



Vocational Programmes Appeals Policy and Procedure

1. The Policy

- 1.1. This Appeals Procedure is designed to encourage and produce an open and fair system for any learner who wishes to make an appeal against any aspect of a PGL Programme in which they have been involved and through which they feel they have been treated unfairly.
- 1.2. Copies of this Appeals System will be given to each learner on completion of initial paperwork / registration.
- 1.3. PGL is committed to open and honest practice - we believe that everyone has the right to equal opportunities in the pursuance of their Awards. This policy forms an undertaking by the Company that it will deal objectively and constructively with all Appeals submitted. General employment Terms and Conditions already reflect the Appeals procedure concerning general work issues on centre and these are to be considered by a learner before making an Appeal.
- 1.4. At all times, a Learner should be aware that the organisation wishes to encourage and promote the Learner's success and achievement. Quite simply, in the world of work-based learning, an individual's success is also the organisation's success.
- 1.5. All documentation relating to an Appeal will be held at HQ, and will form part of a Programme Review, within our overall aim to improve and develop our performance.

2. The Procedure

- 2.1. This procedure has been drawn up to establish the appropriate steps to be followed if a Learner has an issue arising from any aspect of their programme.
- 2.2. Learner makes a formal appeal directly to the Senior most directly associated with the delivery of their programme. This could be a Tutor, Assessor, Course Co-ordinator or their line manager (from here on referred to as the Senior). The Appeal will be documented and the learner will be asked to sign the written appeal (copies for both parties). A response will be given to the learner within 7 days. The Senior involved will inform the Lead Verifier of the Appeal, and will seek advice before responding.
- 2.3. If the learner does not accept the response from the Senior involved, then the Senior must formally pass the appeal on to the Lead Verifier. The Senior and the Lead Verifier will confer and respond to the learner within a further 7 days.
- 2.4. If the learner is still dissatisfied, then the issue will be passed to the Programme Co-ordinator at PGL head Office for final arbitration. The Programme Co-ordinator may form an Arbitration Panel with relevant Operations staff and other Senior Managers. The decision of this Panel will be made known to the learner within a further 7 days.
- 2.5. The learner can contact the Awarding Body direct should they be unhappy with the Arbitration Panel's decision on the Appeal.