



APPEALS POLICY

The Company is committed to ensure that all learners are treated equally and can challenge any decision that they do not completely agree with, to assure fairness throughout the Company has implemented this policy.

The policy will be included in all inductions conducted with all trainers, assessor's and clients/learners.

Appeals can be made in relation to decisions made within the organisation including:

- Outcome of an assessment (enquiry about results EAR)
- Any decisions regarding reasonable adjustments and other special considerations
- Decisions taken as a result of a malpractice or maladministration investigation.

If a client/learner wishes to appeal against any decision, the following steps should be observed:

- The learner should first discuss the reason for appeal with their trainer/assessor. This should ideally be done as soon as possible after the assessment decision.
- The trainer/assessor must consider the reasons for the appeal and must give the learner an immediate response. The trainer/assessor's decision will be confirmed in writing to the learner within 3 working days.
- If the learner is not satisfied with the trainer/assessor's final decision, a formal written appeal should be sent to the Internal Quality Assurer (IQA), utilising form number [\(067 UTS Learner Appeals Form\)](#), which is available from the trainer/assessor.
- The IQA will conduct a review of the appeal to ascertain the seriousness of it and then ensure there is no-conflicting reason which will prevent them from being impartial when reconsidering the trainer/assessor decision taking into consideration the learner's reason for appeal, the learner's evidence and associated records or data provided, the trainer/assessor's reason for the decision and the opinion of another assessor from the training centre.
- The IQA will acknowledge receipt of all appeals within 5 working days and will give the learner the reconsidered decision, in writing, within 10 working days of receiving the appeal.
- The appellant also has the right to raise any appeal to the appropriate Awarding Organisation or Accrediting body and or the regulators such as Ofqual, Qualification Wales, CCEA.
- As Qualifications Scotland is a non-regulated qualification, a Director of Up To Speed Training & Assessment Ltd will be responsible for the 3rd stage appeal and their decision is final.

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Contact details for a regulator or a regulated Awarding Organisation can be obtained from the following regulators website.

- Ofqual <https://www.gov.uk/government/organisations/ofqual>
 - Qualification Wales <http://qualificationswales.org/splash?orig=/>
 - CCEA <http://www.ccea.org.uk>
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- The IQA will provide the awarding organisation with all the relevant information and evidence with regards to the assessment and previous appeal proceedings.
 - The decision of the awarding organisation, regulatory body or Director is final.
 - If an appeal is up-held then Up To Speed Training & Assessment Ltd will ensure a review of their own systems and procedures is undertaken and the necessary remedial action implemented to prevent re-occurrences, and it from having an impact on other learners, the findings will be communicated throughout the business either immediately by email or at the appropriate departmental meeting.
 - All appeals will be recorded in accordance with the Company's approved process and monitored and tracked to ascertain and patterns or trends.

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