

APPEALS PROCEDURE

Repton Training Limited is committed to providing a quality service and aims to ensure all our students are happy with their training. However, if for any reason a student feels the need to appeal then this appeals procedure must be followed.

Candidates have the right to appeal against assessment decisions and candidates have the right to appeal against a judgement of an assessor if:

- They feel they have been discriminated against.
- They feel the assessment procedures have not been fairly carried out.

PROCEDURE

a) The candidate should inform the Training Co-ordinator that they seek an appeal within 20 days of the assessment decision.

b) The appeal should also be made in writing

c) The Training Co-ordinator will attempt to find a solution with the candidate, assessor and internal verifier; for example through another assessment or reconsideration of the evidence. If the matter is still unresolved then:

d) The Training Co-ordinator will set a date for the appeal to be considered by an Appeals Panel within 20 working days of the appeal being received by the Co-ordinator. The Appeals Panel will comprise:-

- An Assessor
- An Internal Verifier
- The Centre Manager

e) The Training Co-ordinator will notify the External Verifier that an appeal has been lodged.

f) Those involved in the appeal will be notified in writing of the Appeal Panel's decision within 5 working days of the hearing.

g) In the event that the candidate is dissatisfied with the way in which the appeal has been conducted by the Centre, s/he may appeal to the Awarding Body.

The candidate must follow the above process and not attempt to 'leap frog' the structure.

