



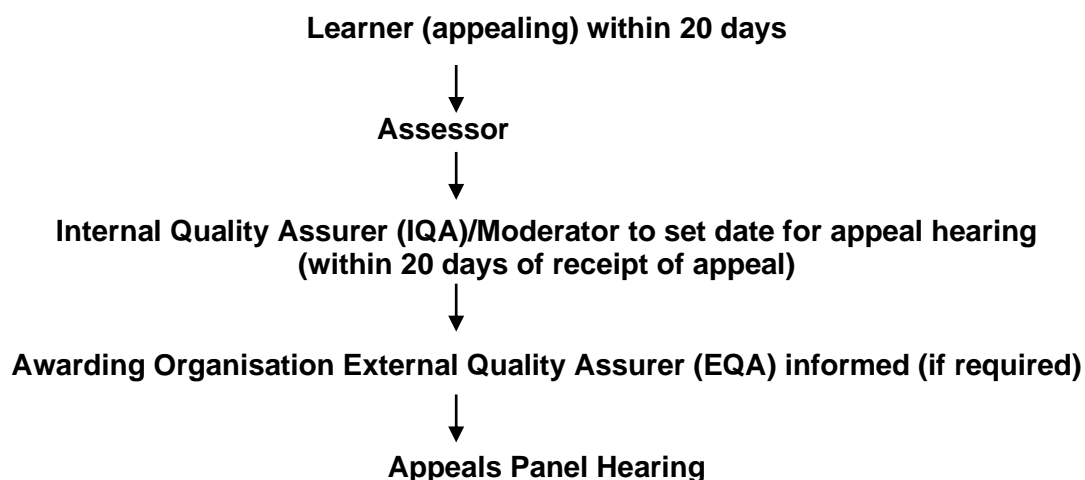
Advance Care Training Limited

APPEALS AND COMPLAINTS PROCEDURE

Introduction

This procedure is to ensure a completely fair and effective assessment process takes place within the assessment centre and at assessment sites.

No learner will fail an assessment, but an individual may be assessed as not yet having achieved the required standards of competence/knowledge. This procedure allows learners to challenge the outcome of their assessment at any level if they consider that the assessment/mark has not been carried out fairly.



When a learner is dissatisfied with the conduct of an assessment, or with arrangements for an assessment they should appeal in the first instance to their assessor. If this is not possible, or a solution cannot be found at assessor level, then the internal quality assurer/moderator for that area should be approached.

If still no solution is found, the above flow chart above should then be followed. The appeals panel will consist of the centre manager/director and two experienced internal quality assurers, who are not working in the area in question.

All records and outcomes of the hearing will be documented and copies of kept at the organisations head office in a lockable facility.

If any learner is still dissatisfied, the centre manager can contact the awarding organisation head office for advice.

LETTER OF APPEAL

To: The Assessment Centre/Head office, Advance Care Training Ltd, Mercury House, Shipstones Business Centre, Northgate, Nottingham NG7 7FN

From (Learners Name): _____

Registration Number (if applicable): _____

Date of Registration/Training course: _____

Work Area: _____

Assessor's Name: _____

Qualification Award/Level/Course Title: _____

I wish to appeal against the final decision and/or conduct of my assessment for the following reasons:

A receipt of this appeal will be given in writing within seven working days.

Access to support is available for the person seeking an appeal, if they wish to receive this. Please speak with the assessor in the first instance.