

Enquiries and Appeals Policy

1. Introduction LB Training is committed to providing a fair, transparent, and consistent assessment environment for all learners completing Highfield Qualifications and SIA-approved courses. This policy outlines the process for learners who wish to enquire about or appeal against an assessment decision or examination result.

*(Note: If your concern relates to customer service, staff conduct, or facilities, please refer to our **Complaints Procedure**.)*

2. Grounds for Appeal You have the right to appeal an assessment decision if you believe there are valid grounds, such as:

- The assessment was not conducted in accordance with the regulations set by Highfield Qualifications or the SIA.
- An administrative error occurred in the recording, processing, or issuing of your exam results.
- A previously agreed-upon Reasonable Adjustment or Special Consideration was not implemented or taken into account during the assessment.
- You believe the assessor showed bias or discrimination during a practical assessment (e.g., physical intervention modules).

3. The Enquiries and Appeals Process

- **Stage 1: Informal Enquiry** Before making a formal appeal, we advise learners to contact LB Training immediately upon receiving their results. Our training team or Internal Quality Assurer (IQA) can often provide immediate feedback, clarify the assessment decision, or identify obvious administrative errors without the need for a formal process.
- **Stage 2: Formal Internal Appeal** If the issue is not resolved informally, you may lodge a formal appeal.
 - **Submission Window:** Appeals must be submitted in writing to [\[Insert Email Address\]](#) within **14 calendar days** of receiving your official assessment result.
 - **Requirements:** You must clearly state your full name, course details, the specific assessment decision you are appealing, and the grounds for your appeal.
 - **Review Process:** Our IQA (who was not involved in your original assessment) will review your appeal, examine the assessment paperwork, and speak to the relevant trainer/invigilator.
 - **Outcome:** We will formally acknowledge your appeal within **3 working days** and aim to provide a final written decision within **14 working days**.
- **Stage 3: Escalation to Highfield Qualifications** If you have exhausted LB Training's internal appeals process and still believe the assessment decision is unfair or incorrect, you have the right to escalate your appeal to **Highfield Qualifications**.
 - You must initiate this escalation within **14 days** of receiving our final internal appeal decision.

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- LB Training will provide you with the necessary guidance and contact details to submit your appeal to Highfield. Please note that Highfield may charge a fee for investigating appeals, which is usually refunded if the appeal is upheld.