



STUBBING COURT TRAINING LTD.

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APPEALS PROCEDURE – DIPLOMA, FUNCTIONAL SKILLS AND TECHNICAL CERTIFICATE

The principles of open access and fair assessment are central to SCT. SCT is committed to ensuring that assessment systems are fair, free from bias and transparent. Our assessment procedures will be supportive and are planned to remove barriers to achievement and success. On rare occasions you may feel that the result of an assessment is unfair. If this occurs, the procedure below should be followed:

Stage One

You should first discuss with your assessor the reasons why you feel unhappy with the assessment and this will lead to the assessor explaining clearly why the assessment decision was given. This should result in you understanding why the decision was made. However, if you are still unhappy you should move to the next stage.

Stage Two

Contact should be made with the SCT Internal Verifier and details of the exact nature of the complaint given. The SCT Internal Verifier will then discuss the individual case with the assessor involved. Generally, the Internal Verifier will be able to find a solution at this point. If this is not possible you should move to Stage Three.

Stage Three

The Internal Verifier will arrange for a second assessment to take place by another assessor. Following this, a decision will be reached as to the validity of the original assessment. If, after the second assessment you still disagree with the outcome you should state this clearly to the Internal Verifier and move to Stage Four.

Stage Four

The Internal Verifier will then ask the City and Guilds External Quality Assurer to adjudicate. This may involve a further meeting for those concerned. The decision of the External Quality Assurer is final.

COMPLAINTS/ GRIEVANCE PROCEDURE

We hope that you will always feel satisfied with all aspects of your training with SCT. However, if something goes wrong and you feel in any way dissatisfied SCT will make sure that:

- Your complaint is treated seriously
- You are kept fully informed of how your complaint is being progressed
- Your complaint is dealt with as quickly as possible
- Appropriate action is taken as a result of your complaint

If you wish to make a complaint at any time you should follow the procedure:

✓ raise the issue immediately with your employer or telephone SCT. We will try to resolve the issue straight away.

✓ If you are still not satisfied you should write to SCT, stating the nature and circumstances of the complaint as clearly as possible. We will then investigate the complaint promptly and thoroughly, and seek guidance from the appropriate sources on the action to take to gain a satisfactory conclusion. We will write back to you, within 14 days of receiving your complaint. If you are still not satisfied, please call the Apprenticeship Helpline on 0800 015 0400 or email nationalhelpdesk@apprenticeships.gov.uk.

Signed:  F C Belinda Turner MBE

Date: 1/8/2018