



Appeals Policy

LAC Training is committed to providing an efficient and high standard of service to all. We are continually working to achieve this high level of service by maintaining quality assurance standards which are compliant with regulatory requirements. It is our aim to ensure that all assessment outcomes are fair, consistent, and reliable based on the valid judgements of the assessor using the assessment strategy for the qualification in question. However, occasions may arise where the training provider or learner may wish to question a decision.

Policy

Our Approved Training Centre will ensure:

- Assessments are carried out by assessors who have the appropriate qualifications, knowledge, understanding, and skills, and the assessments are valid for the subject or qualification in question
- Assessment evidence is authentic, solely being produced by the learner in question
- The consistency of assessments decisions covering all assessors over time
- Appeals are heard by individuals that have the appropriate competence to make decisions in each individual case and have had no prior involvement, or a personal interest in the case

Everyone has the right to appeal if they believe that their assessment decision, or a decision following a malpractice or maladministration investigation is incorrect. This policy will define the stages and procedures you would need to follow, guidance is as follows:

- The process you need to follow to submit an enquiry or appeal
- The timescales for an enquiry or appeal
- How and when you will be notified of the outcome

LAC Training will accept an appeal in relation to the following:

- Appeals against results of assessment or quality assurance
- Appeals against a decision made relating to a reasonable adjustment or special considerations application
- Appeals against decisions relating to any action taken against a learner or centre following an investigation into malpractice or maladministration

- Appeals against centre or qualification approval decisions

Firstly, we advise all learners to discuss any concerns or enquiries relating to the result of the assessment with the assessor to resolve the issue. If you are not satisfied with the outcome then please contact LAC Training's ATC Co-ordinator for further advice and guidance.

Appeals Process

If a learner is unhappy about the assessment decision awarded to them, they must first go through LAC Training's appeals process prior to contacting Safety Training Awards (STA).

Where possible, the ATC Co-ordinator will carry out an initial, informal assessment of the appeal, to ensure the application is complete and to ascertain if the issue can be resolved before it goes to a formal appeal. We may do so over the telephone or via email. In all cases we will ensure that the person carrying out this initial check does not have a personal interest in the decision being appealed. All actions will be confirmed via email.

On occasions a more formal approach is required and in these cases your appeal must be put in writing via email directly to the ATC Co-ordinator. If the appeal cannot be put in writing, a member of our team will relay any verbal communications via email, to ensure all details have been understood.

How to Submit an Appeal

Appeals should be made in writing via email to the ATC Co-ordinator (Lee Cornelius - info@lactraining.co.uk) **within 10 working days of the assessment date.**

The appeal email must include the following information:

- Learner's name and contact details
- Course reference number
- Venue / site name
- Tutors name
- Assessors name
- Names of others involved
- Details of the reasons to appeal
- Copies of any supporting evidence.

If the appeal is excessively long or complex, we may ask you to provide a summary so that we are clear what the issues are.

All appeals will be **acknowledged within 5 working days**, investigated, and a **response provided within 14 working days**. If the process is likely to take longer, we will contact all involved to inform them of the revised timescale.

We will endeavour to complete any appeals **within 14 working days of receipt of the initial appeal**. To ensure a fair and thorough investigation, the duration may depend on the nature and severity of the appeal received, and the investigating team member will notify the appellant as soon as possible, if the investigation will take longer than expected.

If your appeal is not upheld, we will explain the reasons why via telephone and email.

E: info@lactraining.co.uk

T: 07759 037 527

W: www.lactraining.co.uk

Procedure to Escalate Appeals to Safety Training Awards (STA)

A learner may escalate an enquiry or appeal after they have exhausted the ATCs enquiries and appeal process and remain dissatisfied with the outcome. Any enquires and appeals must be **submitted to Safety Training Awards (STA) within 28 days of course results being issued** to the learner. Please refer to the Safety Training Awards enquiries and appeals policy on the website for further information <https://www.safetytrainingawards.co.uk/>

* Please note there may be an administration fee of £50.00

Monitoring and Review

This policy and its procedures will be reviewed regularly for improvements as part of our Quality Assurance requirements. This will ensure it is fit for purpose, reflects the services we deliver to our customers and we provide services which are relevant to the requirements of individual needs.

Contact Details

If you would like to discuss this policy or find that a member of the LAC Training's is not adhering to the policy and the standards that we expect then please let us know by contacting:

Lee A Cornelius

Director

T: 07759 037 527

E: info@lactraining.co.uk

Policy Version

Version 1 – August 2018, August 2019, October 2020, September 2022

Version 2 – November 2022, October 2023, October 2024

Next Review

October 2025