



Appeals Policy and Procedure

The Appeals policy is designed to protect the interests of all candidates and also to protect the integrity of the qualification.

Candidates have the right to appeal in the event that they are dissatisfied with the following:

- Assessment decisions made by Fit2Communicate, where applicable.
- Assessment decisions made by the awarding organisation.
- Decisions by Fit2Communicate not to support an enquiry or appeal to the awarding organisation.

A copy of the appeals procedure is available to all candidates.

There is an informal and formal procedure available. The formal procedure is only to be followed if the informal procedure has failed or is inappropriate for the circumstances. Every attempt will be made to resolve disputes as near as possible to the point of origin. Fit2Communicate will keep appeals records for inspection by the awarding organisation for a minimum of 18 months.

Informal Procedure

1. Where a candidate wishes to make an appeal against the quality of provision from Fit2Communicate, they should first of all attempt to resolve the matter by a direct approach to Fit2Communicate via hello@fit2communicate.com.
2. If the matter remains unresolved, the candidate may request a personal interview with a Fit2Communicate representative.
3. Before the personal interview, the Fit2Communicate representative should have obtained an independent second opinion on the initial decision.
4. If, after any action to resolve the dispute taken by the Fit2Communicate representative, the matter is not satisfactorily resolved, the complainant may use the formal procedure.

Formal Procedure

Once the informal procedure has been exhausted, or if it is inappropriate to the circumstances, the formal procedure is to be followed.

1. The complainant must submit a formal complaint in writing to complaints@fit2communicate.com.
2. Within 10 working days of receiving the written appeal, a decision from a Fit2Communicate representative should be communicated to the student/trainee.
3. Decisions regarding the quality of teaching provision are final.

Further Appeals

Any learner wishing to appeal against the operation of the appeals procedure can do so in writing to Fit2Communicate at complaints@fit2communicate.com and / or the awarding organisation.



Policy review

This policy has been approved & authorised by:

Karen Dempster and Justin Robbins

Co-founders of Fit2Communicate

Date: 25 March 2020

Signed

A handwritten signature in blue ink that reads "Karen Dempster".

A handwritten signature in blue ink that reads "Justin Robbins".

Next review of this policy due: March 2021