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APPEALS & ENQUIRIES ABOUT RESULTS POLICY

Issue: 04-01-2024 v1.3

1. Introduction

This appeal policy sets out the guidelines relating to appeals and complaints that a learner or trainee may have in relation to the training they have been provided by Gold Tap Training Limited. Individuals are able to appeal against the decided outcome which has been made as a result of written and practical examinations or observations.

2. Definitions

“The Company/Company/Company’s” Gold Tap Training Limited will be referred to as the “Company”.

“Enquiries” Enquiries can be made in relation to individual results related to training which has been delivered by The Company; including adjustment of results following quality assurance verification.

“Appeals”: Appeals can be made in relation to the following:

- In relation to an individuals results relating to an assessment made by the Company
- A decision as a result of an investigation into the Company for malpractice or unfair treatment of a learner/trainee.
- A decision made in relation to special considerations (See Reasonable Adjustments and Special Considerations Policy)

3. Procedure

Appeals and enquiries must be made in writing within 10 working days of an assessment, observation or training result.

Appeals can be made to:

The Training Officer
Gold Tap Training Limited
East Mallinf Research
East Malling
Kent
ME19 6BJ

The Company are committed to acknowledging any appeal or enquiry within 10 working days from receipt of the aforementioned appeal/enquiry.

The Company will endeavour to provide a full response within 15 working days. Where the Company require more time to complete further investigations, this will be communicated to the relevant parties.

4. Enquiries about Results

Should an individual make an enquiry about the results of a training course, then the Company will carry out a review of the results and will discuss any findings with the individual who has been assessed or the trainer in order to verify the results. Should the individual not find the outcome of the review satisfactory then they are able to make an appeal.

5. Fees

The Company will not charge for enquiries or appeals. However, should an appeal be upheld, this may incur an administration fee of £30.