

Learner Guidelines

Equal Opportunities

National Training Solutions is committed to equal opportunity and fair access of assessment to our programmes.

- Access is referred to as the access by the learners to the range of assessment opportunities needed to satisfy the requirements of the qualification standards.
- Fair assessment refers to the fair treatment of all learners so that they are afforded the best opportunity to demonstrate their competence.

We are committed to respecting the principles of quality and the diversity of our learners in the delivery of our services. We will ensure that there is no discrimination on the grounds of:

- Gender,
- Marital Status,
- Family Status,
- Sexual Orientation,
- Religious Belief,
- Age,
- Disability,
- Race,
- Membership of the Travelling Community.

We will:

- Treat all learners equally.
- Remain fully committed to providing a service that is accessible and relevant to all of our learners.
- Consult with learners to ensure that their access needs are assessed and to advise on appropriate learning paths for their levels and for their needs.
- Provide appropriate staff training to support our Equality policy and review constantly to focus on effectiveness of equal opportunities and special training and assessment needs.
- Ensure that Public areas within our premises are accessible to all learners.
- Ensure that assistance is given when required particularly, and where viable, in cases where the use of a variety of technologies could be incorporated into our operations to enable a wider spectrum of people to access training opportunities.

Examination Results Appeals Procedure

National Training Solutions provides a mechanism to appeal for any learner who wishes to challenge an assessment decision. Candidates may appeal on a variety of grounds including (but not limited to):

- Conduct of the Assessment

- Content of the Training delivered and its appropriateness to the relevant assessment
- Adequacy of the assessment in assessing competence and knowledge of the training course

The outcome of the appeal may be:

- Confirmation of the original decision
- Confirmation that the learner may require re assessment by the same or a different tutor
- A recommendation that the assessment decision requires re consideration

The Appeals Procedure:

An Appeal can be made in the following ways:

- Learner appeals should be submitted within 10 working days of receiving the assessment decision. The Appeal should be made in writing to eimear@nationaltrainingsolutions.ie or to Training Manager, National Training Solutions, Whistlemount, Kells Rd, Navan, Co. Meath and include learner contact details, course name/date & venue and give, in detail, a description of the nature of the appeal.
- If you feel the appeal has not been dealt with correctly in the initial stages, report appeal to Director Evelyn Donegan on 046 9022535 or evelyn@nationaltrainingsolutions.ie or FAO Evelyn Donegan, National Training Solutions, Whistlemount, Kells Road, Navan, Co. Meath.

We will:

- Acknowledge your appeal within 5 working days and respond within 10 working days.
- Get back to you with a substantive and knowledgeable response within 10 working days and advise you of the name of the person dealing with the appeal. This person will be the Training/Assessment Manager.
- Attempt to find a solution with the learner, assessor/tutor and internal verifier.
- Set a date for an appeal to be considered by a panel.
- Notify any external examiner (where required) as to the composition and required conduct of any appeals panel.
- Consider the appeal within 20 days of the Training/Assessment Manager receiving the appeal request.
- Treat the appeal in confidence unless the learner wishes otherwise.

Complaints

National Training Solutions is committed to providing opportunities for feedback to all learners and to appropriately dealing with any complaints on behalf of learners.

- Learners are welcomed to provide comments, make complaints or make a suggestion about the service we offer.
- Learners are encouraged to complete and return any feedback or survey forms we may send to them.

A Complaint can be made in the following ways:

- Discussion of complaint with any staff member you have been dealing with.
- The Complaint should be made in writing to info@nationaltrainingsolutions.ie or to Training Manager, National Training Solutions, Whistlemount, Kells Rd, Navan, Co. Meath and include learner contact details, course name/date & venue and give, in detail, a description of the nature of the complaint.

- If you feel the issue still has not been resolved, report complaint to Director Evelyn Donegan on 046 9022535 or evelyn@nationaltrainingsolutions.ie or FAO Evelyn Donegan, National Training Solutions, Whistlemount, Kells Road, Navan, Co. Meath.

We will:

- Acknowledge your complaint within 5 working days and respond within 10 working days.
- Get back to you with a substantive and knowledgeable response within 10 working days and advise you of the name of the person dealing with the complaint if further investigations are required.
- Use your complaint as an opportunity to put things right and to take action to ensure that the problem does not reoccur.
- Attempt to find a solution with the learner, assessor/tutor and internal verifier.
- Aim to resolve your complaint to your complete satisfaction as soon as possible.
- Establish an objective and independent appeals panel or complaints panel, where appropriate.
- Set a date for a complaint to be considered by a panel.
- Consider the appeal within 20 days of the Training/Assessment Manager receiving the appeal request.
- Treat the complaint in confidence unless a complainant wishes otherwise.