

Appeals Procedure

Excell for Training Ltd endeavour to be fair to all learners, however they may be a time when a learner may wish to appeal against an assessment decision.

To appeal against an assessment decision the learner needs to put the appeal in writing within 10 working days of the decision being made.

N.B Any working days falling between 25 December and 1 January inclusive will be excluded from the allowed 10 working days.

The appeal should be addressed to:-

Excell for Training Ltd
Northern Gateway Enterprise Centre
Room 18
Saltergate
Chesterfield
S40 1UT

For the attention of:-
The Centre Manager

The Centre Manager will confirm in writing within 5 working days of the appeal being received.

Stage 1

The first stage of the Appeals Process involves a review of the case by the Centre Manger who has not had any previous involvement with the matter. This investigation will take into account:

- The written submission from the appellant.
- A check on Excell for Training procedures were followed in arriving at the result(s) awarded or judgement(s) made.
- Whether those procedures were compliant with the relevant Code of Practice, Regulatory Conditions or assessment criteria
- And whether they were applied fairly.

The Centre Manager will consider the information provided and establish whether all procedures have been correctly followed and may make further enquiries for information from the learner.

If the decision confirms the original decision and the processes are appropriate and have been followed correctly, the learner and assessor will be sent a letter of notification within 5 working days and informed that they can proceed to Stage 2, should they remain dissatisfied.

Stage 2

The learner can appeal against the decision and request for the activity to be reassessed by an independent Assessor/Internal Quality Assurer who has not been involved in the case.

The outcome will be shared with the learner and feedback given.

Stage 3

If the learner is still dissatisfied, they have the right to appeal through the Managing Director. In the case that the Centre Manager is the assessor the appeal will be completed by an appropriate independent member of senior management

Stage 4

If the learner still remains dissatisfied, they can appeal to the relevant awarding body using their own procedure, these details can be found on the awarding bodies' websites, Excell For Training will assist where possible to help the learner find the information.

Stage 5

Should the learner still remain dissatisfied they can raise their complaint to the Qualification Regulator or Ofsted.