

## TRAIN'D UP DELIVERY CENTRE APPEALS POLICY & PROCEDURE

Train'd Up is committed to ensuring that learners' assessment is done fairly, consistently and in accordance with the awarding organisation's specification and subject specific associated documents.

Learners' work will be marked by specialist trainers and assessors who have been approved by the awarding organisation, have appropriate qualifications and training, occupational competence, knowledge, understanding and skills. Train'd Up is committed to ensuring that work produced by learners is authenticated in line with the requirements of the awarding organisation. Where a number of subject trainers are involved in marking learners' work, internal moderation and standardisation will ensure consistency of marking.

If a learner believes that this may not have happened in relation to his/her work, he/she may make use of this appeals procedure. An appeal may only be made against the assessment process and not against the mark submitted to the awarding organisation.

### STAGE ONE

1. Appeals should be made as early as possible, as and no later than two weeks following the result of their assessment. At this stage the learner must approach the trainer/assessor and request an informal discussion.

### STAGE TWO

2. If the learner is unable to resolve the appeal through informal discussion with the trainer/assessor, the trainer/assessor must refer the appeal to the internal quality assurer. At this stage a Company Director must be informed of the appeal.
3. The referral from the trainer/assessor to the internal quality assurer must be no later than two weeks after the original notification of the appeal from the learner to the assessor.

### STAGE THREE

4. If the internal quality assurer is unable to resolve the appeal, the appeal **must** be made in writing by the learner to David Gillespie, Operations Director or Paul McGlynn, Business Development Director.
5. A Company Director will conduct a thorough investigation. The Company Director will not have had any involvement in the internal assessment process for the learner making the appeal.
6. The purpose of the appeal will be to decide whether the process used for internal assessment conformed to the awarding organisation's specification and subject-specific associated documents.
7. The learner making the appeal will be informed in writing of the outcome of the appeal, including any relevant correspondence with the awarding organisation, and any changes made to internal assessment procedures.
8. A written record will be kept and made available to the awarding organisation upon request. Should the appeal bring any irregularity in procedures to light, the awarding organisation will be informed. We aim to inform the learner of the decision a maximum of two months from the date of the first contact with the trainer/assessor (as described in Stage One above).

9. We hope that we can always solve your issue for you. However, if you are unhappy with our final response, you have the right to refer your appeal to the Awarding Organisation by following the Awarding Organisation's Appeals procedures. Details are available on the Awarding Organisation's Website.

- [www.cityandguilds.com](http://www.cityandguilds.com)
- [www.eal.org.uk](http://www.eal.org.uk)
- [www.qualifications.pearson.com](http://www.qualifications.pearson.com)

10. Learners and employers have the right to refer their appeal to the Qualifications Regulators. Regulators would require evidence that you have fully exhausted the steps within the Awarding Organisation Appeal's Policy.

#### **MEMBERS OF STAFF RESPONSIBLE FOR APPEALS PROCESS**

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Paul McGlynn  
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