

Policy Name	General Appeals Policy
Policy Code	ETP 7.01
Policy Author	Head of Training & Quality
Revision Number	4
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Expected Revision Date	+2 Years

7.2 General Appeals Policy

7.2.1 Policy Statement

Learners/applicants have the right to make an appeal against a decision they are unsatisfied with.

The objective of the appeals process is to ensure that learners and applicants receive a fair, unbiased decision. Appeals can be made in respect of decisions on matters that impact the individual's journey with Elevation Training, such as grades awarded, admissions or recognition of prior learning (this list is not exhaustive).

Appeals made in relation to grades awarded are dealt with through the Assessment Review and Appeals Procedure ([ETPR 6.07](#)).

Each appeal is brought to the attention of the Head of Training and Quality for review, who communicates the decision to the learner in a timely manner. The learner is appraised of the appropriate procedure ([ETPR 7.2](#)) and associated process (**Error! Reference source not found.**).

7.2.2 Scope

This policy applies to all learners of, and applicants to, Elevation Training.

7.2.3 Who is responsible

The Head of Training and Quality is responsible for implementing this policy.

Working Documents
Appeal Form
Learner Handbook
Dealing with General Appeals Procedure (ETPR 7.2)