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Appeals Procedure

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Operational from	21 st January 2021
Policy prepared by	Andy Heald – Head of Quality & Education
Policy approved by	TWP Board
Policy approved	21 st January 2021
Review date	21 st January 2022 (unless prompted by legislation etc)

I have read the following document and I confirm I fully understand the Appeals Procedure

NAME:

SIGNED:

DATE:

Section 1: Policy Statement

Commitment Statement

Train With Premier Limited endeavors to ensure a fair and unbiased service is provided to Learners/Assessors/IQAs. Therefore, those who are impacted by potentially inaccurate outcomes from procedural decisions, or who perceive that any decision-making process was not handled in line with established procedures, have a right to make an appeal. It is noted that we pay due regard to the outcome of any such appeals process, in relation to all products we make available.

In the event that a Learner/Assessor/IQA believes they have grounds for an appeal, they should follow the appropriate reporting process outlined within this policy in the first instance. The grounds on which to base an appeal must include one or both of the following. The appellant must have either:

- information and/or evidence to contravene and potentially change the original procedural decision or
- information and/or evidence to demonstrate that the original decision-making process was not handled in line with the established procedure.

Where an appellant believes they have appropriate grounds for an appeal, the reporting procedure must be completed, and the appeal made within 20 working days of receipt of the original decision.

Section 2: Procedure

Stage 1

An informal, verbal appeal can be made to the person who made the procedural or assessment decision. An appropriate staff member will discuss the appeal with the Learner/Assessor/IQA and attempt to find a solution that suits both parties. Learner/Assessor/IQAs should allow sufficient time to investigate or rectify the grievance. The person who is in receipt of the informal appeal is required to:

- Log the appeal
- Log all activities undertaken in order to rectify the situation
- Log the date all outcomes were confirmed verbally to the Learner/Assessor/IQA (within 25 working days of receipt of the appeal).

This information will be reported to the TRAIN WITH PREMIER Appeals Officer to ensure appropriate records are maintained.



Stage 2

Where the appeal cannot be resolved informally to the satisfaction of the Learner/Assessor/IQA, or if the Learner/Assessor/IQA feels that they cannot make an informal appeal to the person who made the procedural or assessment decision, the appeal should be submitted in via email to the Appeals Officer to provide a detailed account of their grievance:

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The Appeals Officer will acknowledge receipt of each appeal within 10 working days, outlining the course of action to be taken. The Appeals Officer will effectively handle the appeal by means which will be relevant to the nature of the appeal. Appeal handling activities may include the collection of:

- documentation which supported the original decision
- communications related to the appeal
- review of feedback and/or decisions
- review of the documentation supporting the decision
- remark of assessment
- review/conduct of internal verification
- review/conduct of moderation
- reassessment (where required)

An evaluation of the information collected will be completed and outcomes determined once evidence is validated. Updates or outcomes will be communicated to all relevant stakeholders within or every 25 working days. All of this is required to be reported to the Appeals Officer to ensure appropriate records are maintained.



Stage 3

Where the Learner/Assessor/IQA exhausts the appeals procedure, and remains dissatisfied with the outcome, they are then eligible to report the details of their appeal to the relevant authority or awarding organisation in accordance with their procedures. In making an appeal it is important to provide:

- a full description of your appeal, including the subject matter, dates, times and any reference numbers if known
- names of any people involved in the matter
- names of any people you have dealt with
- copies of any documents or letters connected with the appeal.

Evidence should be provided in support of the appeal to facilitate effective evaluation of the situation.

Any appeal associated with safeguarding, equality in the delivery of products, the processing of personal data or compliance with the Data Protection Act 1998, GDPR, any other legislation, the integrity of our products or any matter that may give rise to a potential adverse effect as defined by the regulators should be brought directly to the attention of the relevant authority or awarding organisation. As the training organisation, we also take responsibility for reporting these matters.

Section 3: Policy review

Systematic review

Train With Premier Limited have in place a standardised and systematic monitoring process to ensure the relevance of this policy addendum. In addition, any data which is collected with relates to the implementation of this policy will be used to inform the ongoing management of our organisation and delivery of the products.

This policy will be reviewed on 01/01/2022 unless there is a change in legislation changes or supporting data identifies that a review is required before this date.