

LEARNER APPEAL FORM

SECTION 1: LEARNER & COURSE DETAILS

Full Name: _____ Trainee ID Number: _____
Email Address: _____ Phone Number: _____
Course/Program Title: _____ Instructor/Assessor Name: _____

SECTION 2: DETAILS OF THE APPEAL

Date of Decision being appealed: ____ / ____ / ____ Type of Decision: _____

Reason for Appeal / Grounds for Escalation:

(Provide a detailed description below. Attach extra sheets or supporting evidence if required.)

Learner Signature: _____ Date: ____ / ____ / ____

SECTION 3: INTERNAL PROCESSING & STAGE TRACKING (Office Use Only)

Stage 1: Instructor / Assessor Review

Date Discussed with Trainee: ____ / ____ / ____
Outcome / Resolution Attempted: _____

Status: ☐ Resolved ☐ Unresolved (Escalated to Stage 2)
Signature: _____ Date: ____ / ____ / ____

Stage 2: Internal Quality Assurer (IQA) Review

Date Referred to IQA: ____ / ____ / ____ (Decision due within 5 days of referral)
Decision & Justification: _____

Status: ☐ Accepted by Trainee ☐ Rejected (Escalated to Stage 3)
Signature: _____ Date: ____ / ____ / ____

Stage 3: Training Manager Review

Date Lodged with Training Manager: ____ / ____ / ____ (Decision due within 2 days in written form)

Training Manager Decision:

Status: ☐ Accepted by Trainee ☐ Rejected (Escalated to Stage 4)

Signature: _____ Date: ____ / ____ / ____

Stage 4: General Manager Review (Final Internal Escalation)

Date Referred to General Manager: ____ / ____ / ____ (Decision due within 3 working days)

General Manager Final Decision:

Signature: _____ Date: ____ / ____ / ____

Stage 5: Appeal Feedback and Closure

Date Appeal Feedback Form Issued to Trainee: ____ / ____ / ____

Date Feedback Form Received/Filed for QA Monitoring: ____ / ____ / ____

IQA Representative Signature: _____

Stage 6: External Awarding Body (If Applicable)

Date Case Referred to Awarding Body: ____ / ____ / ____

Awarding Body Decision Notes: _____