



**Know Your Potential Consultancy Ltd**

## **APPEALS PROCEDURE**





### Candidate Access to complaints/appeals procedure

Assessor	Phone number	Email address
Marnie Poyner	07549127202	marnie@kyptraining.com
Internal Quality Assurer	Phone number	Email address
Vanessa Hill	07823682907	vanessa@kyptraining.com
Centre Manager	Phone number	Email address
Jason Carnall	03300564457	jason@kyptraining.com
External Quality Assurer	Phone number	Email address
Trish Jones	07859397009	Tj2405@outlook.com

### Procedure for appeal against an assessment decision.

Appeals can be made when:

- The assessment has not been properly conducted.
- The candidate disagrees with the Assessor or the Internal Quality Assurer's decision.

If any candidate wishes to appeal against an assessment decision, the procedure as outlined below will be followed:

- The candidate should first discuss the matter with their assessor.
- If the candidate is not satisfied they should discuss the matter with the Internal Quality Assurer.

If the candidate is not satisfied, they should submit an appeal in writing to the Centre Manager. A written confirmation of the receipt of the appeal will be forwarded to the candidate within 21 working days.

- The grounds for the appeal will be investigated by the Centre Manager and the decision will be communicated to the candidate, in writing, within 21 days.
- If the candidate is not satisfied with the outcome of the internal appeals investigation then the awarding body's External Quality Assurer will be contacted and asked to review the findings.
- The candidate will be kept informed of all proceedings.



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