

A non-safety critical qualified scribe will be made available if required. In addition, we will also have learning aids such as coloured slides available. The company will ensure that where a delegate attending PTS, Lookout and/or Track Induction training has declared difficulties with reading and/or writing, a reasonable adjustment is provided by a secondary individual fulfilling the role of reader and/or scribe, as required. This second individual shall not hold the Competence being assessed. Where this has taken place, the name and signature of the reader and/or scribe shall be recorded and retained within the training and/or assessment pack.

Appeals

Delegates will be provided with an appeals procedure that gives them the right to appeal against assessment decisions post session/course. If an appeal is lodged, it will be fully reviewed by the Training Manager, the reason/s for the negative result communicated to the individual and their Sponsor/Employer.

If there is still further dispute on the outcome of assessment results, the escalation procedure would then be to have the appeal investigated by Role Training Internal Verifier or an independent assessor / verifier.

If it is found that the result should be overturned, then the training materials and delivery strategy of the training materials would be reviewed and amended if required.

Appeals/Complaints

Role Training Limited provides a high-quality training solution. However, we recognise that problems, disagreements, and disputes can occur. To ensure that these events are resolved promptly Role Training have the following appeals policy in place.

Role Training welcomes all comments, suggestions and feedback about our programmes, systems, staff, and associates, whether this is positive or negative. Role Training takes feedback, complaints and appeals seriously and will investigate and provide a response promptly. Role Training will use complaint and feedback data to improve our service to learners to identify trends and patterns to inform and support our quality assurance process and the quality of our programmes and services.

Regular survey questionnaires for feedback will be requested from learners, chosen at random. This feedback will be used as part of the annual self-reporting process, and to facilitate changes or improvements as necessary.

All learners will be made aware of the Role Trainings appeals procedure at the start of their course or qualification.

All appeals shall be submitted in writing to Role Training within 30 days of the occurrence which prompts the appeal.

Role Training will acknowledge receipt of the appeal within 5 working days.

The usual appeal process within the Role Training, will follow:

- Appeal with Trainer, if not resolved:
- Move to an independent Trainer/Internal Quality Assurer

desired this must be stated clearly, otherwise Role Training will assume permission has been granted to disclose any information provided as deemed appropriate and necessary.

The complaints and appeals procedure should not be deliberately misused or abused. If a complaint or appeal is found to be either frivolous or vexatious it will be dismissed, and Role Training will notify the reasons for the decision.

Legitimate concerns may be raised by learners without fear of being disadvantaged. However, a complaint or appeal can only be escalated to the awarding body once Role Training's procedures have been followed properly.

An escalation of a complaint must relate to customer service, systems and/or processes that learners were led to believe would be provided or that they could reasonably expect to be provided. A complaint cannot be entertained where the subject is that an assessment decision is in question – this would more properly be dealt with under Appeals Process. However, the complaint might also have had a direct impact on the learning experience or achievement of the qualification and should be taken in consideration with any Appeal.

A Complaint might include issues arising of:

- customer service
- unclear or misleading marketing information
- assessment, access to assessment and examinations
- equal opportunities
- registration
- certification

An Appeal may only be made against a range of issues relating to assessment of Role Training programmes, such as:

- progression from one stage of a qualification programme to another
- assessment results – a decision made by the and/or Role Training – formative or final
- a decision to decline a request for a reasonable adjustment or special consideration
- a decision following an investigation into malpractice, maladministration, plagiarism and/or cheating
- assessment, examinations, or tests conducted by Role Training

If the matter in question is not about one of the topics noted here, the Complaints process should be used

We will log, monitor, and evaluate all complaints and appeals and report on these periodically through our normal governance committee structure and self-assessment reporting process. The information will also be made available to awarding bodies, as required.

Training on this policy forms part of the induction process for all individuals who work for us, and updates will be provided using established methods of communication between the business and you.

Role Training commit to communicating this process to all suppliers, learners, and business partners at the outset of our business relationship with them and reinforced as appropriate thereafter.