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| <p>Countryside Training & Tree Management Ltd Appeals Policy for Training/Assessments 01.01.2017</p> |
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Policy

Countryside Training & Tree Management Ltd endeavours to ensure that all learners are treated fairly and consistently for all their training courses and qualifications.

This policy cover appeals against:

1. Decisions following the outcome of training/assessment
2. Decisions regarding reasonable adjustment and special consideration

Making an appeal

Appeals must be made within 3 calendar months of the date of training course/assessment

Appeals must be directed to Centre Manager.

Investigation into appeal

Receipt of appeal will be acknowledged with in 5 working days, a further detailed response will be made if appropriate.

The appeal will be dealt with by an independent trainer /assessor who will have no personal interest in the outcome of the appeal.

Should they not be able to reach a decision, it would then be referred back to Lantra/NPTC City & Guilds.

Once a decision has been made the person making the appeal will be notified in writing with the outcome of the appeal.

The appellant has the right to contact Lantra Awards/NPTC directly; also where an appeal or complaint is in relation to Ofqual or SQA recognised qualification, a complaint/ appeal can be made to the appropriate regulatory authority:

Ofqual approved qualifications:

Ofqual, Spring Place, Coventry Business Park, Herald Avenue, Coventry, CV5 6UB.

SQA approved qualifications:

The Optima Building, 58, Robertson Street, Glasgow, G2 8DQ.

Actions after appeal

If the appeal is upheld and there is evidence to suggest other learners have been affected in the same way as the person making the original appeal, wherever possible, the effects will be eliminated.

If the appeal indicate a failure in the processes, reasonable steps will be taken to ensure that:

- Other learners affected are identified
- The failure is corrected where possible
- Effects of the failure are mitigated where possible
- Action is taken to prevent a re-occurrence

For example, if a test paper was incorrectly marked.

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| Centre Manager | Jackie Stephens |
| Signature | |
| Date | 01.01.2017 |
| Review Date | 01.01.2018 |