

Appeals Policy Statement

TXM Plant Limited will ensure that learners on a training or assessment event shall be able to appeal against the decision.

They will achieve this by:

- Ensuring all learners are made aware of our appeals policy.

The Learner Appeal is to be submitted to the Competency Systems Manager within 7 days of the event completion date:

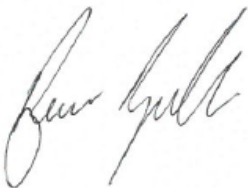
Email to:

compliance@txmplant.co.uk

Post to:

TXM Plant Ltd
Kestrel Court
Pure Offices Suite S21
Harbour Road
Portishead
Bristol, BS20 7AN

- The appeal will be referred to an Appointed Person for review. The outcome will be documented and advised within 5 days of receipt.
- If the learner is not satisfied with the decision, they should advise the Competency Systems Manager (CMS).
- The Assurance Director will form an appeals panel within 5 days of notification. The appeals panel will comprise of an independent verifier, the original Appointed Person and a member of the HR department.
- The appeals panel will speak with the learner and Trainer/Assessor and inform them of the results immediately. The outcome will also be recorded as per CMS.
- Where the decision is to re-assess the learner, this will be completed by a different Trainer/Assessor.



Brian Reynolds
Chief Executive Officer

Review due by 31st January 2024

