



# The Assessment and Training Centre **APPEALS/COMPLAINTS POLICY**

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.
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#### 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.***

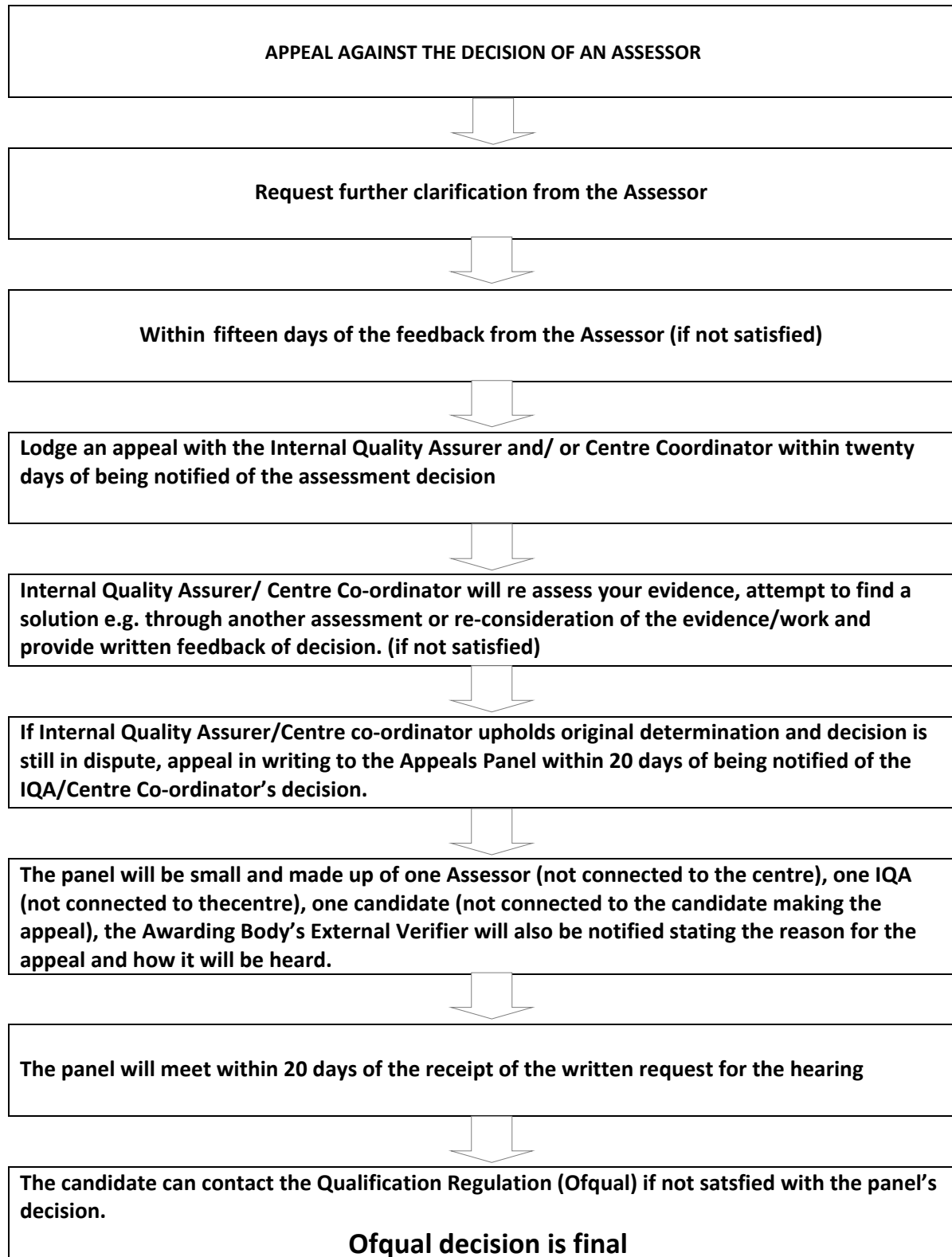
*Signed: Date:*

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







The Assessment and Training Centre

## 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 T A T C 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).

Signature of candidate:

Date:

### Unit Certification

- Standards which replaces the QCF 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, Complaints Procedure and Unit Certification.***

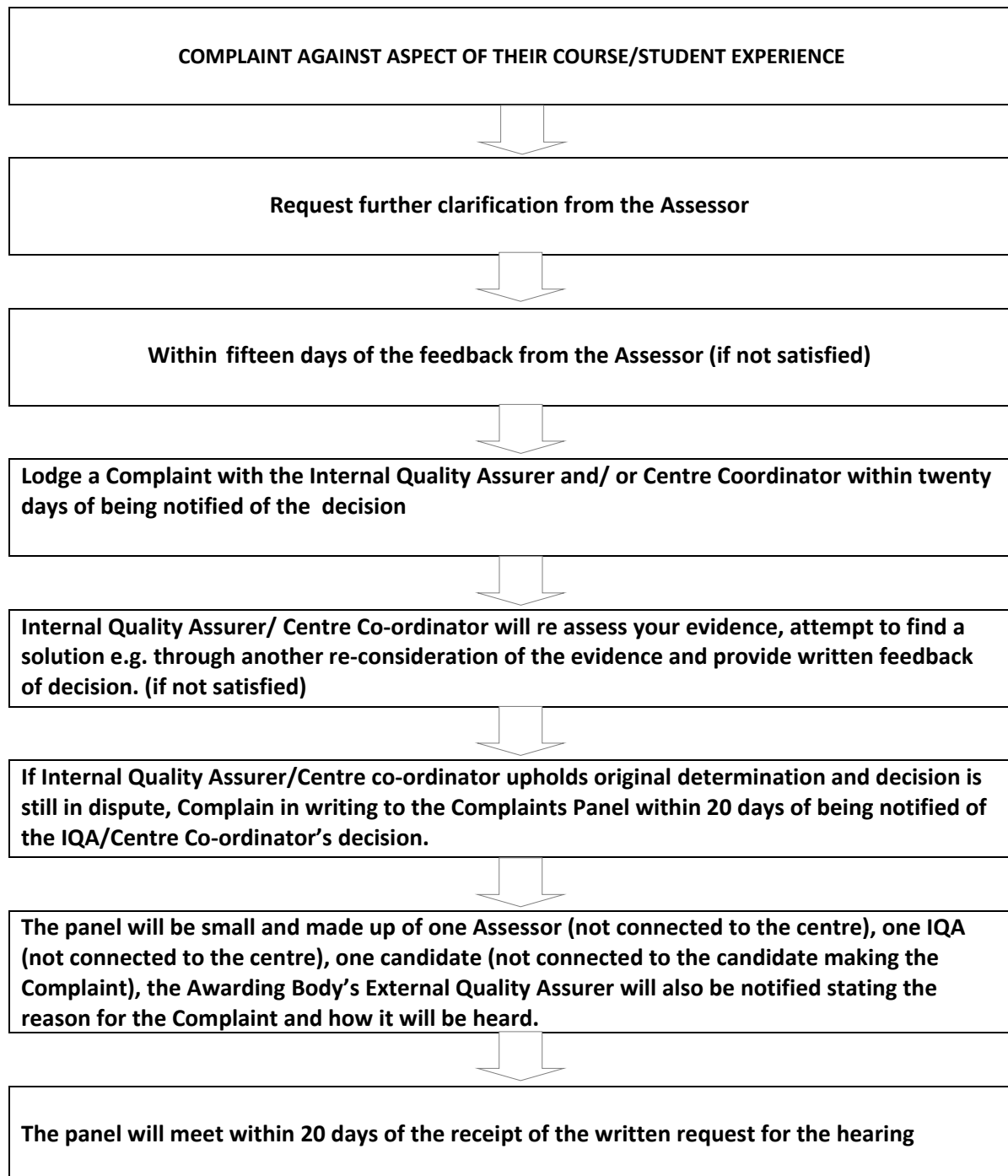
Signed:.....

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 satisfied with the panel's decision.

**Ofqual decision 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>