

Appeals Procedure

The following sets out the appeals procedure for Janet Hood Consulting [Training]. This procedure covers the process for raising appeals against an academic decision that has been made. Should a learner feel that proper process has not been followed or that the academic decision was not made in accordance with the regulations of the programme of learning then they may appeal to your tutor via one of the following methods:

Call: 01356 648966

E-mail: janethood@me.com

Write to: Janet Hood, Janet Hood Consulting [Training], Kirkton of Balfour Edzell, Brechin, Scotland, Scotland, DD9 7XU

Examples of areas where an appeal may be raised are as follows:

- If the learner believes that Janet Hood Consulting [Training] has not applied our procedures consistently or that procedures were not followed properly, consistently and fairly;
- If the learner is not satisfied with the conduct of the assessment and believed it disadvantaged them; and
- If the learner feels that the premises/environment for assessment has disadvantaged them.

This will be the final route of escalation within our company. Therefore, if you remain unhappy after following our own internal appeals procedure then please contact the Awarding Organisation directly. Please contact Janet Hood for contact details.

Should you address your appeal to the relevant Awarding Organisation and remain unhappy with the outcome you may then raise your appeal to the relevant qualification regulator (for example, OFQUAL, SQA Accreditations or Qualifications Wales dependent upon the qualification). Either a representative of Janet Hood Consulting [Training] or the relevant Awarding Organisation will be

able to offer you guidance on the appropriate qualification regulator in each instance and provide contact details.

The following relates to appeals regarding publicly funded qualifications in Scotland only. Should you have undertaken a publicly funded qualification in Scotland, wish to make an appeal and you have exhausted the procedures of Janet Hood Consulting [Training], the Awarding Organisation, and the relevant qualification regulator then you do have one final route of appeal. Please contact the Scottish Public Services Ombudsman (SPSO) directly, details can be located on their website: **www.spsso.org.uk**

If you have any queries about the contents of this policy, please contact the your tutor directly on 01356 648966 or email janethood@me.com.