

Appeals Procedure

Name of centre: Yve Holistic Training

- (1) The centre is committed to ensuring that the assessment procedure meets the requirements of the awarding organisation and fulfils national standards.
- (2) The centre will operate a system for reviewing the quality and fairness of the assessment procedure. As part of this the candidate has a right to appeal against any assessment decision, written or practical, that the candidate deems to be unfair.
- (3) The candidate should notify the assessor of dissatisfaction with the outcome of the assessment within 7 days, stating why there is disagreement with the decision. The assessor must explain the decision in writing giving reasons, responding within 14 days.
- (4) If the learner is not satisfied the internal quality assurer must be informed and an investigation conducted. The internal quality assurer may arrange for the candidate to be reassessed by another assessor. The matter should be resolved in 35 days.
- (5) If the matter is not resolved to the candidate's satisfaction, an appeal can be made to the external quality assurer, according to the awarding organisation's appeals procedure. It is necessary to make the appeals procedure available to all candidates, without the candidate having to request it. It is good practice to provide the centre's appeals and complaints procedure during the candidate induction.

You should put your appeal in writing to:

Appeals, Yve Holistic Training
Norwich Wellbeing Centre
15 Chapel field East
Norwich, Norfolk
NR2 1SF

Those responsible within the centre are:

Name: Yvonne Potter

Name: Sharon Tomasso

**The centre agrees to comply with the appeals procedure as outlined above.
This procedure has been approved & authorised by:**

Updated 9th January 2019