



MAVCO SERVICES LTD

APPEAL PROCEDURE

VERSION 0.2 AS OF 06/03/2023

Appeal Procedure

If a Mavco Services Ltd learner disagrees with an assessment decision, then they have the right to appeal.

There are three stages in the appeals procedure, and each must be exhausted before proceeding to the next one. Learners are advised to keep their own copies of all the documents used in the appeals procedure.

The main reason for an appeal is likely to be:

- A learner does not understand why they are not yet regarded as competent; this could be due to lack of or unclear feedback from the trainer.
- A learner believes they are competent, and that the trainer has misjudged them, or has failed to utilise some vital evidence.

The process is fully explained below:

- The learner should first talk to his/her trainer to try to sort out the problem. The appeal must be in writing and clearly state the points of disagreement and the work that the learner believes meets the requirements for claiming competence. If no solution can be found:
- The learner should submit a written appeal to the training manager within 8 days, along with all original documents.
- The training manager will carry out an investigation and inform the relevant parties of the outcome within 14 days. Hopefully this will resolve the appeal. If not:
- The learner needs to send the appeal in writing to Mavco Services Ltd Director within 21 days, who will review the complaint and the training managers report. The Director will reply to the complainant and either resolve the appeal or escalate it further to the Award Organisation.
- The Awarding Organisation may request a fee and will choose the appointment of an External Verifier to investigate. There must be evidence that the learner has exhausted all the centre internal appeal procedures.
- The learner will be informed in writing of the outcome by the Awarding Organisation.
- Should the learner continue to be dissatisfied with the centre and the awarding bodies responses, the learner can escalate their appeal to the relevant Qualification Regulator.



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Appeal steps:

1. Contact Trainer
2. Contact Mavco Services Ltd manager
3. Contact the Awarding Organisation

Position: **Director**

Date:12/03/2024

Signed: **Cade Larkan**

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