

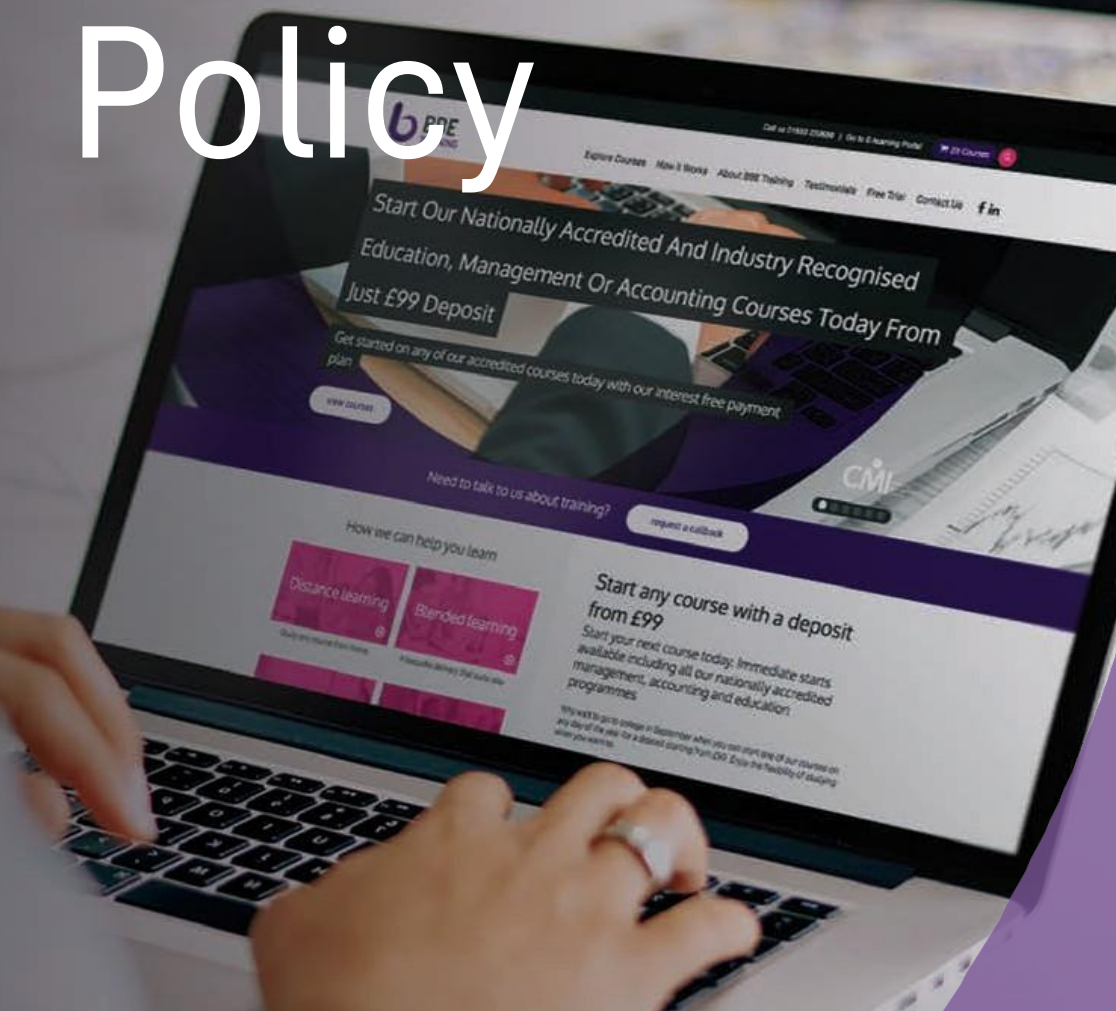


BBE
TRAINING



A CITRUS GROUP
COMPANY

BBE Appeals Policy



1. Purpose and Scope

This policy sets out how BBE Training manages appeals against Recognition of Prior Learning (RPL) assessment decisions made by the centre and explains how students must contact AAT where they wish to challenge any other type of AAT assessment result or decision.

The policy is designed to ensure that appeals are handled fairly, consistently, transparently and within defined timescales. It applies to students, assessors, Internal Quality Assurers (IQAs), Student Support, the Quality Manager and the Head of Centre.

2. Important Distinction: RPL and Other AAT Assessments

Assessment type	Who handles the appeal?	Route
RPL assessment	BBE Training initially	Follow the two-stage internal RPL appeals process in this policy.
Any other AAT assessment	AAT	Use AAT's Assessment enquiries and appeals procedure. BBE Training does not internally re-mark or determine appeals against AAT-marked/computer-based assessments.

3. How to Appeal an RPL Assessment Decision

A student who believes an RPL assessment decision is incorrect must submit a written appeal within 14 working days of being notified of the decision.

The written appeal should include:

- the student's full name and learner/registration number where applicable;
- the qualification and RPL assessment decision being challenged;
- the reasons and grounds for the appeal;
- the outcome the student is seeking;
- copies of any evidence or records that support the appeal.

Appeals should be sent to customerservices@bbetraining.co.uk or posted to BBE Training, Citrus Group House, Nene Park, Diamond Way, Irthlingborough, Northamptonshire, NN9 5QF.

4. Stage 1 – RPL Appeal Review

Student Support will acknowledge the appeal and pass it to the Quality Manager. The Quality Manager will appoint an appropriate assessor/IQA who was not responsible for the original RPL assessment decision wherever practicable.

The reviewer will consider the original RPL evidence, assessment records, assessment criteria, the student's grounds for appeal and any additional relevant evidence. The original assessor may be asked to provide factual clarification but will not determine the appeal.

BBE Training will issue the Stage 1 outcome in writing within 14 working days of receiving a complete appeal. The response will state whether the appeal is upheld, partially upheld or not upheld, the reasons for the decision and any corrective action required.

5. Stage 2 – Independent Internal Appeal

If the student remains dissatisfied, they may request a Stage 2 appeal in writing within 14 working days of the Stage 1 outcome. The request should explain why the student believes the Stage 1 decision should be reconsidered and identify any relevant procedural or evidential concerns.

The second-stage appeal will be dealt with independently. It will be assigned by the Head of Centre to a senior manager, Quality Manager/IQA or other suitably competent person who had no involvement in the original RPL assessment or the Stage 1 review and who has no conflict of interest. Where internal independence cannot reasonably be achieved, BBE Training may appoint an appropriately qualified external person.

The independent reviewer will examine the appeal record, evidence and procedure followed. A final written centre decision will be issued within 14 working days of receipt of the Stage 2 appeal. This response will explain the outcome, reasons and any action to be taken.

6. Roles and Responsibilities

Team / job title	Stage	Responsibility
Student Support	Receipt	Log, acknowledge and route the appeal; maintain correspondence and records.
Quality Manager	Stage 1	Appoint a competent reviewer, oversee the investigation and ensure the response is issued within the required timeframe.
Assessor / Internal Quality Assurer	Stage 1	Review RPL evidence and assessment records impartially; provide a reasoned recommendation/outcome.
Head of Centre	Stage 2	Ensure an independent reviewer is appointed and that conflicts of interest are avoided.
Independent senior reviewer / IQA / external reviewer	Stage 2	Conduct an independent review and determine the final centre outcome.

7. Timeframes

Action	Timeframe
Student submits Stage 1 RPL appeal	Within 14 working days of notification of the RPL decision
BBE Training issues Stage 1 outcome	Within 14 working days of receiving a complete appeal
Student requests Stage 2 review	Within 14 working days of the Stage 1 outcome
BBE Training issues Stage 2 final decision	Within 14 working days of receiving the Stage 2 appeal

If exceptional circumstances mean a response cannot be completed within 14 working days, BBE Training will tell the student the reason for the delay and provide a revised response date.

8. Appeals About Any Other AAT Assessment

Appeals concerning AAT assessments other than RPL are not handled through BBE Training's internal RPL appeal process. Students who believe an AAT assessment result does not accurately reflect their performance must use AAT's Assessment enquiries and appeals procedure.

AAT currently states that an application for an assessment enquiry must be submitted within 10 working days of the assessment result being released. Students should check AAT's current webpage before submitting because AAT's forms, fees, stages and timescales may change.

AAT Assessment enquiries and appeals: <https://www.aat.org.uk/assessments/students/results/enquiries-appeals>

AAT Customer Support: customersupport@aat.org.uk | +44 (0)20 3735 2468

BBE Training can provide reasonable administrative assistance to help a student locate the AAT procedure, but AAT's published requirements govern the enquiry or appeal.

9. Records, Confidentiality and Monitoring

Student Support will maintain a secure record of each appeal, including the appeal submission, evidence, correspondence, reviewers involved, decisions, reasons and actions taken. Information will be shared only with staff or external reviewers who need it to consider or administer the appeal.

The Quality Manager will monitor appeal themes and outcomes to identify recurring assessment, standardisation, training or process issues. Where an appeal identifies a weakness, appropriate corrective action will be recorded and followed through.

10. Fairness and Conflict of Interest

No student will be disadvantaged for making an appeal in good faith. Anyone with a personal interest, prior material involvement or other conflict that could affect impartiality must declare it and take no part in determining the relevant stage of the appeal.

11. Policy Review

This policy will be reviewed annually, or sooner where AAT requirements, regulatory expectations, BBE Training processes or relevant legislation change.

BBE Training | Citrus Group House, Diamond Way, Nene Park, Irthlingborough, Northamptonshire, NN9 5QF

Appeals: customerservices@bbetraining.co.uk | 03332 07 66 33 | www.bbetraining.co.uk

12. Policy review

This policy will be reviewed annually, or sooner where required by changes to legislation, awarding-body requirements, organisational practice, complaint trends or stakeholder feedback.

Version	Last review	Next review
2.0	September 2026	September 2027