



QA Disciplinary and Appeals policy

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Public

This document can be disclosed outside of the QA group of companies without Director, InfoSec or Legal Team member approval.



Version control

This policy applies to all Level 3-7 Apprenticeships in England not covered by university partner or higher apprenticeship policies

Document information

Version 1	New policy

Document Approval

Name	Position	Viewed / comments
Naomi Lavender	Quality Director	Approved
Emma Hambidge	Retention Manager	Approved
Clare Dunne	Head of Quality	Approved

Revision History

Version	Issue date	Author	Description of change
1.0	Jan 2025	Naomi Lavender	New Policy Template



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Policy Statement

This policy is to define the process that would be followed when a learner has failed to meet the expected requirements of their apprenticeship as set out and related to the following documents and policies:

- In learning code of conduct
- Learner Attendance, Behaviour and Punctuality policy
- Malpractice & Maladministration policy
- Cheating and Plagiarism policy

1. Introduction

QA Apprenticeships (QAA) is committed to encouraging academic excellence and integrity from learners, and confidence among all who deal with QAA, including parents, employers, awarding and funding organisations. To achieve this QAA will be clear and transparent on its Disciplinary and appeals process.

2. Scope

Applicable to all learners on an Apprenticeship programme delivered directly by QA and related to learners whilst in learning and during End Point Assessment.

3. Disciplinary Process

In cases where a learner fails to meet the expectations outlined within the documents and policies above, the following escalation process will be followed, with the ultimate step being withdrawal from the programme if necessary. Some steps in the process below may be combined if the conduct is deemed especially severe or in violation of multiple points:

1. Initial Meeting with Learner

A meeting will be arranged between the learner and relevant QA staff (DLC, Skills Coach, Tutor, etc.). The purpose of this meeting is to discuss the concern, provide feedback, and offer support to help the learner address the concern. A record of the meeting will be logged, but no formal action will be taken at this stage, giving the learner an opportunity to improve.

2. Formal Written Warning

If no improvement is observed following the initial meeting or further areas of concerns are raised, a formal written warning will be issued to both the learner and their employer and noted on QA's internal student record system. This document will detail the behavioural concerns, outline the expected improvements, and set a specific timeframe for change. A second meeting will be held to ensure the learner understands the situation and the consequences of further non-compliance. Support measures may be put in place to assist the learner.

3. Review Meeting with QA

If the learner fails to demonstrate improvement within the designated timeframe, the

issue will be escalated to the Quality Team. A formal review meeting will be conducted with the Quality Lead and other relevant staff and occurrence of the meeting will be noted within QA's internal student record system. Notice of the meeting will be communicated to the employer. During this meeting, the learner's conduct with previous warnings will be reviewed.

Additional support or a final warning may be issued depending on the severity and persistence of the concern.

4. Final Written Warning

If there is still no satisfactory improvement following the review meeting, the learner will receive a final written warning. This will be the last opportunity for the learner to rectify their behaviour or conduct. The learner will be made aware that failure to comply with expected standards moving forward and this may result in their removal from the programme. This letter will be noted on QA's internal student record system and sent to both the learner and employer.

5. Programme Withdrawal

If, after the final warning, the learner's behaviour or conduct does not improve, the decision may be made to withdraw the learner from programme. Both the learner and their employer will be formally notified of the withdrawal. This decision will be documented and communicated in writing. The learner will also be informed of their right to appeal the decision.

4. Appeals process

Learners who are notified of an outcome of 'withdrawal' from the programme have the right to appeal the decision within 10 working days of receiving their formal withdrawal notice.

Appeals should be sent via email to:

- For Degree apprenticeship learners peter.bull@qa.com
- For L3-5 England and Scotland apprenticeship learners naomi.lavender@qa.com

The outcome of the appeal and final decision will be communicated to the learner within 15 working days of the appeal submission.

5. Policy Review

The next review of this policy will take place during January 2026

