

## **Appeals Procedure for Argyll Plant Training LTD**

Throughout the training course or assessment process with our company, you will under-go a number of individual assessments, upon completion of the required number of assessments this will lead to achieving the award of the appropriate certification awarded by the governing body which you have agreed to work towards.

If you fail to reach the required standard in any of your assessments your assessor will explain why you have failed and after a further period of training you will be given the opportunity to undertake the assessment again.

All candidates have the right to appeal or complain any decision made by their assessor regarding any assessment carried out for submission to an awarding body.

All persons have the right to complain regarding any issue whatsoever and the following procedure should be adhered to.

### **The appeals procedure has 3 stages which are as follows:**

1. Initially the assessor will deal with your concerns about the assessment. If the matter has been discussed and no satisfactory outcome has been achieved.
2. All appeals or disputes should be referred, in writing and should contain the reasons for the appeal within 10 working days to The Managing Director, Argyll Plant Training Ltd, 4 Allt Na Ceardaich, Crarae, Furnace, Inveraray, PA32 8XZ
3. Contact relevant awarding body and raise the unresolved issue.

Details of the appeal i.e. its nature, persons involved and dates of discussions and meetings will be recorded as evidence that an appeal has been lodged, processed, any appeal will be dealt with as soon as possible after the appeal has been made Argyll Plant Training Ltd as a centre will retain records, including all materials and candidate evidence, until the appeal has been resolved. Thereafter, assessment and internal verification records for appeals cases may be retained for up to 5 years.