

Optimal Risk Training

Appeals Policy

Created by:	Compliance Lead
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Change history

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1. Scope

This policy applies to Learners of Optimal Risk Training.

1.1. Qualifying Appeal

Any question or challenge concerning a decision or judgement, made by a representative of Optimal Risk Training, in relation to:

- an assessment decision
- the conduct of assessment or assessment quality assurance practices
- reasonable adjustments or special considerations (must be made before assessment)
- any action to be taken against a learner, following an investigation into malpractice, maladministration or plagiarism

1.2. Non Qualifying Appeal

An Appeal regarding reasonable adjustments or special considerations that is raised after the learner has attempted an assessment, regardless if the learner was successful or otherwise.

Any question or challenge concerning a decision or judgement, made by an awarding organisation, should be addressed to that organisation directly. Optimal Risk Training will be happy to assist learners in raising appeals with other organisations, but we will not arbitrate in disputes between learners and other organisations.

Any other matters that are not within the scope of an Appeal, may be considered a general complaint. Please see our Complaints Policy.

2. Making an Appeal

All Appeals must be submitted electronically in writing to the centre manager. This does not mean that an Appeal cannot be discussed before being submitted, but we do require a written record before an Appeal can be progressed. Email to: training@optimalrisk.com.

2.1. What to expect – an overview of our Appeals handling procedure

Every Appeal will be recorded.

We will appoint an independent senior representative to investigate each Appeal who may be assisted by a panel of experts, independent of the person who made the original decision(s) or judgement(s).

2.1.1. Timing and contact

We will acknowledge an Appeal by return email within 5 working days. The email will be sent by return email to the originating address.

If an acknowledgment is not received within this time, Appellants should check email junk folders and or contact the Center manager. Telephone +44 0207 118 8870.

We will aim to resolve the Appeal within 30 working days. If the process is expected to take longer, we will advise as such, providing the reasons, and the likely amended timescale(s). In extreme cases, an update at least every Calander month thereafter will be provided.

2.1.2. Appeal investigations

Appeal investigations will be proportionate and may or may not involve:

- contacting the Appellant for further clarifying information
- reference to records held by Optimal Risk
- reference to Awarding Organisation records
- interviewing staff and or other learners
- consultation with awarding organisations
- adjustments to our working practices

We will keep a record of what information has been gathered for consideration.

The investigator (or panel of experts) will consider all the information available to them and reach an objective conclusion.

The investigator will deliver their conclusion(s) to the Center manager and/or Internal Quality Assessor for approval.

On completion, a written outcome will be provided which will include options should the Appellant not be satisfied with our response(s).

2.2. What if an Appellant is not satisfied with our response(s)

If an Appellant is not satisfied with our response(s), they have various options depending on the nature of the course on which they are enrolled. Detailed specific information will be provided at the time.

Non-Regulated or Endorsed courses, the Appellant has exhausted all avenues. No further appeal or complaint relating to the outcome of an Appeal will be considered.

Regulated and / or Endorsed courses, Appellant will be provided with the contact details of the Awarding Organisation, so the Appeal may be escalated to the Awarding Organisation.