

Appeals Policy



1. Introduction

- 1.1 This policy and procedure are established for the benefit of all existing or potential customers, including Learners, and is provided to deal with Appeals relating to training provided by AM Training that leads to qualifications awarded by the Awarding Organisation, First Aid Awards Ltd (hereinafter referred to as FAA) or RLSS UK IQL (hereinafter referred to as IQL)
- 1.2 It is a principle of this policy that all appeals are dealt with quickly, fairly and thoroughly. It is hoped that issues will normally be resolved amicably through informal dialogue between the parties concerned. However, where this is not possible, the following formal procedures will be applied.

2. Appeals

- 2.1 Appeals relate to issues raised by aggrieved persons over a decision made by AM Training Services, for example, in regard to eligibility or assessment results relating to qualifications awarded by FAA/IQL. Appeals received by AM Training Services will be dealt with under the following procedure.

APPEALS POLICY and PROCEDURE

Initial Appeal

- 2.2 Appeals must be submitted in writing or email and should contain as much information as may be needed to properly consider the appeal. On receipt of an appeal, AM Training Services will:
 - Acknowledge receipt of the appeal within 5 working days of receipt
 - Request any further information, oral or written, that may be required
 - Arrange for appropriate Centre personnel to examine the appeal
 - Aim to review the appeal and respond within 20 working days of receipt of the appeal. In some cases the process may take longer; in such instances, AM Training Services will contact the parties concerned to inform them of the likely revised timescale
 - Inform the appellant of the outcome within 5 working days of deciding the outcome
 - Where, as a result of investigations, AM Training Services find evidence of possible maladministration or malpractice AM Training Services will inform FAA/IQL and take appropriate remedial action

Appeal Review

- 2.3 If the appellant is not happy with the outcome of their initial appeal, they may request a review of the decision. Application for review must be in writing setting out the reasons for the request.
- 2.4 Reviews of appeal decisions will be considered by an Appeals Panel, comprising at least two senior representatives of the Centre plus an independent person. The independent member will not be a Centre employee, an Assessor working for the Centre, or otherwise connected to the Centre and will possess appropriate competence to consider and contribute to a decision in the matter being appealed. Members of the Panel will have had no direct involvement in the original decision which the appellant has appealed against.
- 2.5 AM Training Services aim to complete the review and respond within 20 working days of receipt of the review application. If a longer period is needed AM Training Services will inform the parties concerned.
- 2.6 AM Training Services will convey the results of the review in writing and indicate that the decision of the Appeals Panel will be final as far as this Centre is concerned but, if the complainant is still not happy with the outcome, they may request that the matter be referred to FAA/IQL or the Regulatory Authority (Ofqual) for review.

SEEKING A REGULATORY BODY REVIEW & BEYOND

- 2.7 If an appellant is unhappy with the decision of this Centre at any stage, they may refer, or ask AM Training Services to refer, the matter to FAA/IQL or the qualification regulator (Ofqual). It should be noted that the Regulatory Bodies will examine processes but will not, themselves, change assessment decisions.

3. Miscellaneous

REMEDIAL ACTION TO BE TAKEN WHEN COMPLAINTS OR APPEALS IDENTIFY PROCEDURAL FAILURE OR WEAKNESS

- 3.1 Where an appeal identifies a failure in the assessment process, or a weakness is discovered which does not affect the actual outcome of the issue that has been considered, AM Training Services will take all reasonable steps to:
- identify any other Learner(s) who has been affected
 - correct or, where it cannot be corrected, mitigate as far as possible the effects of any failure, and
 - ensure that the failure does not recur in the future
 - rectify any weakness discovered

RECORDS

- 3.2 AM Training Services will retain all paperwork relating to complaints and appeals for three years.

POLICY REVIEW ARRANGEMENTS

- 3.3 AM Training Services will review this policy periodically and revise it as necessary in response to customer and candidate feedback, changes in FAA policies and practices, actions from the regulatory authorities or external agencies or changes in legislation. AM Training Services welcome feedback or views of interested parties to ensure the policy is fit for purpose. If you would like to feedback any views, or if you have any questions concerning this policy, please contact AM Training Services via the details provided at the end of this policy.

FEES

- 3.4 AM Training Services reserve the right, in exceptional circumstances such as where a complaint or appeal is regarded as frivolous or vexatious, to charge complainants or appellants a fee to cover the administrative and personal costs where such actions are dismissed accordingly.

4. How to contact us

- 4.1 How to contact AM Training Services

Post: **AM Training Services**, 78 Dunstall Hill, WOLVERHAMPTON, WV6 0SP
e-mail: enquiries@am-trainingservices.co.uk
Telephone: **07746 465 121**

- 4.2 How to contact First Aid Awards Ltd

Post: **First Aid Awards Ltd**, Awards House, 10 Central Treviscoe, ST AUSTELL, Cornwall PL26 7QW
e-mail: enquiries@firstaidawards.com
Telephone: **03458 333999**

- 4.2 How to contact IQL UK

Post: **IQL UK**, Red Hill House, 227 London Road, WORCESTER, WR5 2JG
e-mail: compliance@iql.org.uk
Telephone: **0300 323 0096**

Enquiries will be received initially by the Centre's Support and Administration staff and then, if necessary, transferred to the relevant member of staff.

Signed: 

Adrian McDowell
Managing Director
AM Training Services

Dated: 1st April 2021 **Review date:** 1st April 2022