

## **Appeals Policy**

Keith Webber endeavours to provide training/assessment to a very high standard, delivered by professionals.

However it is acknowledged that there may be occasions when a trainee considers they have grounds to appeal against a decision. Keith Webber is committed to providing a fair and transparent appeals service.

### **Appeals Process**

If a candidate wishes to appeal against a decision the following process should be observed:

The candidate should discuss the reason for appeal with their assessor.

The assessor must consider the reason for the appeal and give an immediate verbal response.

The assessor's decision will be confirmed in writing to the candidate.

If the candidate is not satisfied with the assessor's final decision a candidate has the right to formally contact the awarding body.

Contact Lantra/NPTC Lantra, Lantra House, Stoneleigh Park, Coventry, Warwickshire, CV8 2LG

Ofqual, Spring Place, Coventry Business Park, Herald Avenue, Coventry, CV5 6UB (if the complaint is in regard to an Ofqual approved qualification) within 6 months of the incident.

If the appeal is upheld and there is evidence to suggest that other candidates/trainees have been affected in the same way, Keith Webber will ensure that:

- Any other learner who has been affected is identified
- Effects are corrected or mitigated as far as possible
- Appropriate action is taken to avoid any re-occurrence.

All appeals will be logged.