

## **Appeals and Complaints Procedure**

This document outlines the process that should be followed by, tutors, assessors, partners or employers who are involved with the training and or qualifications offered by NAADUK Training Academy

All appeals and complaints should be made in writing to NAADUK Training Academy Ltd, 2 Flightway, Dunkeswell, Honiton, Devon EX14 4RD. NAADUK Training Academy will also give the opportunity for appeals or complaints to be made in person if so required.

The appeals process is not a method of circumventing or setting aside the professional judgement of assessors on the performance of candidates. This process is a way of ensuring that as far as possible all relevant circumstances affecting a student's performance are brought to light and taken into account BEFORE a final decision is taken. Consequently if the appeal is successful, the decision reached will normally be in accordance with the regulations and policies set out by the awarding organisation (addresses below).

### **Candidates**

Candidates could complain to NAADUK Training Academy about the following areas:

- Information advice and guidance given by NAADUK Training Academy Ltd
- Access to the assessment
- Process of Assessment
- Access to internal verification
- The handling of an appeal
- The Handling of an appeal
- Administrative issue

### **Assessor/ tutors**

Assessor/ tutors could complain to NAADUK Training Academy about the following areas:

- Information advice and guidance given by NAADUK Training Academy Ltd
- Access to the assessment
- Administrative Issues
- Assessment Issues

### **Employers/ Partners**

Employers/ Partners could complain to NAADUK Training Academy about the following areas:

- Information advice and guidance given by NAADUK Training Academy Ltd
- Access to the assessment
- Administrative Issues

- Assessment Issues

Where an appeal/complaint is to be made, this should be logged with the manager

**The manager will:**

- Attempt to find a solution with the candidate, assessor/ tutor and internal verifier, for example by conducting another assessment or re-consideration of the evidence/ work

Where this does not resolve the situation the manager will:

- Set a date for the appeal/complaint to be considered by an appeals panel
- Notify the CEO that the 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 consider the appeal within 20 working days of the manager receiving the appeal
- The appeals panel will be consulted so as to be objective and independent
- The panel will ensure that full accounts from all parties involved in the assessment are presented
- No one involved in the initial assessment will be on the panel

Appeals can be made directly to awarding organisations

Signed:



Date: 07<sup>th</sup> March 2023

John Cousins  
Training Director  
NAADUK Training Academy

Signed:



Date: 07<sup>th</sup> March 2023

Kevin Horan  
Qualifications Director  
NAADUK Training Academy