

APPEALS PROCEDURE (TRAINING)

1 Procedure

Every learner has the right to appeal, should they disagree with an assessment decision made. In the unlikely event of this happening, the lines of appeal are as follows. Failure to agree must exist in each level before the next is implemented:

First

The first line of appeal is to the learner's trainer. Any difference of opinion should be resolved at this stage. If there is a failure to agree, the learner may request the second stage of appeal.

Second

The learner will appeal in writing to the Training Coordination & QA Lead within 14 days of the assessment decision. The Lead Training & QA Coordinator will meet, where possible, with the learner and the trainer to discuss the appeal and review the assessment decision made.

The Training Coordination & QA Lead will confirm their decision in writing to the learner.

Third

If the appeal is not settled at Stage Two, the learner can appeal to the Training Manager (Development, QA & WBL) at Eastwood Park within 14 days. The Training Manager (Development, QA & WBL) will meet, where possible, with the learner and the Training Coordination and QA Lead and review the decisions made.

The Training Manager (Development, QA & WBL) will confirm their decision in writing to the learner.

2 Document Management

2.1 Version Control

Version:	2.0
Date of version:	8 th November 2018
Approved by:	Lisa Slevin
Confidentiality level:	Public

2.2 History

Date	Version	Author	Details of Amendment
14/09/2011	1.0	Lisa Slevin	Initial version
03/09/2013	1.1	Lisa Slevin	Reviewed
28/09/2015	1.2	Lisa Slevin	Reviewed
02/09/2017	1.3	Lisa Slevin	Reviewed
08/11/2018	2.0	Lisa Slevin	Change in lines of appeal
20/07/2021	2.0	Lisa Slevin	Reviewed
24/02/2022	2.1	Lisa Slevin	Change in stages of appeal
15/03/2023	2.2	Lisa Slevin	Changes in job title
03/06/2024	2.2	Lisa Slevin	Reviewed

2.3 Review

This procedure will be reviewed annually by the Training Manager (Development, QA & WBL).

Date set for review: June 2025