



## **SR Training Services Ltd Appeals Policy**

### **Introduction**

This policy is designed for candidates who have enrolled on any course or renewal at SR Training Services within the Approved Training Centre (ATC). It details the procedure to follow when a candidate feels necessary in appealing a decision regarding qualification delivery and assessment, the time frame in which it should be done, and how the appeal will be responded to.

### **Procedure**

- Candidates have 28 days from the date of assessment to appeal against an assessment decision.
- The appeal should be submitted to the Director or ATC Coordinator in writing, with a statement detailing their request.
- Written correspondence can be sent through email to [info@srtrainingservices.co.uk](mailto:info@srtrainingservices.co.uk) or a letter addressed to SR Training Services, 165 Frome Road, Trowbridge, BA14 0DU
- The appeal shall be reviewed initially by the Director or ATC Coordinator who will investigate the appeal further. A confirmation email will be sent within 7 Days to confirm that the appeal has been received; we then aim to fully respond to all appeals within 28 days
- The Director may take one of the following decisions:
  1. To dismiss the appeal in which case the candidate shall be given the reasons for the decision in writing/email.
  2. To uphold the appeal and request that the Trainer Assessor reviews their decision regarding the assessment subject to evidence.
  3. To refer the appeal to the STA for further investigation.

Candidates who wish to appeal further may contact the awarding organisation via:

Anchor House  
Birch Street  
Walsall  
WS2 8HZ  
United Kingdom

+44 (0)1922 645097

<https://www.sta.co.uk/contact-us/>

- SR Training Services will report details and findings of all appeals to the awarding organization where deemed necessary.

### **Review arrangements**

SR Training Services will review the policy annually and revise it as and when necessary in response to customer and learner feedback, changes in our practices, actions from the regulatory authorities or external agencies or changes in legislation.

If you would like to feedback any views, please contact us via the details provided below.

[info@srtrainingservices.co.uk](mailto:info@srtrainingservices.co.uk)

(Last reviewed Oct 2018)