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APPEALS PROCEDURE – END POINT ASSESSMENT AND FUNCTIONAL SKILLS

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 planned to remove barriers to achievement and success. If you ever feel that the result of an assessment is unfair the procedure below should be followed:

Stage One

You should first discuss with your SCT Coach the reasons why you feel unhappy with the assessment. 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

You should contact your SCT Internal QA with details in writing of the exact nature of the complaint given. Where it is felt that an assessment outcome and/or grade is incorrect the SCT IQA / your employer will request feedback from the EPA organisation Sheldrake Training, or for Functional Skills the City & Guilds External QA. Generally, the Internal QA will be able to find a solution at this point. If this is not possible you should move to Stage Three to request in writing further investigation.

Stage Three

The SCT IQA will follow the Sheldrake Training procedures of forwarding the complaint in writing to the End Point Assessor who will refer to the Sheldrake Training IQA, then if a satisfactory conclusion is still not reached, the Sheldrake Training EQA. For Functional Skills the SCT IQA will ask the City and Guilds EQA to adjudicate. This may involve a further meeting for those concerned. The decision of the EQA 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, you should call the ESFA Apprenticeship helpline on 0800 015 0400 or by email at nationalhelpdesk@apprenticeship.gov.uk.

F C Belinda Turner MBE

Belinda M

Signed:

1/8/2021

Date: