

APPEALS PROCEDURE

If you are unhappy with an assessment outcome you have the right to appeal. Possible reasons for an appeal are:

- You do not understand why you are not yet regarded as competent because of unsatisfactory feedback from your tutor
- You believe you are competent and that your tutor has misjudged you or has overlooked some vital evidence

Genesis Training Group expects that most appeals will be resolved within center. An appeal will only be escalated to an awarding body after Genesis Training Group's internal appeals procedure has been fully exhausted.

Stage 1: Appeal to the Tutor

If you are not happy with an assessment about your competence you have the right to appeal directly to the Tutor who carried out the assessment. This appeal must be in writing and must clearly indicate:

- The points on which you disagree with the assessment
- The evidence in your portfolio that you believe meets the requirements of the performance criteria and/or knowledge for claiming competence

The Tutor must respond to you in writing within 10 working days with either a correction or a clear justification why the original decision should stand.

Stage 2: Appeal to the Lead Internal Verifier

If you are still not satisfied with the outcome of Stage 1 you can next appeal to Genesis Training Group's Lead Internal Verifier. This appeal must be in writing but need not repeat the detail provided in Stage 1. The original appeal and the Tutor's judgement will be made available to the Lead Internal Verifier.

The Lead Internal Verifier will give you a clear judgement in writing within 5 working days as to whether the original decision should stand or not.

Stage 3: Appeal to the Quality Manager

If you are still not satisfied with the outcome of Stage 2 you can next appeal to Genesis Training Group's Quality Manager. This appeal must be in writing but need not repeat the detail provided in Stage 1. The original appeal, Tutor's judgement and the Lead Internal Verifier's decision will be made available to the Quality Manager.

The Quality Manager will give you a clear judgement in writing within 5 working days as to whether the original decision should stand or not.

Stage 4: Appeal to the Awarding Body

If you are not happy with Genesis Training Group's decision and have exhausted the internal appeals procedure you may proceed by appealing to the Awarding Body. This appeal must be in writing to the appropriate Awarding Body for your qualification. The appeal must be accompanied by copies of all documentation from stages 1 and 2 above.

The Awarding Body will normally acknowledge receipt of the appeal, depending on their appeals process, within 3 working days. They will consider whether Genesis Training Group's original judgement was correct and advise you of their decision.

Stage 5: Appeal to the Regulatory Body

Following appeal to the Awarding Body, if you remain unsatisfied with the result, you are entitled to appeal to the Office of Qualifications and Examinations Regulation.

The outcome of the appeal procedure is final.

To contact your tutor, Lead internal Verifier or gain relevant contact details for your awarding body, please call 01744 733711 or write to:-

Genesis Training Group

YMCA Beacon Building

College Street

St Helens

WA10 1TF


Version Control

Version History	Content Changed
1 – February 2022	Policy produced

Review and Ratification

Next Review Date	Reason for Review
Feb 20223	process update

Dated: February 2022

Signed: 

Name: Joseph Lennard

Position: Operations Director