

Appeals Procedure

If a learner disagrees with the assessment / examination decision, then the learner has the right to appeal. All Electrical training Appeals Procedure is as follows:

- Learner should first talk to their assessor to try and sort out the problem, but if no solution can be found,

- Learner should submit a written appeal to the Internal Verifier within **30 days**.

- The Internal Verifier will carry out an investigation and inform the relevant parties of the outcome within **30 days**. At this stage the appeal may be resolved. If not,

- The appeal needs to be escalated in writing to the Operations Manager within **21 days**, who will review the appeal and Internal Verifier's report. They will reply to the learner and either resolve the appeal or escalate it further to the External Verifier from the Awarding Body,(City & Guilds) if necessary.

- The External Verifier will investigate at the next visit and seek advice from their Chief Verifier as necessary depending upon the nature of the appeal, and inform the relevant parties of the outcome.

- If the Appeal is still not resolved, an appeal must be submitted in writing to the awarding body. If this is required, learners should obtain an appeal form from the awarding body and send it together with their written statement stating our Centre number 723208 to the awarding body. The learner will be informed in writing of the outcome. Their decision is final.