities & implementation; review of appeals policy & procedure; other related policies & procedures; rework of flow chart in appendix A. Formatting, accessibility compliance, spelling and grammar, Pearson TQ branding.	Tina Hutchinson	Neil Saunders
3.1	11/12/23	Review revisions above and edit.	Neil Saunders	Martyn Leader
3.2	14/1/26	Annual review and branding update.	Neil Saunders	Martyn Leader