

## Appeals Procedure

The following sets out the appeals procedure for Quack Recruitment & Training Ltd. This procedure covers the process for raising appeals against an academic judgement or assessment decision that has been made. Should a learner feel that proper process has not been followed or that the academic judgements or assessment decisions have not been made in accordance with the regulations of the programme of learning then they may appeal to Training Manager via one of the following methods:

Call: 0333 577 0036

E-mail: [complaints@quackrecruitmentandtraining.co.uk](mailto:complaints@quackrecruitmentandtraining.co.uk)

Write to: Quack Recruitment & Training, Business & Technology Centre, Bessemer Drive, Stevenage, Hertfordshire, England, SG1 2DX

Examples of areas where an appeal may be raised are as follows:

- If the learner believes that Quack Recruitment & Training Ltd. Has not applied our procedures properly, consistently and fairly;
- If the learner is not satisfied with the conduct of the assessment and believed it disadvantaged them; and
- If the learner feels that the premises/environment for assessment has disadvantaged them.

Should a learner wish to appeal against a decision made after a complaint has been investigated then please refer to our Complaints Procedure.

When you contact us, please give us your full name, contact details, and include a daytime telephone number along with:

- A full description of your appeal (including the subject matter and dates and times if known);
- Any names of the people you have dealt with so far;
- Copies of any papers or letters to do with the appeal; and
- Any other factors for consideration such as any extenuating circumstances that the learner either did not address at the time or believes that were raised but were not taken into consideration when the decision was made.

Quack Recruitment & Training Ltd ask that you raise your appeal as soon as possible after the event so that we have the opportunity to investigate fully. We will acknowledge receipt of your appeal within 5 working days.

Appeals will be investigated, and a review panel may be formed in order to reach a decision. We aim to investigate and respond to appeals within 21 working days.

This will be the final route of escalation within our company. Therefore, if you remain unhappy after following our own internal appeals procedure then please contact the Awarding Organisation directly. The Awarding Organisation is Highfield Qualifications, and their appeals policy can be located on their website: <https://www.highfieldqualifications.com>

Alternatively, please speak to the Highfield Qualifications team on 01302 363277.

Should you address your appeal to Highfield Qualifications and remain unhappy with the outcome you may then raise your appeal to the relevant qualification regulator. Either a representative of Quack Recruitment & Training or Highfield Qualifications will be able to offer you guidance on the appropriate qualification regulator in each instance and provide contact details.

\*The following list of Qualification Regulators are provided as additional guidance:

- SCQF qualifications - SQA Accreditation
- RQF qualifications:
  - Delivered in Wales - Qualifications Wales
  - Delivered in Northern Ireland - CCEA Regulation
  - Delivered anywhere else – OFQUAL

Please note: SQA Accreditation cannot overturn academic judgements or assessment decisions.

If you have any queries about the contents of this policy, please contact Quack Recruitment & Training directly on 0333 577 0036 or email [compliance@quackrecruitmentandtraining.co.uk](mailto:compliance@quackrecruitmentandtraining.co.uk)

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