

Appeals Procedure

Our aim:

The Training Company (TTC) is committed to providing a quality service for its staff and service users and working in an open and accountable way that builds the trust and respect of all our stakeholders. The appeals process is not a method of circumventing or setting aside the professional judgement of assessors on the performance of candidates; it is a way of ensuring that as far as possible all relevant circumstances affecting a student's performance are brought to light and taken into account BEFORE a final decision is taken. Consequently, if an appeal is successful, the decision reached will normally be in accordance with the regulations set out by the awarding organisation (Addresses below)

All appeals should be made in writing to The Training Co., 32 Sandalwood, Bolton, BL5 2RQ. The Training Co., will also give the opportunity for appeals or complaints to be made in person if required.

Candidates

Candidates could appeal about decisions made by ourselves in the following areas:

- Information, Advice and Guidance provided
- access to assessment
- process of assessment
- access to internal verification
- the handling of an appeal
- Administrative issues, e.g. failure to register/apply for certification.

Assessors/tutors

Assessors/tutors could appeal about decisions made by ourselves in the following areas:

- access to support and guidance
- access to internal verification
- administrative issues
- Insufficient time to undertake the function.

Employers / Partners

Employers could appeal about decisions made by ourselves in the following areas:

- Information, Advice and Guidance provided
- access to assessment
- administrative issues
- assessment issues

Where an appeal is to be made, this should be lodged with the owner of The Training Co.

The Owner will:

- attempt to find a solution with the candidate, assessor/tutor and internal verifier, for example through another assessment or re-consideration of the evidence/work

Where this does not resolve the situation, the Owner will:

- set a date for the appeal/complaint to be considered by an appeals panel
- notify the Awarding Organisation that an appeal has been lodged and give details of how it will be heard, including the composition of the appeals panel

The appeals panel will meet to consider the appeal within 20 working days of the Owner receiving the appeal.

- the appeals panel will be constituted so as to be objective and independent
- the panel will ensure that it has full accounts from all parties involved in the assessment
- no one involved in the original assessment will be on the panel

Appeals can be made directly to the awarding organisation (see below)

Chartered Institute of Environmental Health (CIEH), 15 Hatfields, London, SE1 1DJ

Or

Training Qualifications UK (TQUK), Durham House, Cross Street, Sale, M33 7HH

Date **1st January 2018**

Signed



Matthew Cooke