

Appeals and Complaints Procedure

Your assessor will provide you with help and advice with regard to the requirements of your award. This may take the form of giving you assignments and/or activities to check your understanding. The training that you receive from Omnibus Training Solutions will be individually planned to suit your needs.

We hope that all feedback given to you will be constructive and clear and will encourage you to complete the work for your award as effectively as possible.

If you are not happy with any aspect of your programme we will do our best to help you deal with the issue. This may mean talking to your assessor on your behalf to help overcome the problem.

Your assessor will do their best to support you, however we do appreciate that there may be times that issues arise that you would prefer not to discuss with your assessor.

If for any reason you disagree with a decision made by your assessor you have the right to appeal that decision. How to do this is written below.

What you can do if you don't agree with your Assessor's decision

If you feel that you have been unfairly treated or you do not agree with an assessment decision that has been made you should follow the procedure below:

- You should express your concerns directly to your assessor, stating what the problem is so that the assessor can explain their decision to you.
- If an agreement cannot be reached, you can arrange to discuss the issue with your Internal Verifier.
- If an agreement cannot be reached at this stage you should contact the Lead Internal Verifier in order to reach an agreement.

If the disagreement cannot be resolved at this stage the awarding body appeals procedure should be followed.