1. **Introduction:**

The objective of this policy is to provide a clear basis for the appeal of the institute management decisions relating to learners to ensure that appeal processes are clear, reliable and reasonable.

1. **Scope:**

This policy applies to all learners on programs delivered by Atlas training services, staff and any other eligible persons’ appeals

1. **Appeals Process**

Learners and staff who are subject to an investigation maintain the prerogative to challenge the outcome and/or repercussions of a malpractice/maladministration inquiry. In a similar light, learners possess the privilege to contest the verdict and/or consequences of the investigation by directly approaching the Centre Manager.

Following the formal written advice of the internal review committee decision, the Staff/Learner has the right to appeal against the decision.

The appeal must be in writing outlining the basis for the appeal, be addressed to:

* The Managing Director for investigations into the Staff conduct.
* The Centre Manager for investigations into the Learner conduct

The letter must be received no later than five (5) working days after the date of issuing the verdict of the investigation into the malpractice/maladministration.

The Managing Director or Centre Manager shall convene an appeals committee. The appeal committee shall consist of members who are independent of the internal review committee.

The process for the appeal hearing shall be the same as for the initial investigation. The decision of the appeal committee will be considered as final and will be communicated accordingly to the relevant parties interested in the individual case.

1. **Conflict Resolution**

It is essential that potential conflicts are handled with a resolution satisfying the involved parties is reached.

**2.1 Process for Conflict Resolution**

The following must be observed when dealing with cases of conflicts when the appeals outcome is yet to be accepted by the learner:

* Identify the Issue: Clearly define the problem or conflict at hand. Ensure all parties involved have a shared understanding of the situation.
* Open Communication: Encourage open and honest communication. Create a safe space for individuals to express their perspectives without fear of judgment.
* Active Listening: Ensure all parties actively listen to each other. Reflect on what is being said and seek to understand the emotions and concerns behind the words.
* Mediation if Necessary: If direct communication doesn't resolve the conflict, consider involving a neutral third party to mediate. This person should be impartial and skilled in conflict resolution.
* Define Common Ground: Identify areas of agreement and shared interests. Focusing on common ground helps build a foundation for resolution.
* Brainstorm Solutions: Encourage all parties to contribute potential solutions. Evaluate each suggestion objectively, considering the impact on everyone involved.
* Agree on a Resolution: Reach a consensus on the best solution. Ensure that all parties are comfortable with the agreed-upon resolution and commit to implementing it.
* Document the Agreement: If applicable, document the agreed-upon resolution in writing. This helps prevent misunderstandings and provides a reference point for the future.
* Follow-Up: Check in periodically to ensure that the resolution is working for all parties. Be open to adjustments if necessary.
* Learn and Improve: Use the conflict resolution experience as an opportunity for growth. Analyze the situation to identify any underlying issues and work towards creating a more positive and communicative environment.

The objective is not just to resolve the immediate conflict but to strengthen relationships and foster a more collaborative and understanding environment between Atlas Training Services and the learner

1. **External Reporting**

When the conflict resolution does not reach a consensus between the parties or if Serious cases of malpractice or maladministration occur, those must be reported to the relevant external authorities, such as regulatory bodies or awarding organizations, in accordance with the applicable legal and agreement requirements.

In addition, arbitrary judgment might be sought if either of the parties decide to legally report the issue to the judiciary system.