



## ORNAMENTAL AQUATIC TRADE ASSOCIATION LTD

*"The voice of the ornamental fish industry"*

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### OATA Training Programme Policy Document – Appeals and Complaints

This document outlines the Appeals and Complaints process that should be followed by candidates undertaking training programmes provided by OATA.

All appeals and complaints must be made via the OATA Training Programme Appeals and Complaints form, which is available via the OATA website and **MUST** be made in a timely manner i.e. within **30 days** of the written/verbal assessment having been undertaken.

It should be noted that OATA's Appeal process is not to be used as a means to circumvent or set aside the professional judgement of the OATA Assessor on the performance of a candidate. The process is intended to ensure that all relevant circumstances which could have detrimentally impacted on a candidate's performance were made known to OATA and taken into account **before** the assessments took place.

Complaints may be received in relation to, but not limited to, matters such as:

- Administrative issues
- Training materials provided by OATA
- The written/verbal assessment process
- Access arrangements
- Equal opportunities
- The use of personal data
- The handling of an appeal

The appeal/complaint will be lodged with the OATA Chief Executive in the first instance. The OATA Chief Executive will attempt to resolve the issue to the mutual satisfaction of the candidate, OATA Marker/Assessor and OATA Internal Verifier, such as re-consideration of the assessment or provision of another assessment at no additional cost to the candidate.

Where the OATA Chief Executive cannot satisfactorily resolve the issue, it will be put before the OATA Board of Directors Training Working Group for their consideration. The Working Group will be objective and independent from the OATA training provision office; will ensure that it has access to full accounts from all parties involved and access to materials such as email correspondence, letters, recorded verbal assessments, audit forms etc. No-one from the OATA training provision office will be permitted to be a member of this Working Group. The decision of the Working Group will be final.

However, should a candidate not be satisfied with the outcome as provided by the OATA Chief Executive/OATA Training Working Group, they have recourse to raise a complaint with City and Guilds. Should a candidate wish to contact City and Guilds, they should forward copies of all correspondence with OATA relating to the complaint. They should also provide their candidate number (as provided by OATA), their date of birth, which OATA Training Programme they were enrolled on and OATA's City and Guilds Centre number (i.e. Centre number 794979). Full details on how to submit a complaint to City and Guilds can be found via their website link: <https://www.cityandguilds.com/feedback-and-complaints>.