



Appeals Policy & Procedure

1. Introduction

1.1 This policy and procedure is established for the benefit of all existing or potential customers, including Learners, and is provided to deal with appeals relating to training provided by Amplio Training (hereinafter referred to as Amplio) that leads to qualifications awarded by the relevant Awarding Organisation.

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 Amplio, for example, in regard to eligibility or assessment results relating to qualifications awarded by FAA. Appeals received by Amplio will be dealt with under the following 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, Amplio 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, Amplio 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, Amplio find evidence of possible maladministration or malpractice Amplio will inform FAA/Highfield qualifications 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 may be referred to 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. Appeal decisions may be referred to FAA/Highfield qualifications. This can be done by requesting contact details from Amplio upon request or directly contacting Highfield on their website at www.highfieldabc.com and/or telephone on 0845 266 350.

2.5 Amplio aim to complete the review and respond within 20 working days of receipt of the review application. If a longer period is needed Amplio will inform the parties concerned.

2.6 Amplio 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/Highfield or the relevant Regulatory Authority for review.

Seeking a Regulatory Review and Beyond

2.7 If an appellant is unhappy with the decision of this Centre at any stage, they may refer, or ask Amplio to refer, the matter to FAA/Highfield qualifications or the appropriate qualification regulator (e.g. Ofqual or SQA Accreditation).

3. Miscellaneous

Remedial action to be taken when an appeal identifies 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, Amplio will take all reasonable steps to:

- a) identify any other Learner(s) who has been affected
- b) correct or, where it cannot be corrected, mitigate as far as possible the effects of any failure, and
- c) ensure that the failure does not recur in the future
- d) rectify any weakness discovered

Records

3.2 Amplio will retain all paperwork relating to appeals for three years.

Policy review arrangements

3.3 Amplio will review this policy periodically and revise it as necessary in response to customer and candidate feedback, changes in FAA/Highfield qualifications policies and practices, actions from the regulatory authorities or external agencies or changes in legislation. Amplio 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 Amplio via the details provided at the end of this policy.

Fees

3.4 Amplio reserve the right, in exceptional circumstances such as where an 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.

3.5 How to contact Amplio Training

Post: Amplio Training, 122 Temple Street, Sidmouth, Devon, EX10 9BJ

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Email: info@ampliotraining.co.uk

Web: www.ampliotraining.co.uk