


Policy/procedure	Quality Appeals Policy
Senior Manager Responsible	Dave Floyd 
Author	Dave Floyd
Approved by	FLM Training Board & Safeguarding Team
Date approved	23 rd October 24
Next review date	23 rd October 25
Approved by	Management Team
Changes made	<ul style="list-style-type: none"> No amendments made

Responsibility

The Directors have ultimate responsibility to ensure the appeals process is current and communicated to all stakeholders and are supported by the Quality Manager.

Statement

The Learner is our number one priority in everything we do. This is one of the core values that underpin the way in which FLM Training Limited operates as a company and sets the standards for staff. An essential and integral part of the organisation is our commitment to equality of opportunity for all staff and learners.

FLM Training Limited recognises that every learner has a right to fair and reliable assessment and that judgements made by a Training Consultant/Tutor are sound and made with integrity. It is also true that for a qualification to be worthwhile, fair and reliable decisions must be made about a learner's competence and/or academic ability against set criteria that is open to scrutiny by a third party.

It is the policy of FLM Training Limited that a learner should have a right to appeal if he/she disagrees with decisions made by their Training Consultant/Tutor. It is incumbent upon FLM Training Limited to ensure there is a robust system in place to facilitate this and that meets Awarding Body, ESFA, OFQUAL and government guidelines.

Communication

Staff - The policy will be communicated to all staff at their induction upon starting employment with FLM Training Limited. This should be reinforced periodically during team/standardisation meetings.

Learners - All learners will be given an overview of the appeals procedure at their induction at the start of their course/apprenticeship framework and advised where the policy can be located. **If they utilise**
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this procedure and disagree as to the outcome, then they have the right to refer their concerns to the awarding body, ESFA or OFQUAL.

Records - A copy of all appeals will be kept in the learner's personal records at FLM Training Limited for future reference and audit purposes subject to the Data Protection Act.

General

For ease of use an appeals procedure has been produced which consists of a number of stages.

These stages are documented in full in the Learner Appeals Procedure

Every effort should be made by all concerned parties to try and come to an amicable agreement before invoking the appeals procedure. Should this be necessary, an appeal must be made in writing utilising the appropriate form as per procedural guidance. FLM Training Limited will ensure that any appeal will be treated fairly and sensitively and within the agreed timescales specified within the procedure.

The policy will be reviewed following any appeal for its effectiveness and fitness for purpose and amended accordingly.

Quality Improvement

- It is the responsibility of the Quality Manager to review this policy on an annual basis. The aim of the review process is to establish if written policy is currently fit for purpose and were necessary to amend accordingly to meet the needs of the business.
- If the policy is not being adhered to, through audits and feedback of related processes and procedures it is the Quality Managers responsibility to review the policy with the relevant staff making sure they fully understand the policy.

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