

1. Introduction and Scope

This procedure outlines the process that should be followed by learners or employers involved in the apprenticeship training programmes provided by Springfields Fuels Ltd, that may require to appeal against an assessment decision or complain about the service provided by Springfields. Any appeal or complaint will be taken seriously, treated confidentially and resolved in a timely manner.

2. Procedure

2.1 Complaints

Learners could complain about (this list is not exhaustive):

- Delivery staff
- Other programme members
- Training and assessment process
- Administrative issues

Employers could complain about (this list is not exhaustive):

- Delivery staff
- Training and assessment issues
- Programme delivery issues
- Administrative issues

It would be advisable to complain immediately to the people involved where a quick resolution to the issue may be found.

Where this is not possible or does not find a solution then a formal complaint can be made to the provider via the Apprentice Training Manager by telephone, email or letter stating the complaint and include as much information as possible e.g. dates, times, names etc.

Contact:

Telephone: 01772 762383

Email: trainingadmin@westinghouse.com (FAO – Apprentice Training Manager)

Address: Apprentice Training Manager, Springfields A611, Station Road, Salwick, Preston PR4 0XJ

If you are not satisfied about the outcome of the complaint you can appeal the outcome to the Head of Site and UK Fuels Director at the above address

2.2 Appeals on assessment decisions

Appeals on assessment decisions can be made using the form in appendix 1.

The process of fair assessment and verification is essential in ensuring that the appropriate quality requirements are being met.

You have the right to appeal against an assessment decision.

1. You should first raise the issue with the assessor during/at the end of an assessment session or within seven days of the assessment.
2. The assessor will reconsider the decision and will provide clear feedback. If the decision is upheld the assessor will provide, in writing, a full description of what is required to demonstrate the required level of competence.
3. If you are still unhappy with the assessors' decision then you must fill in the Appeals form overleaf which will be forwarded to the Internal Quality Assurer (IQA).
4. The IQA will review all the evidence and you will be informed of the decision within five working days.
4. If you are dissatisfied with the IQA decision then you will be informed of the final stage of the appeal process.
5. This process will involve an Assessment Appeals Panel, consisting of
 - a. The Programme Manager
 - b. A different Assessor
 - c. An independent Assessor/QA

Both the candidate and the Assessor will be invited to make their case and the decision will be made within ten working days.

6. The results of the Appeals Panel will be final and details will be forwarded to the External Quality Assurer.

3. Records

Complaint record
Appeals form

4. Distribution

Skills Development procedures manual
Westinghouse Springfields careers webpage

**NVQ Assessment
Appeals Form**

Candidate Name:

Department:

Telephone Extension:

Registration Number:

UNIT No:**TITLE:**

I enclose the following supporting documentation:

*Portfolio**Assessment
Checklist**Evidence
Statements**Evidence of prior
Competence***Signed:** _____
*Candidate***Date:** _____

FOR CENTRE USE ONLY

Appeal Request Ref. _____

Date Received: _____

Date passed to Internal Quality Assurance: _____

Appeal Upheld: **YES/NO**Signed: _____
Internal Quality Assurer

Date: _____