

Appeals Policy

JP International Training Ltd

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Scope

This policy applies to training programmes based on CAA syllabuses. It should be read in conjunction with other policies in this Quality Manual, particularly:

- Assessment Policy
- Equality Policy
- Malpractice and Maladministration Policy
- Data Protection Policy
- Complaints and Whistleblowing Policy

An appeal is a request from a trainee to revisit an assessment decision which s/he considers is disadvantaging him/her.

This policy sets out our commitment to trainees who wish to enquire, question or appeal against an assessment decision.

Our commitment

We will show transparency and fairness in our assessment practices by allowing anyone who feels this is not achieved the right to appeal.

Our procedures

We will provide our training and assessment staff with the expertise needed to comply with this policy and related procedures.

We will provide stakeholders with details of how to appeal and assessment decision. This will include:

- Contact details on names representative
- The timescales for any investigation to be undertaken
- The timescales for the outcome to be communicated
- The process to follow if the outcome is deemed to be unfair, including the ultimate right to appeal to the CAA.

We will have clear, consistent, and transparent procedures for trainees to enable them to enquire about, question or appeal as assessment decision, including requests for reasonable adjustments or special consideration.

We will provide information to trainees at induction and prior to each summative assessment, of the contents of this policy and related procedures.

We will ensure that any appeal is recorded, and documentation is retained for 18 months following the resolution of the appeal.

We will maintain confidentiality of any trainee information related to an appeal.

We will take appropriate action to protect the interests of other trainees and the integrity of the training when the outcome of an appeal questions the validity of other results.

We will monitor our compliance with this policy by collecting data through trainee and employee applications, feedback, and outcomes.