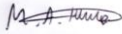




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TRAINING LTD

ASSESSMENT APPEALS PROCEDURE

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Signed: 

Name/Role: Matt Hilliker / Director

Date: 25/10/24

Signed: 

Name/Role: Joe Havey / Director

Date: 25/10/24

INFORMAL

In the first instance, if a learner disagrees with an assessment decision, he/she should first discuss this with the Assessor, and they will together attempt to resolve the differences within a two week period.

FORMAL

If the matter cannot be resolved informally between the student and the Assessor, students should complete the **Notification of Appeal Form** and return within fourteen days together with relevant documentary evidence to the Internal Quality Assurer (IQA)



If the matter cannot be resolved by the actions of the Internal Quality Assurer, the Internal Quality Assurer must inform the Operations and Quality Manager. The student may make a formal approach to the Operations and Quality Manager. **The Student and Internal Quality Assurer to refer the Notification of Appeal Form and return within fourteen days together with the relevant documentary evidence to the Quality Manager.** The Quality Manager will review the decision based on the evidence available and inform all parties within fourteen days.



If the student is not satisfied by the decision of the Quality Manager, they can request that the Quality Manager convene the appeals panel. **The Student and Quality Manager to refer the Notification of Appeal Form and return within fourteen days together with the relevant documentary evidence to the Appeals Panel.**

The Quality Manager will convene the Panel within fourteen days of receiving notification.

In the absence of the Quality Manager, the Internal Quality Assurer must report incidents to the directors that also form the appeal panel. This process must also be followed if the Quality Manager is included in an appeal.

The student will receive a written acknowledgement on receipt of this notification.

The student has the right to attend the Appeal hearing and may be accompanied by a person of his/her choice.

Outcome of the Appeal to be recorded on the Appeal form

The Appeals Panel will consist of the subject Internal Quality Assurer (I), the Quality Manager and Managing Directors.

Relevant parties to complete stage three of the notification of Appeals Form. The decision made by the Appeal Panel will be sent in writing to the student within fourteen days



If the matter has not been resolved by the actions in stage three the student has the right to appeal to the relevant Awarding body by following the awarding body guidelines which can be provided upon request.

The Focus Awards Quality Team (info@focusawards.org.uk)

City and Guilds / ILM Quality Team (centresupport@cityandguilds.com)

THEIR DECISION IS FINAL.