

Appeal Procedures

Guidance to Education and Training Institutions

This document provides guidance to education and training institutions regarding their appeals against the processes and conduct during Reviews, Institutional Listings, Qualification Placements and Alignment of Foreign Qualifications. All appeal applications should be submitted through the Education & Training Quality Authority (BQA) online appeal form (available on BQA website) and supported by relevant evidence.

The ground of the appeal should be based on the lack of adherence to the published framework/handbook which led to unfair processes and/or conduct. On investigation, the appeal could then amend judgements if this is applicable.

The education and training institutions, hereinafter referred to as the 'Institution' have the right to appeal according to the following procedures:

1. **Stage-1 appeal:**
 - a. An appeal against the processes and/or conduct during Reviews, Institutional Listings, Qualification Placements and Alignment of Foreign Qualifications is to be submitted to the Director of the relevant Directorate within **five working days** from receiving the draft report.
 - b. The institution will be notified in writing that their appeal has been received and has been accepted or otherwise.
 - c. The institution will receive a formal letter indicating the result of the appeal within **20 working days** of BQA's receipt of the Stage-1 appeal.
2. **Stage-2 appeal:**
 - a. An institution is eligible for a Stage-2 appeal if the institution is dissatisfied with the decision of the Stage-1 appeal and must clearly state the grounds for the appeal and all related evidence.
 - b. The Stage-2 appeal should be submitted through the online appeal form within **five working days** of receiving the Stage-1 appeal decision.
 - c. A formal written receipt of the appeal will be acknowledged and sent to the institution.
 - d. The institution will be informed through a formal letter of the outcome of the Stage-2 appeal within **30 working days** from the date of acknowledgement of the Stage-2 appeal.
3. Any appeals that do not follow the above process will not be considered.