

# Enquiries and Appeals Policy for Learners

## **POLICY STATEMENT:**

The purpose of this policy is to:

SALT TRAINING LIMITED provides a high-quality training solution. However, we recognise that problems, disagreements and disputes can occur. In order to ensure that these events are resolved promptly SALT TRAINING LIMITED have the following appeals policy in place.

All learners will be made aware of the SALT TRAINING LIMITED appeals procedure at the start of their course or qualification.

## **Procedure**

All appeals shall be submitted in writing to SALT TRAINING LIMITED within 30 days of the occurrence which prompts the appeal.

SALT TRAINING LIMITED will acknowledge receipt of the appeal within 5 working days.

The usual appeal process within the SALT TRAINING LIMITED, will follow:

Appeal with Trainer, if not resolved:

Move to an independent Trainer/Internal Quality Assurer. If not resolved:

SALT TRAINING LIMITED will then conduct an investigation into the circumstances of the appeal. The Appellant shall be notified in writing as to the outcome of that investigation within 15 working days from the date of acknowledgement.

A detailed record of the investigation will be maintained by the centre as this will be monitored through the centre's own self-assessment process and the awarding bodies External Quality Assurance Process.

## **Escalation to the Awarding body**

No more than 4 weeks from the date of the notification of the outcome of the investigation into the initial appeal shall pass before matters are escalated to the awarding body, if required.

## **Results, enquiries about results (EARs) and access to scripts (ATS)**

### **Results**

All individual candidate results received during the year will be available for collection from the Administration Team.

For GCSEs those not collected will be posted to candidates' home addresses by 2.30pm on the same day as results are received from awarding bodies.

### **EARs**

EARs for general qualifications may be requested by subject staff or candidates if there are reasonable grounds for believing there has been an error in marking.

**Policy Owner: Managing Director**

**Stage of Approval: Approved**

**Date of Review: April 2025**

When SALT TRAINING LIMITED does not uphold an EAR, a candidate may apply to have an enquiry carried out. If a candidate requires this against the advice of subject staff, they will be charged.

***ATS (applicable to general qualifications only)***

After the release of results of general qualifications, candidates may ask subject staff to request the return of papers within three days' scrutiny of the results. If a result is queried, the Managing Director of SALT TRAINING LIMITED in conjunction with subject staff will investigate the feasibility of asking for a re-mark at SALT TRAINING LIMITED's expense.

**Centre staff may also request scripts for investigation or for teaching purposes, but any charges incurred will be payable by SALT TRAINING LIMITED. For the latter, the consent of candidates must be obtained.**

Certificates are posted by recorded delivery to those candidates with a post code that is not local to SALT TRAINING LIMITED. For those candidates with a local postcode they receive a postcard and are expected to collect the certificate from the SALT TRAINING LIMITED Administration Team.

All candidates are required to produce some form of identification before a certificate is released.

Certificates may be collected on behalf of a candidate by a third party, provided they have been authorised to do so.

Certificates are recorded as being received and distributed to the candidate so allowing for an audit of the process to ensure the accuracy and completeness of the achievement.

SALT TRAINING LIMITED only retains certificates for a year following the date of certification. After this time, any certificates will be destroyed.