

OSN[®]

ONE STOP NVQ'S

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COMPLAINTS AND APPEALS PROCEDURE

We hope that you're learning progress run smoothly whilst you are undertaking your NVQ at One Stop NVQ's Ltd. However, we do value feedback, including complaints, for example as we need to evaluate our organisation's performance, to inform quality improvements and generally improve any problems that occur.

Whilst progressing your NVQ information will be provided to you via NVQ Induction, information provided in your portfolio, from your assessor and administration staff.

However, we recognise that occasionally things can go wrong, and we want you to know that there is a comprehensive system that is designed to resolve any complaint you may have. This complaints procedure, should not be used for challenging assessment decisions, the Appeals Procedure is designed for this.

Your complaint could be dealt with via a feedback sheet, which does not require a response, or you may feel this would not be sufficient enough to help you progress any problems that arose.

Stage 1 - Informal Complaint

Firstly you can complain to your Assessor, or in the instance that it is the Assessor you are complaining about, there is the Quality Assurance Coordinator upon further request.

The complaint will be recorded, and this will be investigated to reach a satisfactory outcome for you either immediately, or within 5 days. If you wish to take the matter further, that is no problem, we can move to the Stage 2.

Stage 2 – Formal Complaint

These should be made in writing, and submitted to us within 2 days from when you came across the problem, if you felt that the matter was so serious, and felt unable to raise the matter with staff informally. There is a form within your NVQ Portfolio.

We will acknowledge your complaint within 5 days. Senior Management will investigate every complaint and provide a formal response between 10 and 15 days from this.

You must supply as much evidence of the complaint as possible, so that we have realistic evidence to investigate the matter. (Please do not complain about the Assessment Decision, as there is the Appeals process for this).

Stage 3 – Formal

If you feel that your complaint has not been dealt with in a fair and considerate manner, then of course, you can take the matter to ProQual the Awarding Body.

Candidates on regulated qualifications can also complain to the ProQual Awarding Body once they have exhausted the Centre's and ProQual's Awarding Body's procedure and they still remain unsatisfied.

ProQual will deal with complaints about:

- **Assessment – but in the broader sense, including the conduct of, preparation for and environment for assessment**
- **Dissatisfaction with the way in which the Centre handled your complaint**

ProQual will not deal with complaints about:

- **Appeals against assessment decisions**
- **Complaints about the wider experience of being a candidate (e.g. support services, costs etc.).**

APPEALS PROCEDURE – Internal assessment appeals Stage 1: Informal

For One Stop NVQ's Limited, in the first instance discuss with your Assessor. Once your appeal has been submitted (from the date of receiving the assessment result) – 5 days. This appeal will be logged and recorded.

You will receive a response within 14 days.

Stage 2: Informal

If you are not happy with the assessment decision for your NVQ, or feel you cannot approach your Assessor, or dissatisfied with the response from your Assessor, we recommend the appeal is referred to the Internal Verifier.

This should be submitted to the Internal Verifier within 14 days, from the date of receiving the response from the Assessor to the informal appeal or from receiving the assessment result.

The Internal Verifier will log and record your appeal and respond within 21 days.

Stage 3: Formal

Formal appeals should be in writing.

This stage of appeal should be to an independent third party, who has not been previously involved in the assessment decision.

Identify the person to address the appeal to, including email and/or postal address.

We investigate every appeal and provide a formal response. You will receive acknowledgement for any appeal submitted and will receive a response within 5 days.

Regulated qualifications – escalation of appeals.

For ProQual regulated qualifications, within your internal assessment appeal procedures that you have further routes of appeal against internal assessment results.

If you have gone through all of the stages of One Stop NVQ's Internal Assessment appeals procedure and remain dissatisfied with the outcome of the way in which we handled your appeal you can:

- **Appeal to ProQual**
- **Appeal to ProQual Accreditation if you feel that the centre has not dealt with your appeal appropriately**

ProQual cannot overturn assessment decisions or academic judgements but may investigate the effectiveness of the centre's appeals process and require corrective action.

Retention of Records

In the case of an appeal to ProQual against an internal assessment result in a regulated qualification, the centre will retain records until the appeal has been resolved (INCLUDING ALL MATERIALS AND CANDIDATE EVIDENCE). Thereafter, assessment and internal verification records for appeals cases will be retained for seven years thereafter, unless there is a legitimate reason to retain records for a further period.