

Appeals Policy

The Skills Centre Ltd recognises that it has obligations towards all candidates who have a disagreement with any part of their learning journey. We are committed to helping them and offering information advice and guidance to settle their case. We will not show any bias towards any candidate if a disagreement in the learning journey is presented.

Grounds for Appeal

Candidates may appeal on the following grounds:

- Disagreement with assessment outcomes
- Procedural errors in the assessment process
- Bias or unfair treatment during the assessment

Responsibility for Monitoring Appeals

The Quality Manager is responsible for overseeing the appeals process, ensuring compliance with this policy, and maintaining records of all appeals.

Procedure – Available on all Class Notebooks

Stage One

Discuss your disagreement with your Assessor who will endeavor to resolve your issue at this stage. You must be specific and honest about your disagreement in order for The Skills Centre to assist you in the most efficient and reliable manner. If the disagreement is not resolved immediately through conversation, your dedicated Assessor will investigate and respond within 5 working days.

Stage Two

Please write a letter to the Quality Manager (The Skills Centre Ltd, 7 Cae Gwyrdd, Green Meadow Springs Business Park, Cardiff, CF15 7AB) or email customer.support@theskillscentre.co.uk explaining in full your disagreement. The Quality Manager will respond to you within ten working days.

Stage Three

If you are still not satisfied with the response, please raise your concerns by writing to the Managing Director (The Skills Centre Ltd, 7 Cae Gwyrdd, Green Meadow Springs Business Park, Cardiff, CF15 7AB). The Managing Director will respond within ten working days.

Stage Four

Please write directly to the Awarding Organisation at which you are registered and undertaking your qualification in partnership with. The Awarding Organisation will have specific response times for all queries. If the Awarding Organisation's contact details are not listed, they can be requested from our office.

The Awarding Body details are as follows:

NOCN	Qualifications Scotland	CITB	NCFE
Acero Building 1 Concourse Way Sheaf Street Sheffield S1 2BJ	The Optima Building 58 Robertson Street Glasgow G2 8DQ	4 Cyrus Way Cygnet Park Hampton Peterborough PE7 8HP	Q6 Quorum Park Benton Lane Newcastle upon Tyne NE12 8BT

If you're still not happy with the outcome of the appeal, you can contact the relevant regulatory body to make a complaint:

Ofqual

Earlsdon Park

53-55 Butts Road

Coventry

CV1 3BH

United Kingdom

Phone: 0300 303 3344

Email: public.enquiries@ofqual.gov.uk

Website: <https://www.gov.uk/government/organisations/ofqual>