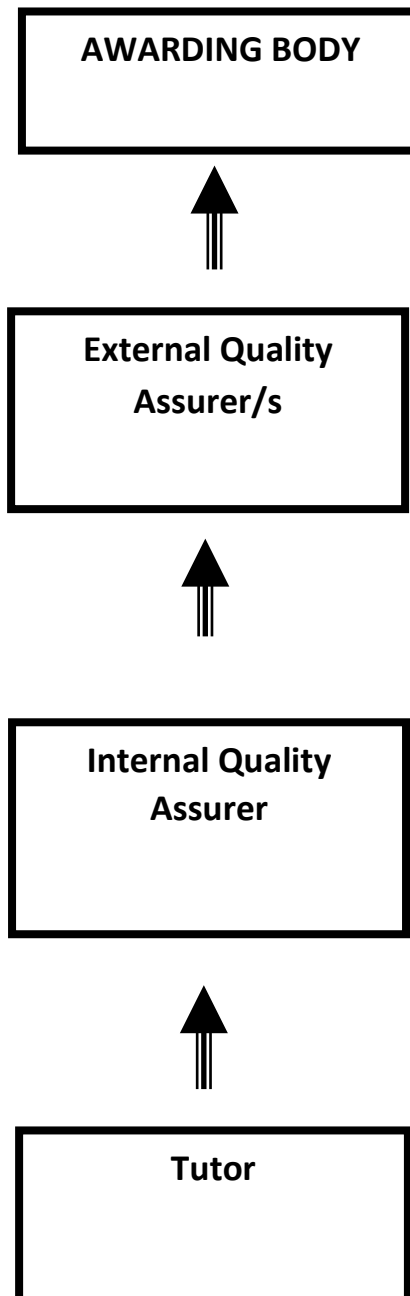


Appeals Procedure

If you are unhappy with any assessment decision, or any other part of your programme you have the right of appeal to those mentioned below.



YOUR RIGHTS TO MAKE AN APPEAL

All Learners have the right to appeal against any assessment decision made by their Tutor. For example

- The Learner feels their learning needs have not been met.
- The Learner feels they have been discriminated against.
- The Learner has been advised that they are not ready for assessment.
- The Learner disagrees with an assessment decision.

Initially, if you have any concerns speak to your Assessor / Tutor. Together you can discuss the matter and reach a satisfactory conclusion. However, if you are unhappy with the outcome of this discussion, you should refer the matter in writing to your Internal Quality Assurer.

Your Internal Quality Assurer will arrange a meeting with you and your Assessor / Tutor. The Internal Quality Assurer will listen to both parties, examine any relevant evidence and make a decision about which you will both be informed in writing within five working days.

If no satisfactory outcome has been reached after this discussion, you may appeal in writing to the Lead IQA who will investigate the matter and inform all involved of any decision reached; this will be provided in writing within five working days.

You can request for a member of staff of your choice to be present at any meeting that occurs.

If you wish to take your appeal beyond RE:geon Training Limited, you can appeal in writing to the Awarding Body External Quality Assurer and in the last resort the Awarding Body itself. The Internal Quality Assurer can give you the address and the person who to write to.

I have read and I understand the above guidelines regarding the Appeals Procedures.

Note: RE:geon Training Limited *procedures require that details of any appeal, i.e. its nature, persons involved and dates of discussion and meetings are recorded as evidence that an appeal has been processed.*