

Learner Appeals Procedure

June 2026

Introduction

If you disagree with any decision made in relation to the teaching, learning or assessment you have received from Realise you have the Right to Appeal against this decision.

The Appeals Procedure is in place to support you and is there to ensure you have a quality learner journey with Realise.

This information contained in this document will help you to understand the appeals procedure and what to do in the unlikely event that you are not satisfied with a decision related to your teaching, learning or assessment.

There are a number of people involved in your learner journey, the information below outlines who these people are and what you can expect from each of them:

Tutors / Trainer Assessor (TA) / Training and Development Officer (TDO)

Your main point of contact throughout your time with us. They are responsible for:

- Planning and delivering your learning and formative assessments and summative assessment where applicable (in Apprenticeship Standards).
- Providing information, advice and guidance in relation to all learning that forms part of your programme.

Quality Assurers (QA) and Senior Quality Assurers (SQA)

The QA supports the Tutor/TA/TDO and carries out observations of teaching, learning and assessment, and confirms all assessment decisions.

The SQA supports the QA and ensures that the QA conducts their role fully and in a timely manner, and where accredited learning form part of a learning programme the SQA will ensure that Realise delivery meets the requirements of the Awarding Organisation.

They both ensure that that the delivery of your learning programme is of a consistently high quality and that the teaching and learning prepares you to achieve your qualification including End Point Assessment where applicable (in Apprenticeship Standards).

Head of Regulated Learning

The Head of Regulated learning oversees the delivery, assessment, and quality assurance of all the regulated qualifications delivered at Realise.

External Quality Assurer (EQA)

The EQA ensures that the Realise quality assurance systems are being implemented effectively and consistently to reflect national standards, where an accredited qualification forms part of your programme.

They will:

- Monitor and sample learner assessment evidence and observing assessments.
- Provide a fair and impartial review of appeals made to assessment decision by learners.

End Point Assessor (for Standards only)

Their role is to independently summative assess and award achievement; they work for the external Independent End Point Assessment Organisation (IEPAO)

The Appeals Procedure is set out in the following three stages.

Stage 1

If you disagree with decision made in relation to the teaching, learning or assessment, please **discuss this with your Tutor / TA / TDO in the first instance.**
This can be done face to face, over the phone or via email.

If you prefer to raise the issue with someone else, please contact your QA via email

Their details can be found in your OneFile account tab within the user area or in your learner handbook.

Your appeal will be taken seriously, and appeals will be recorded by the person with whom the issue is raised at each stage.

In the case of a discussion with your Tutor / TA / TDO the issue may be resolved at this stage, and you will receive a response immediately or with 5-days if the issue was raised via email.

If you are not satisfied with the outcome of your appeal or are unhappy with the response, please inform the person dealing with the appeal and the following steps will be taken.

Stage 2

Your appeal will be forwarded to a QA who will look into the matter further and may contact you to discuss the issues in more detail over the phone or via email.

Should a QA request to meet with you, you may have an independent representative present at this meeting if required.

This will be completed within 5 working days

The QA will make a decision on whether your appeal is upheld and will inform you of this within 10 days of receiving the referral.


If you are not satisfied with the response at this stage, please inform the person dealing with the appeal (the QA) and the following steps will be taken.

Stage 3

Your appeal will be escalated to the Senior Quality Assurer and the Head of Regulated Learning who will then review the initial appeal, look at the decision made by the QA and agree to either uphold or overturn this decision,

If the appeal is in relation to an assessment decision related to an accredited qualification the Head of Curriculum is obliged to inform the relevant Awarding Organisation.

You will be informed in writing of the decision that has been made within 5 working days of receipt of the second appeal. This decision will be deemed the final decision in the Appeals procedure.

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Policy Owner	Lesley Rimmington
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