

TRAINEE APPEALS PROCEDURE (April 2020)

Scope

This procedure shall apply to all trainees undertaking courses with SB Skills Solutions Ltd and whom wish to appeal against:-

- Instructor/Examiner decisions
- Instructor/Examiner comments
- Instructor/Examiner test results

References

Appeals Form
Stage 3 Appeal Process Form

Procedure

Stage 1 – Informal review

In the first instance your appeal should be brought to the attention of the Instructor/Examiner for informal resolution.

Stage 2 – Formal Appeal

If you are not satisfied following an informal review then Stage 2 of the procedure would be to make your appeal “formal”. You should do this by requesting a copy of our Company Appeals Form, complete it in full and retain part 2 for your records.

Your appeal will then be passed to the relevant Manager/Centre Co-Ordinator who will investigate the matter and contact you within 14 days to explain the decision and attempt agreement.

Stage 3 – Meeting

If Stage 2 agreement is not reached then a meeting will be arranged with the Instructor/Examiner and/or a Management representative and the trainee (the trainee has the right to involve a witness). Details of the meeting will be recorded in writing.

Stage 4 – Further Action

If agreement cannot be reached following Stage 3 of the process then you need to appeal directly to the relevant awarding body. Details can be obtained upon request. Please note however that any costs incurred by yourself for this will not be reimbursed by SB Skills Solutions Ltd. The Regulatory authority’s decision will be final.

Appeals Process

