

## Appeals and Complaints Procedure

### **Apprenticeships Combining practical training with Employment and is part funded by the European Social Fund.**

This document outlines the process that should be followed by apprentices , tutors, skills coaches, partners or employers who are involved with training and or qualifications offered by Richmond Training Ltd.

All appeals and complaints should be made in writing to Richmond Training Ltd, Unit 9 Rossmore Business Village, Inward Way, Ellesmere Port, CH65 3EY.

Richmond Training Ltd will also give the opportunity for appeals or complaints to be made in person if required.

The appeals process is not a method of circumventing or setting aside the professional judgement of our Skills Coaches on the performance of an apprentices , it is a way of ensuring that as far as possible all relevant circumstances affecting the apprentices performance are brought too light and taken into account before a final decision is taken. Consequently, if an appeal is successful, the decision reached will normally be in accordance with the regulations set out by the awarding organisations.

Apprentices could complain to the centre about the following areas:

- ❑ Information, Advice and Guidance provided by Richmond Training Ltd
- ❑ Access to assessment and training
- ❑ Process of assessment
- ❑ Access to internal verification
- ❑ The handling of an appeal
- ❑ Administrative issues, e.g. failure to register/apply for certification.

Employers could complain to the centre about the following areas:

- ❑ Information, Advice and Guidance provided by Richmond Training Ltd
- ❑ Access to assessment and training
- ❑ Process of assessment
- ❑ Administrative issues
- ❑ Assessment issues, e.g. failure to register/apply for certification.

Where an appeal/complaint is to be made, this should be lodged with the Quality Manager , contact email [enquiries@richmondtraining.org](mailto:enquiries@richmondtraining.org) phone 01244 344322.

The Quality Manager will:

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- Attempt to find a solution with the apprentice, skills coach/tutor and internal verifier, for example through another assessment or re-consideration of the evidence/work/ assessment

Where this does not resolve the situation, the Quality Manager will:

- Set a date for the appeal/complaint to be considered by an appeals panel
- Notify the EQA that an appeal/complaint has been lodged and give details of how it will be heard, including the composition of the appeals panel

The appeals panel will meet to consider the appeal within 20 working days of the Quality Manager receiving the appeal.

- The appeals panel will be constituted so as to be objective and independent
- No one involved in the original assessment will be on the panel
- The panel will ensure that it has full accounts from all parties involved in the assessment

Appeals can be made directly to the awarding organisations please see learner handbook located on One File and the shared drive, a hard copy can be requested from the Quality Manager:

Awarding organisations that Richmond Training works in partnership with:

IQ - Industry qualifications @ <https://www.industryqualifications.org.uk/>

NCFE - @ <https://www.ncfe.org.uk/>