

APPEALS PROCEDURE

Stage 1

Learner requests informal discussion with his/her assessor to discuss the basis of dissatisfaction. If the learner feels on the basis of this discussion that he/she wishes to pursue a formal appeal against an assessment decision, the assessor / trainer will inform the learner of the procedure to be adopted.

Stage 2

The learner submits a formal written request for re-assessment to the Internal Quality Assurance for the programme. This should indicate clearly the learner's reasons for making the request.

Stage 3

The Internal Quality Assurance will review the evidence presented by the learner to determine whether to recommend that assessment by another assessor / trainer should take place. The Internal Quality Assurance will notify the learner of this decision within five working days of receiving the written request. The learner may at this stage decide whether or not to proceed with re-assessment.

Stage 4

In arranging for the learner's work to be re-assessed, the Internal Quality Assurance will arrange for this to be undertaken "blind" by another assessor / trainer who will not be aware of the previous assessor's / trainer's decision or the specific points which have given rise to the re-assessment.

Stage 5

The Internal Quality Assurance will review the second assessment decision within six working days of the decision being made and, if in agreement with the second assessor / trainer will confirm the result to the learner. If the Internal Quality Assurance is not in agreement with the second assessor's / trainer's assessment, the evidence and the comments of both assessors / trainers and the Internal Quality Assurance shall be passed to the External Quality Assurance for a decision. Learners shall be kept informed at each stage of the progress of their appeal. Awarding bodies are required by the NVQ Code of Practice to publish information on its appeals arrangements.

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Previous Review dates: - Nov 17

Latest Review : - Nov 18

Next Review : - Nov 19

This is a controlled document, any changes must be authorised before use by AS Training Services Limited Quality Management in line with AS Training Services Quality Statement requirements.

COMPLAINTS PROCEDURE

- Learners have a right to complain against unreasonable or discriminatory actions of associates.
- Complaints must be notified in writing to the Internal Quality Assurance within ten working days of the incident.
- If the Internal Quality Assurance cannot resolve to the problem satisfactorily with the learner, she/he may refer the matter to AS Training Services Limited Quality Manager.
- If this step does not resolve the matter, the complaint may be referred to The External Quality Assurance at the relevant Awarding Body.
- Learner must follow the steps outlined above.

I have read and understand the complaints and appeals procedure:

Learner Name: _____ Signature: _____ Date: _____

Assessor / Trainer Name: _____ Signature: _____ Date: _____

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