

Policy 011

Review & Appeals Policy

Definition of our Company Policies and Procedures:

The definition of policies and procedures are rules, and guidelines that have been formulated or adopted by our organisation in order to help us reach our long-term goals. Our policies and procedures are available to all our staff, students, clients and service users/providers on request.

Our policies and procedures are designed to influence and determine all our major decisions and actions, and all activities that take place within the boundaries set by them. Procedures are the specific methods employed by our organisation to express policies in action in day-to-day operations. Together, our policies and procedures ensure that a point of view held by the governing body of our organisation is translated into steps that result in an outcome compatible with that view.

VELA prides itself on its Policies and Procedures and is committed to developing fair and equitable standard of competence Policies and Procedures. VELA reserves the right to amend company policies and procedures at any time. All company policies and procedures are reviewed annually on the first working week in January of every new year as a matter of course.

Location of all VELA Policies

All VELA policies are located in the Managing Directors Office

Review & Appeals Policy Introduction:

Review & Appeals Procedure

As a part of its commitment to ensuring the standard and quality of its assessments, VELA has established this procedure to deal with review & appeals given in confidence from its candidates. This review & appeals procedure sets out the process for handling reviews & appeals concerning assessments, awarding and certification. For any other review or appeals, such as with the programme of study or teaching, please discuss the matter with your training provider. A similar procedure, shown below, will have been put into place by the training provider.

VELA will treat all review & appeals seriously and will deal with them without recrimination. Where, however, a review or appeal is shown to be frivolous, vexatious or motivated by malice, disciplinary action may be taken against the complainant.

Review;

1. If the candidate believes that the complaint has not been handled fairly or properly, they may request a review by writing to the Director of VELA within ten working days of receipt of the formal response and can expect an acknowledgement in writing within five working days.
2. The request should include details of why the candidate remains dissatisfied and what resolution the candidate is seeking, and should include copies of correspondence exchanged during the preceding stages, and any other relevant papers.
3. In the course of the review, the VELA will scrutinise all relevant documentation and may decide to seek further information from the complainant or more widely. Taking account of previous decisions about the complaint, the VELA Director will then decide on an appropriate course of action that could include:
 - a) specific action to resolve the matter
 - b) referral to a plenary meeting of the Assessment Board
 - c) referral to the Examination Committee and Test Board that sit annually
 - d) dismissal of the complaint as being without foundation, in which case reasons will be given to the candidate in writing and there will be no further opportunity for pursuit of the complaint within VELA.

The candidate should be notified of VELA's Directors decision within twenty working days of receipt of the request for Review.

Appeals Process;

Before using the Appeals Procedure described below, you must first have completed the Review Process that VELA has in place for you. If you have completed this, but are still unhappy with the decision, you can obtain an Awarding Body Appeals Form from the addresses below and apply to the Awarding Body to review the decision.

GQA:

GQA Qualifications
Unit 1, 12 O'clock Court
Attercliffe Road
Sheffield
S4 7WW

If you are still not satisfied with the outcome, you can contact the regulatory body as below:

Ofqual
Spring Place
Herald Avenue
Coventry
CV5 6UB.

Phone: 0300 303 3346

<https://www.gov.uk/government/organisations/ofqual>
info@ofqual.gov.uk