



## **Internal Appeals Policy**

**Last approved: August 2025**

**Approved by: Quality Committee**

**Next review due: August 2026**

## **Safeguarding Statement**

BN1 Arts is a post 16 specialist provider, specialising in Music and the Creative and Performing Arts. All staff, volunteers and partners are committed to safeguarding the welfare of every person within BN1 Arts. Our mission is to help young people to engage and achieve within a safe and inclusive environment.

### **1. Scope of this Policy**

1.1 This document lays out the internal appeals policy of BN1 Arts for Exams and Vocational Qualifications.

1.2 The purpose of this policy is to set out procedures that learners should follow if they wish to appeal the result of an academic decision internally assessed by the centre.

1.3 This policy does not deal with appeals which are escalated to Awarding Organisations, either directly or following completion of this internal review process.

For details of appeals submitted to Awarding Organisations (AO) please seek guidance directly with the AO.

### **2. Grounds for Appeal**

2.1 Appeals must clearly set out the grounds for appeal (i.e. the reason the learner believes that the result is incorrect and must be changed.)

2.2 An appeal can only be made once the result of an assessment has been received by the learner.

2.3 Admissible grounds for appeal are:

- assessment was not made in line with grading criteria
- centre quality assurance procedures were not correctly applied
- the assessment decision was affected by an administrative or procedural error
- a decision in respect of a reasonable adjustment or special consideration unfairly impacted on the assessment decision

### **3. Timescales**

3.1 Learners have 10 working days after receipt of their grade (or, for second level appeals, receipt of the first level appeal decision) in which to make an appeal. We may not be able to process appeals received after this timescale.

3.2 Learners will receive a formal acknowledgement of their appeal within 10 working days of the appeal being lodged.

3.3 Learners will be informed of the outcome in writing within 10 working days of the appeal being lodged. If this timescale needs to be extended, for example because of a need to collate and analyse or assess significant quantities of evidence, this will be conveyed to the learner as soon as possible.

#### **4. First Level Appeal**

4.1 A formal appeal must be sent to [studentsupport@bn1arts.co.uk](mailto:studentsupport@bn1arts.co.uk)

4.2 All appeals must be made in writing. Clear grounds for appeal, in accordance with those outlined above, must be provided, along with any relevant evidence.

4.3 The first level appeal involves a review of the learner evidence, tutor assessment feedback and internal verification documentation by Programme Leader.

4.4 A judgement will be made about whether the appeal should be upheld or rejected.

4.5 If the appeal is upheld, the result for the learner for this unit will be amended and all appropriate paperwork and tracking will be updated to reflect this.

4.6 If the appeal is not upheld, the learner will be provided with clear reasoning as to why not.

4.7 If no further response to the appeal decision is received within 10 study days of the decision being communicated to the learner, the appeal will be closed, no further correspondence will be entered into.

4.8 Written records will be kept of all appeals.

#### **5. Second Level Appeal**

5.1 If the learner is unhappy with the outcome of the first level appeal, they may lodge a second level appeal.

5.2 The second level of appeal is a review of the first level appeal by the Academic Coordinator, or nominated person, who has no direct involvement with the learner's teaching, learning or assessment.

5.3 A formal appeal must be sent to [studentsupport@bn1arts.co.uk](mailto:studentsupport@bn1arts.co.uk).

5.4 As much information as possible should be provided to enable a thorough investigation be carried out, including investigating why the learner is dissatisfied with the outcome of the first level appeal.

5.5 A judgement will be made about whether the appeal should be upheld or rejected.

5.6 If the appeal is upheld, the result for the learner for this unit will be amended and all appropriate paperwork and tracking will be updated to reflect this.

5.7 If the appeal is not upheld, the learner will be provided with clear reasoning as to why not.

5.8 The second appeal decision is final.

5.9 Written records will be kept of all appeals.

## **6. External Appeals**

If the student does not feel that the staff at BN1 Arts have appropriately dealt with their grading concerns, students can go to the awarding organisation directly and follow their appeals process.

For more information please refer to the BN1 Arts Further Education Terms and Conditions.