



Appeals Policy and Procedures

StudentName.....

Username.....

Please sign here to indicate that you have read and agree to abide by the Appeals Policy and Procedures.

Signature.....

Please include a signed copy of the Appeals Policy & Procedure in your learner file.

Apprentice Appeals process is provided in the Apprenticeship Handbook.

In extreme circumstances, when you feel that the Lead Verifier has been unable to bring the matter to a satisfactory conclusion, the matter may be referred directly to the Centre Manager of Paragon Training Academy Limited.

You will be offered a formal interview, which will incur a nominal fee. The fee will be refunded if the appeal is upheld.

Additional Notes

- It is extremely difficult to investigate appeals without impartial evidence. Therefore, appeals against referrals in practical teaching based solely on your disagreement with the assessor's decision will only be considered when accompanied by video.
- You have the right to video any aspect of your assessment using your own video equipment provided it doesn't interfere with the assessment process, other student's or the assessor's ability to carry out his/her role.
- It is the responsibility of the student to arrange a video operator.
- It is your responsibility to notify Paragon of any medical problem, which may affect your performance adversely in the assessment process, so that a decision can be made for deferral, prior to the assessment date. Any request for deferral of practical assessments due to medical reasons, must be accompanied by a doctor's certificate.

Appeals must be received within 20 working days (Monday - Friday excluding Bank Holidays) from the receipt of your assessment results.