



APPEALS POLICY

VERSION 1.2
06/01/2023




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DOCUMENT AMENDMENT RECORD

VERSION	DATE	AMENDMENT SUMMARY	AUTHOR	SIGNATURE
1.0	17/09/2021	Initial Release	BS	
1.1	30/11/2021	Updated reference documents	BS	
1.2	06/01/2023	Updated Head of Training	MB	

REFERENCE DOCUMENTS

VERSION	DATE	DOCUMENT TITLE	SOURCE
N/A	24 February 2011	Equality Act 2010	Equality Act 2010
v1.2	06 January 2023	Malpractice & Maladministration Policy	Internal File Path: [00.03]
N/A	15 October 2010	Apprenticeships, Skills, Children and Learning Act 2009	ASCLA09
v7.0	N/A	TQUK Centre Handbook	Internal File Path: [00.01]

1. INTRODUCTION

The aim of this policy is to outline the procedure by which Colena Ltd trading as, and herein referred to as heliguy™, will handle the submission of appeals and the procedure by which they will be recorded, investigated and managed.

2. SCOPE

This policy applies to any employee of heliguy™ and registered candidates. Appeals may be raised against any decision made by heliguy™ in relation to the following:

1. Appeals from candidates in relation to a formal assessment where it is alleged that heliguy™ did not apply a defined procedure correctly;
2. Appeals from candidates in relation to a formal assessment where it is alleged that the candidate(s) have been subject to malpractice and/ or maladministration;
3. Appeals from candidates in relation to a formal assessment where it is alleged that the candidate(s) have been subject to a violation of the equality and diversity policy;
4. Appeals from candidates in relation to a formal assessment where it is alleged that heliguy™ did not apply a special consideration or reasonable adjustment;
5. Appeals from candidates in relation to a decision in relation to a complaint to heliguy™, of a formal assessment.

3. APPEAL PROCEDURE

Candidates are eligible to submit an appeal within 14 working days from the date that heliguy™ informed them of their decision. The candidate must compile an appeal report form located at Annex A to this policy and provide accompanying evidence for consideration. This form, together with all evidence must be distributed to training@heliguy.com.

Upon receipt of the appeal, the heliguy™ Head of Training, or suitably assigned individual will review the material and conduct an investigation into the decision to which an appeal has been made. Confirmation will be distributed to the candidate acknowledging receipt and providing notification of the commencement of the subsequent investigation. Heliguy™ must respond to the appeal with a decision within 30 working days from receipt of the appeal.

4. APPEAL DECISION

Candidates will be notified of the decision following the receipt of an appeal, which can include:

1. Upholding the original decision to which the appeal has been made;
2. An amendment to the original decision to which the appeal has been made;

The candidate is eligible to further appeal the decision made through an independent review entity which will be facilitated by heliguy™.

5. INDEPENDENT REVIEW

Candidates are eligible to submit an appeal within 14 working days from the date that heliguy™ informed them of their appeal decision. If a candidate decides to further appeal the decision made, through independent review, heliguy™ must afford all reasonable assistance to the subsequent investigation, which may include the disclosure of protected information.

An independent review entity will be appointed and the subsequent investigation conducted by personnel with no previous experience or interest in the appeal. The investigation by the independent review entity may include:

1. An evaluation of heliguy™ procedures and subsequent recommendations for their development;
2. An interview with any involved person, including, but not limited to the candidate, other candidates and any heliguy™ personnel;
3. A review of any evidence or material associated with the formal assessment to which the decision and appeal decision has been made;

Once the independent review entity has completed the investigation and made their decision, heliguy™ must provide notification to the candidate within 30 working days, if not done so by the independent review entity. If the candidate wishes to appeal the decision of the independent review entity, they may do so directly with the qualification regulator and/ or Civil Aviation Authority (CAA).

6. SUMMARY

Any candidate has the right to appeal any assessment decision made by heliguy™, in order to obtain validation of a decision which they may not agree with.

Any questions relating to the content of this document should be directed to the undersigned in the first instance.



Mark Blaney
Head of Training
Colena Ltd t/a heliguy™

Appendix A - Appeal Reporting Form

This form should be completed in accordance with the heliguy™ Appeals Policy and distributed to: training@heliguy.com

Candidate Personal Information

Your personal information will remain confidential and is only disclosable in accordance with the heliguy™ policy.

Title		First Name(s)		Surname	
Telephone Number		Email Address		Candidate Number	

Assessment Appeal

Course/ Qualification		Assessment Decision Date	
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Assessment Details

Free Text: Please provide specific detail regarding the circumstances of the appeal. Who, What, When, Where and Why

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Supporting Evidence

<i>Free Text: Please specify any accompanying evidence in support of the appeal.</i>
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Candidate Declaration

<i>I, the below named person, confirm that the information contained within this document is a true and accurate representation.</i>
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Signature	
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First Name(s)		Surname		Date	
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Appendix B - Appeal Reporting Form

