



# *Transcend Group Ltd*

*The Management Specialists*

*Going Beyond, Excelling, Exceeding Expectations*

## **Complaints Procedure**

### **You have the right to:**

- *Work in an environment free from discrimination, bullying and harassment.*
- *Have equal access to training, career development and promotion opportunities.*
- *Complain, without fear of victimisation, when you think you have been discriminated against or harassed.*

*If you feel you are being discriminated against, bullied or harassed you should do the following not remain silent. You should seek guidance and support immediately. Transcend Group Ltd offers such guidance and support and can ensure any approaches to Transcend Group Ltd employees will remain private and confidential. Transcend Group Ltd will also ensure they are strictly discreet in your approach.*

*If you have a complaint or concern you should in the first place approach your Assessor.*

*Your Assessor is:*

*If you do not feel you can approach your assessor you should contact your Internal Verifier.*

*Your Internal Verifier is:*

*If you do not feel you can approach your assessor or internal verifier you should contact the Managing Director for Transcend Group Ltd. This is the individual with ultimate responsibility within Transcend Group Ltd for all training and assessment.*

*Managing Director: Roger G. Edmonds, 01386 446100*

*When contacting any of the above ensure you inform them who you are and why you are calling. Please ensure you leave with them contact details. Whoever you contact will then investigate your complaint or concern with your permission and extremely discreetly.*



*Business Strategy • Lean Manufacturing • Leadership Development • Business Improvement Techniques*



## Ensuring fairness in the assessment and verification process

*It is important during the assessment process that all learners are treated fairly.*

*To achieve this, your assessor will be following guidelines recommended by the awarding bodies we work with.*

*Fairness is defined as:*

- *The assessor has not asked the learner to do things which are not required by the qualification.*
- *Candidates carry out tasks of equal difficulty in relation to the same unit*
- *The methods of assessment used for each candidate offer equal rigour, while providing valid and reliable assessment.*
- *Each candidate having covered all the requirements of the qualification*
- *Assessment opportunities not discriminating against individuals or groups of learners*
- *Assessors remaining flexible in agreeing assessment approaches that meet the needs of the individuals, whilst making consistent decisions.*

*To achieve this consistency and fairness within the decision making process Transcend Group Ltd assessors:*

- *Meet monthly with their internal verifier and colleagues to make sure that there is a common expectation across the team of what is required from learners. This item is a mandatory agenda item due to its level of importance.*
- *Have their internal verifier sample your portfolios to check fairness, equality of evidence and consistency of assessment. As part of this, the internal verifier may ask you for feedback during the delivery period of your qualification.*
- *Receive guidance from their project manager in sharing best practise across Transcend Group Ltd to ensure freedom from bias.*
- *Have their project managers monitor progress of achievement trends and identify any remedial actions that may be needed during their monitoring visits to your workplace.*