

LENNON TRAINING CONSULTANTS APPEALS POLICY

The appeals procedure is designed to resolve differences by way of conciliation or mediation rather than arbitration.

Appeals concerning module assessments should be lodged within one week of receiving a statement of attainment ***that is less than their enrolled units*** or marked study materials. The relevant marked study material held by the student must be returned for re-assessment.

Appeals should be directed to the following entities, in the order indicated:

1. Lennon Training Consultants management
2. The training co-ordinator or training manager of your business, if position exists
3. The course presenter

Appeals requests must be delivered in writing and must be signed and dated within one week after receiving results. Where deemed necessary by Lennon Training Consultants, an appellant will be given the opportunity to formally present his/her case. Each appeal will be heard by an independent person or panel.

Every attempt will be made to resolve appeals within seven days of receiving the written appeal, subject to the availability of appropriate personnel. The appellant will be issued a written statement of the outcome including the reason for the decision.

Failing internal resolution, Lennon Training Consultants will advise students of the appropriate educational/training body where they can seek further assistance.

This can be located:

- Quality Manual, 11 Kyle St, Emerald, Q, 4720
- www.lennontraining.com/policies