

Learner Appeals Policy

*Written: January 2024. Last reviewed: January 2026
Next Review: January 2027*

Note: Venture Training & Education Ltd is referred to throughout this policy as “Venture Training & Education”, “we”, “us” or “the Centre”.

1. Purpose

This policy provides a process to ensure that Venture Training & Education's policies and procedures are applied appropriately, fairly and consistently to all learners.

2. Policy Statement

Venture Training & Education will allow any learner the right to appeal against decisions made under our policies and procedures.

3. Scope

This policy covers decisions made under the following policies and procedures:

- Managing Positive Behaviour
- Learner Attendance, Participation and Achievement
- Admissions
- Assessment
- Disclosure and Safeguarding
- Malpractice & Maladministration
- Any other decisions made under Venture Training & Education's regulations and procedures.

4. Responsibilities

4.1 The Quality Manager is responsible for the implementation and development of this policy.

4.2 All members of staff and learners are responsible for the effective operation of this policy.

4.3 The Director is responsible for monitoring the effectiveness of this policy.

4.4 Tutors and Assessors are responsible for providing advice and support to learners wishing to make an appeal.

5. The Appeals Process

5.1 A formal appeal should only be made after the learner has exhausted all informal means of resolving the issue.

5.2 Any learner who wishes to make a formal appeal against a decision made by Venture Training & Education should submit the appeal in writing within five working days of receiving notification of the decision. This should be sent to the Quality Manager.

5.3 The letter of appeal should clearly state the decision being appealed, the basis for the appeal, and the remedy the learner is seeking. The letter of appeal may include new evidence to support the appeal, including any personal circumstances the learner wishes to be considered.

5.4 Tutors and Assessors are available to assist the learner in preparing their letter of appeal, if required.

5.5 Venture Training & Education will normally acknowledge receipt of the letter of appeal within 5 working days.

5.6 An appeal hearing will be held to give the learner the opportunity to explain the basis of their appeal in person. The learner will be given at least 3 working days' notice of the date and time of the hearing.

5.7 The learner has the right to be accompanied to the hearing by a friend or representative. Venture Training & Education should be notified of any person who will be accompanying the learner at least one working day before the hearing.

5.8 The appeal will be heard by a nominated panel, normally chaired by a member of the Senior Management Team, within 10 working days of the letter of appeal being received. Where this timescale is not practicable, the period may be extended by mutual agreement.

5.9 No member of the appeals panel should have had direct involvement in the decision being appealed.

5.10 The decision of the appeals panel will normally be given verbally to the learner and confirmed in writing within 5 working days of the panel being held.

5.11 The decision of the appeals panel is final and, subject to Section 6 below, is not subject to further appeal within Venture Training & Education.

6. Further Appeals

6.1 Any learner who wishes to appeal further against the operation of the appeals process (but not the decision itself) can appeal to the Director in writing.

6.2 A review of the documentation will be undertaken to ensure that the appeals panel has operated within Venture Training & Education's process. If the Director decides that the process has not been followed correctly, they may require a re-hearing to be convened by a different panel.

6.3 Where an appeal is unsuccessful, the learner has the right to raise a complaint under Venture Training & Education's Complaints Policy.

6.4 Where an appeal involves the process of assessment, a learner may have a further route to appeal directly with the relevant awarding organisation. This will be dependent on that awarding organisation's own appeals process.

7. Related Policies

This policy should be read alongside Venture Training & Education's:

- Complaints Policy
- Malpractice & Maladministration Policy
- Internal Quality Assurance Policy
- Safeguarding Policy
- Equality, Diversity and Inclusion Policy

Signed: _____

Ian Harris
Company Director

17/01/2026