

SNC Training (a part of South Nottingham College)

APPEALS PROCEDURE

All candidates have the right to appeal for reasons of discrimination, assessment decisions or programme quality. The process for appeal is laid out below.

Stage 1

If there is a difference of opinion between the Assessor and the Candidate, the Assessor should endeavour to resolve the situation to the satisfaction of both parties. If this is not possible the Candidate must officially notify the Lead Internal Verifier for the programme in writing within 10 days of the disagreement (an Appeals form can be found at www.snc.ac.uk/snctraining/quality or by contacting the Business Training Analyst).

Stage 2

The Lead Internal Verifier for the programme will respond to the Candidate and Assessor within 10 working days of receiving the written appeal.

Stage 3

If the issue is still not resolved to the satisfaction of the candidate the complaint should be referred to the Operations Manager.

Stage 4

If agreement cannot be reached the Candidate has the right to appeal to the Head of Business Development. The Candidate must contact the Head of Business Development via the impartial Business Training Analyst. The Head of Business Development will investigate the situation and examine the evidence. The Head of Business Development will notify the Candidate of the final decision in writing and confirm this with the Lead Internal Verifier for the programme.

Contact Details

Programme Area	Lead Internal Verifier	Operations Manager	Contact Details.
Basic Skills	Rebecca Simm	Katrina Woodward	Mere Way Ruddington Fields Business Park Ruddington Nottingham 0115 945 7260
Business Services	Melanie Wood	Katrina Woodward	
Care / Health	Debbie Miller	Katrina Woodward	
Food Manufacturing	Janet Cook	Janet Cook	
Management	Jackie Bailey	Katrina Woodward	
Security	John Osborne	Katrina Woodward	
All Other Programmes		Katrina Woodward	

For up to date contact details please refer to the South Nottingham College website (www.snc.ac.uk/snctraining/quality).

Candidate Signature Date
(Confirmation of Notification to the Candidate of the South Nottingham College Appeals Procedure)

EQUALITY AND DIVERSITY STATEMENT

“South Nottingham College aims to ensure that all actual, or potential employees and learners, along with all stakeholders, customers, contractors, third parties etc are treated equally, regardless of: age; disability; race; colour; ethnicity; nationality; religion or belief; gender or sexual orientation. The College also expect all those coming into the College community to adhere to, and embrace this ethos of respect and inclusivity. Please refer to the College’s Equality and Diversity Policy at www.snc.ac.uk”.