

The Assessment and Training Centre APPEALS/COMPLAINTS POLICY



Appeals Procedure

If the candidate disagrees with the assessment decision, then the candidate has the right to appeal. The T A T C Appeals Procedure for is as follows:

- Candidate should first talk to their assessor to try and sort out the problem, but if no solution can be found,
- Candidate should submit a written appeal to the Internal Quality Assurer within 10 days.
- The Internal Quality Assurer will carry out an investigation and inform the relevant parties of the outcome within 15 days. At this stage the appeal may be resolved. If not,
- The appeal needs to be escalated in writing to the Director at The Assessment and Training Centre Ltd within 21 days, who will review the complaint and Internal Quality Assurer's report. He will reply to the complainant and either resolve the appeal or escalate it further to the External Verifier at the Awarding Body, if necessary.
- The External Verifier will investigate at the next visit and seek advice from Chief Verifier as necessary depending upon the nature of the appeal, and inform the relevant parties of the outcome.
- If the Appeal is still not resolved, an appeal must be submitted in writing to awarding body. If this
 is required, candidates should obtain an appeal form from awarding body and send it together
 with their written statement and fee to awarding body. The candidate will be informed in writing of
 the outcome.
- If the candidate is still dissatisfied, their appeal can be escalated to the Qualification Regulator (Ofqual) their decision is final.

English as a Second Language

 I have been given an option for additional support for English as a second language and, by signing to this section, I confirm I do need / do not need this support (please delete as appropriate).

Signature of candidate:	Date:

Unit Certification

- Standards diploma' units will be certificated as soon as possible after the completion of the unit, and it has been signed off by the Candidate, Assessor, Internal Quality Assurer and External Quality Assurer
- If a candidate does not complete the whole of their qualification for whatever reason, then they will be able to receive certification for any completed units, provided that the units have been signed off by the Candidate, Assessor, Internal Quality Assurer and External Quality Assurer

I confirm that I have received, read and understood the above details about my qualification, Appeals Procedure and Unit Certification.

Signed: Date:					
Print Name	 	 	 	 	



APPEALS PROCEDURE

Any Candidate has the right of appeal if they disagree with any assessment decision at any stage of the process.



The following procedure should be followed

APPEAL AGAINST THE DECISION OF AN ASSESSOR Request further clarification from the Assessor Within fifteen days of the feedback from the Assessor (if not satisfied) Lodge an appeal with the Internal Quality Assurer and/ or Centre Coordinator within twenty days of being notified of the assessment decision Internal Quality Assurer/ Centre Co-ordinator will re assess your evidence, attempt to find a solution e.g. through another assessment or re-consideration of the evidence/work and provide written feedback of decision. (if not satisfied) If Internal Quality Assurer/Centre co-ordinator upholds original determination and decision is still in dispute, appeal in writing to the Appeals Panel within 20 days of being notified of the IQA/Centre Co-ordinator's decision. The panel will be small and made up of one Assessor (not connected to the centre), one IQA (not connected to thecentre), one candidate (not connected to the candidate making the appeal), the Awarding Body's External Verifier will also be notified stating the reason for the appeal and how it will be heard. The panel will meet within 20 days of the receipt of the written request for the hearing The candidate can contact the Qualification Regulation (Ofqual) if not satsfied with the panel's decision. Ofqual decision is final





Complaints Procedure

If the candidate is unhappy with certain aspects of their course or student experience, they can use the complaints procedure to complain about an assessor or a service. The TATC Complaints Procedure for is as follows:

- Candidate should first talk to their assessor to try and sort out the problem, but if no solution can be found.
- Candidate should submit a written Complaint to the Internal Quality Assurer within 10 days.
- The Internal Quality Assurer will carry out an investigation and inform the relevant parties of the outcome within 15 days. At this stage the Complaint may be resolved. If not,
- The Complaint needs to be escalated in writing to the Director at The Assessment and Training Centre Ltd within 21 days, who will review the complaint and Internal Quality Assurer's report. He will reply to the complainant and either resolve the Complaint or escalate it further to the External Verifier at the Awarding Body, if necessary.
- The External Quality Assurer will investigate at the next visit and seek advice from Chief Assurer as necessary depending upon the nature of the Complaint, and inform the relevant parties of the outcome.
- If the Complaint is still not resolved, a Complaint must be submitted in writing to awarding body. If this is required, candidates should obtain a Complaint form from awarding body and send it together with their written statement and fee to awarding body. The candidate will be informed in writing of the outcome.
- If the candidate is still dissatisfied, their Complaint can be escalated to the Qualification Regulator (Ofqual) – their decision is final.

English as a Second Language

I have been given an option for additional support for English as a second language and, by signing to this section. I confirm I do need / do not need this support (please delete as

	appropriate).	7 do not need this sup	sport (pic	ase delete as
Signatı	ure of candidate:	Date:		
Unit Ce	ertification			
•	Standards which replaces the QCF units will completion of the unit, and it has been signed Assurer and External Quality Assurer If a candidate does not complete the whole of will be able to receive certification for any consigned off by the Candidate, Assessor, Internal	off by the Candidate, As their qualification for wha npleted units, provided the	ssessor, atever rea nat the u	Internal Quality ason, then they nits have been
	rm that I have received, read and understo aints Procedure and Unit Certification.	od the above details a	bout my	qualification,
Signed	<u>:</u>		Date: .	

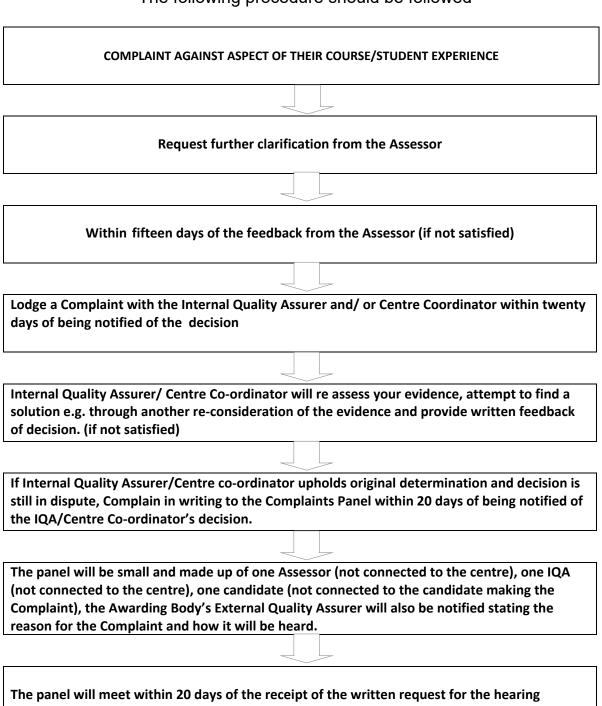


COMPLAINTS PROCEDURE

Any Candidate has the right of Complaint if they are unhappy with certain aspects of their course or student experience.



The following procedure should be followed





The candidate can contact the Qualification Regulation (Ofqual) if not satsfied with the panel's						
decision.						
Ofqual de on is final						
PS- GLA Learners may escalate their complaints to the GLA . Full details of the GLA's policy for						
learners can be found by clicking this link- https://www.london.gov.uk/what-we-do/skills-and-						
employment/skills-londoners/adult-education-budget/guidance-learner-complaints						