



Learner Appeals Procedure

Centre Name: EWA Tracker Ltd

Status: Regulated & EAL Approved

Version: 1.0

Date Reviewed: February 2026

Next Review Due: February 2027

1. Purpose

This procedure sets out how learners can appeal assessment decisions made by EWA Tracker Ltd. It ensures appeals are handled fairly, consistently, transparently, and in line with EAL requirements.

2. Scope

This procedure applies to all learners registered on regulated and EAL-approved qualifications delivered by the Centre.

3. Communication of the Procedure

- Provided to learners during induction and via the learner handbook.
- Communicated to staff through induction and CPD updates.

4. Grounds for Appeal

Learners may appeal assessment decisions they believe are unfair, incorrect, or where procedures were not followed.

5. Stages of Appeal

Stage 1: Informal discussion with Assessor.

Stage 2: Formal written appeal to Centre Manager with IQA review.

Stage 3: Escalation to EAL in line with awarding organisation procedures.

6. Timescales

Appeals are acknowledged within 5 working days and resolved within 10 working days where possible.

7. Monitoring and Review

All appeals are recorded securely and reviewed as part of the Centre's quality assurance processes.

8. Review of Procedure

This procedure is reviewed annually or sooner if required by changes in regulatory guidance.