



Appeals Procedure Policy

Eastern Region Roof Training Group Ltd

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Purpose

Eastern Region Roof Training Group (ERRTG) is committed to providing a quality service for its members and working in an open and accountable way that builds the trust and respect of everyone we work with. This policy is reviewed annually by the managing director to ensure that any improvements to the ERRTG appeals process are identified and acted upon efficiently.

Appeals will be treated positively and used as an opportunity to improve the level of service provided. The Appeals procedure forms part of the company's quality management process and should be read in conjunction with our Quality Management Policy.

This policy and procedure details how a judgement or decision made by Assessors can be appealed

The purpose of this document is to ensure ERRT decisions are fair, consistent and based on valid judgment. It explains which decisions can be appealed, how to submit an appeal and the possible outcomes. It also supports awarding body NOCN's compliance with Regulatory requirements.

Under this policy the nature of appeals will include, but may not be limited to decision a or judgment regarding:

- Outcomes of internal assessments carried out at ERRT center.
- The examination result of a learner or the outcome of an Apprenticeship Assessment
- The outcome of a Centre-marked assessment.
- An application for reasonable adjustment or special consideration.

ERRTG's responsibility will be to:

- acknowledge the formal complaint in writing;
- respond within 3 days / 5 days / 10 days as stated in the flowchart below;
- deal reasonably and sensitively with the complaint;
- take action where appropriate.

A candidate responsibility is to:

- bring their appeal, in writing, to ERRTG's attention normally within 8 weeks of the issue arising;
- raise concerns promptly and directly with a member of staff in ERRTG;
- explain the problem as clearly and as fully as possible, including any action taken to date;
- allow ERRTG the stated time to deal with the matter;
- recognise that some circumstances may be beyond ERRTG's control.

Confidentiality: Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and ERRTG maintain confidentiality. However, the circumstances giving rise to the complaint may be such that it may not be possible to

maintain confidentiality (with each complaint judged on its own merit). Should this be the case, the situation will be explained to the complainant.

The Procedure:

Eastern Region Roof Training Group (ERRTG) operates a simple step by step approach for the ease of handling appeals:

Step One: Candidates who wish to appeal an assessment decision to initially contact the tutor who dealt with their training. Contact should be made in writing where the tutor will aim to rectify the appeal either:

- Over Email within *three working days*
- by arranging a 1-2-1 meeting with the customer within *three working days*

Where the Tutor is temporarily unavailable to deal with the issue, the Company Director will write to the candidate within *three working days* and inform them of the date and time when a personal response from the Tutor can be expected. In any event, this response will be within *fourteen days*.

In most cases, contacting the Tutor directly will rectify the issue. If, however, the candidate is dissatisfied with the outcome of the appeal, they may progress their appeal to the second stage of this procedure.

Step Two: The Director of the company (or Internal Verifier who will investigate the appeal and will:

- Contact the candidate via Email within *five working days* to discuss the complaint
- Liaise with the Tutor involved in the project
- Write to the candidate within *seven working days* with findings of the investigation
- Take the necessary steps to rectify the issue

Step Three: Where a candidate remains dissatisfied with the outcome of this process, they have the right to appeal the decision by passing their complaint direct to the Awarding Body responsible for that particular award.

For NOCN courses and EPA:

[NOCNGroupFeedbackandComplaintsPolicyandProcedure\(V5.1202508\).pdf](#)

For CITB / H&S Courses: <https://www.citb.co.uk/documents/about-us/citb-complaints-procedure.pdf>

Step Four: Where a candidate remains dissatisfied with the outcome of the process with the awarding body, they have the right to complain in writing to Ofqual as the regulator <https://www.gov.uk/government/organisations/ofqual/about/complaints-procedure> or for our,

For apprentices they can complain to the DFE who fund our apprenticeships:

You can complain to the Department of Education (DFE) about how your complaint was handled as long as your organisation is one of the following:

- a further education college [Complain about a further education college or apprenticeship - GOV.UK](#)

The DFE does not deal with complaints about employment issues (for example, a problem with your contract if you're working as an apprentice). You must contact the DFE within 12 months after the issue happened. Email or post your complaint to the DFE complaints team.

DFE complaints team

[Complaints procedure - Department for Education - GOV.UK](#)

The DFE will reply to let you know what will happen next.

Appendix 1 to be used in portfolios and provided to all learners who are studying a qualification with us. to all learners.

Appendix 1

Eastern Region Roof Training Group Ltd

CANDIDATES APPEALS PROCEDURE.

The candidate has a right to appeal should he/she feel that there have been inconsistencies during to processes and procedures of their assessment. The assessment organisation *ie Eastern Region Roof Training Group Ltd*, has a clearly defined route of appeals should any candidate have a reason to complain. The characteristics of a appeal should include:

1. Access to fair & reliable assessment.
2. Clear & prompt response times.
3. Stages that provide all parties with the opportunities to put there case.
4. Clear outcomes.
5. Constructive feedback.
6. Relation to the candidate's assessment needs.

7. A formal recording system.

8. Evaluation of appeals.

The appeals procedure will comprise of three steps – it is important that these steps are allowed and all parties are aware of the outcome at each step

STAGE 1

- If a candidate disagrees with assessment he/she must complete the assessment plan under Candidates Comments.
- Discuss the disagreement with the assessors.
- The assessor to remark the assessment.
- The assessor to write a clear explanation of the assessment decisions onto the candidate's appeals procedure form.
- If the candidate agrees with the decision NO further action required.
- If a candidate remains unhappy, move to step 2.

STAGE 2.

- The assessor will submit the original assessment records to the Internal Verifier together with an explanation for his decision within 24 hours of the appeals reaching stage 2.
- The Internal Verifier (IV) will re-consider the assessment decision taking into account of the following.
- The candidate's reason for appeals.
- The candidate's evidence and associated records.
- The candidate's reason for the decision and opinions of other centre assessors.
- The IV must give the candidate a decision in writing within five working days of receiving the appeal.
- The candidate must tell the IV if he or she is still unhappy. The appeal will go to stage 3.

STAGE 3

- The internal verifier will need to provide written explanation of the assessment decision together with the assessment plan and any background details recorded by the IV and forward to the coordinator.
- Within 10 working days of receiving the appeals, the coordinator must ask the product manager or the verification manager to call an Appeals Panel. The panel will consist of representatives of the Joint Awarding Body.
- The candidate may speak with the Appeals Panel or be represented by an advisor or both or make a written submission. The assessor may be asked to attend the appeals panel to answer any questions.
- The Appeals Panel will discuss the matter in private and reach a majority decision. The decision will be sent to the candidate within five working days. At the same time, the decision will be sent to the assessor and the assessment centre.

STAGE 4

Please refer to the Regulator for guidance.

Candidate Signature to confirm agreement and understanding to the above:

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ERRTG Assessment Appeals Procedure:

