



## Appeals against Assessment/Training Decision Apprentice procedure - Flowchart

**The apprentice appeals against assessment/training decision procedure is here to support you and will not affect your learning in any way.**

If you disagree with an assessment decision/development decision within your chosen qualification or Standard.

Discuss your concerns with your tutor.

If you do not feel comfortable discussing with your tutor, you can contact MBKB's Quality Manager – Julie@mbkbgroup.com

You will then be contacted within 7 days to discuss the outcome of your appeal.

Are you happy with the outcome?

Yes  
No further action is required.

No  
What happens next?

An Apprentice Assessment Appeals Application form will be completed with you.  
(You might like to bring a work colleague with you for support)

The appeal will be passed onto MBKB's Quality Director who will contact you to meet and discuss further.  
The Director will also discuss the appeal with your tutor.

Verbal feedback supported by written confirmation will be provided within 10 days

Is the appeal related to an awarding body or End point assessment organisation?

If the appeal is regarding requirements set out or results issued by the Awarding body of a qualification or the End Point Assessment Organisation you will be put into direct contact with the relevant person and will follow their appeals process with the support of MBKB. Their decision is then final.



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