

APPEALS PROCEDURE

If you are dissatisfied with an assessment decision made by your Trainer-Coach, in the first instance you should discuss this with your Trainer-Coach informally so they can help you to resolve it. If you are unable to reach a resolution, then you have the right to follow the formal Appeals Procedure as set out below:

Stage 1: Place the basis of your appeal in writing, including all associated evidence, records of assessment and documentation and forward to your Trainer-Coach to review. Your Trainer-Coach will respond within 7 days with the outcome.

If you remain dissatisfied, you can move to Stage 2:

Stage 2: Forward all of your appeal documents, including the response from your Trainer-Coach and the reasons you remain dissatisfied on to your IQA. Your IQA will respond within 14 days.

IQA for Business Qualifications:

Jo Hyams jo.hyams@haddontraining.co.uk Tel: 07947916834

IQA for Animal Care Qualifications:

Kirsten Clements Kirsten.clements@haddontraining.co.uk Tel: 07795900735

Quality Lead and IQA for Equine Qualifications:

Sarah Waylett sarah.waylett@haddontraining.co.uk Tel: 07795834332

Functional Skills Manager:

Alicia Marshall alica.marshall@haddontraining.co.uk Tel: 07795846170

If you remain dissatisfied, you can move to Stage 3:

Stage 3: Forward all of your appeal documents, including the response from your IQA on to the Quality Manager. The Quality Manager will respond within 14 days.

Quality Manager:

Tanya Lyford tanya.lyford@haddontraining.co.uk Tel: 07880385078

This is the final stage of the internal Appeals Procedure, however if you remain dissatisfied you can move to:

Stage 4: If you have exhausted Haddon Training's internal Appeals Procedure you have the right to appeal directly to the relevant Awarding Organisation. The full details of how to do this can be located on the Awarding Organisations website:

City & Guilds: www.cityandguilds.com

Pearson: www.qualifications.pearson.com

1st4Sport: www.1st4sportqualifications.com

Highfield: www.highfieldqualifications.com (Tel: 01302 363277)

This will incur a fee from the Awarding Organisation

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

OFQUAL: Qualification Regulator for RQF qualifications in England

Please note that if your appeal relates to an online examination, set, and assessed externally, or an End Point Assessment, there is no internal route of appeal. In these instances, we can ask for examinations or assessment decisions to be re-marked but you must request this directly. There will be a fee associated with this and these fees and details of how to make these appeals can be located on the Awarding Organisations website as shown above.