

Learners Appeals Policy and Procedure

What is the learner Appeals Policy For?

If a learner disagrees with an assessment decision in relation to any assessment decisions, then they have the right to appeal. The Learner should first talk to their Tutor to try to resolve the issue.

Scope of the Policy

This policy applies to all employees, associates, employers and learners involved in the qualification element of the training programme or any commercial course run by the company.

Stage 1

The appeal must be in writing and clearly indicate the points of dispute. Evidence should be provided to support the case.

Stage 2

If the matter is not resolved at stage 1 then the complainant should submit a written appeal to the Quality Manager within 5 working days of the conclusion of appeal stage 1. All original documents must be included. The Quality manager will carry out an investigation and inform the relevant parties of the outcome within 10 days.

Stage 3

If no resolution, the complainant will send the appeal in writing, including all original documentation to the Director of Training within 10 days of stage 2, who will review the complaint along with the IQA report.

The Director of Training will reply to the complainant and if this resolves the matter, then then no further action required.

Stage 4

If you remain unhappy following our Internal Appeals procedure, then please contact the awarding Organisation – City and Guilds directly, the Director of Training will provide the contact details.

Signed