

## 1. Introduction and Scope

Springfields Fuels Limited aims to provide a high quality training to all learners and a good services to employers. However we are aware that there are times when a learner or an employer may not be satisfied with an aspect of the training provided and this procedure outlines the process that should be followed by learners or employers should they wish to appeal against an assessment decision or complain about the service provided by Springfields. Any appeal or complaint will be taken seriously, treated confidentially and resolved in a timescale agreed with the complainant. A copy of this document can be found on the website <http://www.westinghousenuclear.com/springfields/Careers/Apprentice-Training>.

## 2. Procedure

### 2.1 Complaints

Learners and/or Employers could complain about (this list is not exhaustive):

- Delivery staff
- Other programme members
- Training and assessment process
- Programme delivery issues
- Assessment decisions
- Administrative issues

It would be advisable to complain immediately to the people involved where a quick resolution to the issue may be found.

Where this is not possible or does not find a solution then a formal complaint can be made to the provider via the Training Manager by telephone, email or letter stating the complaint and include as much information as possible e.g. dates, times, names etc.

Contact: Training Manager

Telephone: 01772 764301

Email: [trainingadmin@westinghouse.com](mailto:trainingadmin@westinghouse.com) (FAO –Training Manager)

Address: Training Manager, Springfields A611, Station Road, Salwick, Preston PR4 0XJ

If you are not satisfied about the outcome of the complaint you can appeal the outcome to the Head of Enterprise Excellence at the above address

### 2.2 Appeals on assessment decisions

Appeals on assessment decisions can be made using the form in appendix 1.

The process of fair assessment and verification is essential in ensuring that the appropriate quality requirements are being met.

You have the right to appeal against an assessment decision.

1. You should first raise the issue with the assessor during/at the end of an assessment session or within seven days of the assessment.
2. The assessor will reconsider the decision and will provide clear feedback. If the decision is upheld the assessor will provide, in writing, a full description of what is required to demonstrate the required level of competence.
3. If you are still unhappy with the assessors' decision then you must fill in the Appeals form overleaf which will be forwarded to the Internal Quality Assurer (IQA).
4. The IQA will review all the evidence and you will be informed of the decision within five working days.
4. If you are dissatisfied with the IQA decision then you will be informed of the final stage of the appeal process.
5. This process will involve an Assessment Appeals Panel, consisting of
  - a. The Programme Manager
  - b. A different Assessor
  - c. An independent Assessor/QA

Both the candidate and the Assessor will be invited to make their case and the decision will be made within ten working days.

6. The results of the Appeals Panel will be final and details will be forwarded to the External Quality Assurer.

### **3. Records**

Complaint record  
Appeals form

### **4. Distribution**

Skills Development procedures manual  
Westinghouse Springfields careers webpage

**Appendix 1**

**NVQ Assessment  
Appeals Form**

Candidate Name:

Department:

Telephone Extension:

Registration Number:

**UNIT No:****TITLE:**

I enclose the following supporting documentation:

*Portfolio  
Checklist**Assessment  
Statements**Evidence  
Competence**Evidence of prior learning***Signed:** \_\_\_\_\_  
*Candidate***Date:** \_\_\_\_\_

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**FOR CENTRE USE ONLY**

Appeal Request Ref. \_\_\_\_\_

Date Received: \_\_\_\_\_

Date passed to Internal Quality Assurance: \_\_\_\_\_

Appeal Upheld: **YES/NO**Signed: \_\_\_\_\_  
*Internal Quality Assurer*

Date: \_\_\_\_\_