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# APPEALS & ENQUIRIES ABOUT RESULTS POLICY

Issue: 14-04-2024 v1.4

## 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

Examples of areas where an appeal may be raised are as follows:

- If the learner believes that Gold Tap Training Ltd has not applied our procedures properly, consistently and fairly;
- If the learner is not satisfied with the conduct of the assessment and believed it disadvantaged them; and
- If the learner feels that the premises/environment for assessment has disadvantaged them.

(Should a learner wish to appeal against a decision made after a complaint has been investigated then please refer to our Complaints Procedure).

When you contact us, please give us your full name, contact details, and include a daytime telephone number along with:

- A full description of your appeal (including the subject matter and dates and times if known);
- Any names of the people you have dealt with so far;
- Copies of any papers or letters to do with the appeal; and
- Any other factors for consideration such as any extenuating circumstances that the learner either did not address at the time or believes that were raised but were not taken into consideration when the decision was made.

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.

Appeals will be investigated, and a review panel may be formed in order to reach a decision

This will be the final route of escalation within our company. Therefore, if you remain unhappy after following our own internal appeals procedure then please contact the Awarding Organisation directly.

Our awarding bodies can be found below. Please contact them via the contact details available on their website.

- EUSR
- CABWI
- Highfield Qualifications
- IOSH

Should you address your appeal to the Awarding Organisation and remain unhappy with the outcome you may then raise your appeal to the relevant qualification regulator. Either a representative of Gold Tap Training or the Awarding Organisation will be able to offer you guidance on the appropriate qualification regulator in each instance and provide contact details.

\*The following list of Qualification Regulators are provided as additional guidance:

- SCQF qualifications - SQA Accreditation
- RQF qualifications:
  - Delivered in Wales - Qualifications Wales
  - Delivered in Northern Ireland - CCEA Regulation
  - Delivered anywhere else – OFQUAL

Please note: SQA Accreditation cannot overturn academic judgements or assessment decisions.

#### 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.