



Holistic Therapies Training

Beauty & Complementary Therapy Training

Appeals Procedure

Name of centre: Holistic Therapies Training

- (1) The centre is committed to ensuring that the assessment & teaching procedures meets the requirements of Vocational Training Charitable Trust (VTCT) and / or our accrediting bodies (incl. the awarding body as well as fulfilling National & Industry standards.)
- (2) The centre will operate a system for reviewing the quality and fairness of the assessment procedure and all teaching methods. 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 / tutor of dissatisfaction with the outcome of the assessment / teaching within 7 days, stating why there is disagreement with the decision. The assessor / tutor must explain the decision in writing giving reasons, responding within 14 days.
- (4) If the candidate is not satisfied the internal verifier / principal must be informed and an investigation conducted. The internal verifier / principal may arrange for the candidate to be re-assessed or re-taught by another assessor / tutor. The matter should be resolved in 30 days.
- (5) If applicable, if the matter is not resolved to the candidate's satisfaction, an appeal can be made to the external verifier, according to the procedures outlined in the VTCT centre handbook.
- (6) The candidate must be given access to the VTCT awards procedure or given a copy of this without having to request it.

Person responsible for appeals

Karen Kilminster (Principal Tutor)

Wendi Hayden (Internal Verifier for the VTCT)