



PRO PERFORMANCE TRAINING LTD **APPEALS STATEMENT**

(1) Pro Performance Training LTD is committed to ensuring that the assessment procedure meets the requirements of Royal College of Surgeons and the awarding body and fulfils National standards.

(2) Pro Performance Training LTD will operate a system for reviewing the quality and fairness of the assessment procedure. As part of this the candidate has a right to appeal against any assessment decision, written or practical, that the candidate deems to be unfair.

(3) The candidate should notify the assessor of dissatisfaction with the outcome of the assessment within 7 days, stating why there is disagreement with the decision. The assessor must explain the decision in writing giving reasons, responding within 3 days.

(4) If the candidate is not satisfied, the internal verifier must be informed and an investigation conducted. The internal verifier may arrange for the candidate to be re-assessed by another assessor. The matter should be resolved in 28 days.

(5) If the matter is not resolved to the candidate's satisfaction, an appeal can be made to the Director of Education, according to the procedures outlined in the course handbook.

(6) The candidate must be given access to Pro Performance Training LTD awards procedure or given a copy of this without having to request it.



4.0 Appeals Statement

It is good practice to make new candidates aware of the appeals procedure on commencement of the course for a Pro Performance Training LTD certified emergency care qualification.
