

Appeals Procedure

Candidates of Tactical Training Services Ltd or associated and subcontracted companies of Tactical Training Services Ltd, have a right to appeal or request a re-mark or assessment should they be dissatisfied with their final marks or assessment feedback.

Initially the centre's own appeal procedures should be implemented as appropriate. Should a candidate wish to appeal to the awarding bodies they should contact the awarding body direct.

When the candidate wishes to contact the Tactical Training Services Ltd or associated and subcontracted companies of Tactical Training Services Ltd training centre, the following procedure should be observed.

1 The candidate should contact the Main Centre Contact, or trainer/instructor who delivered the course, then should write to them within one month of receiving the results. All documentation pertaining to the appeal should be submitted at this stage as no further evidence will be considered.

2 The fee payable (£45) should be sent with the first appeal communication. Should the appeal be upheld, a full refund of this fee will be made.

3 The nominated trainer/instructor/invigilator or member of management will oversee all aspects of the appeal process and will ensure that re-marking and/or moderation is completed where appropriate. Centre's and candidates should be aware that the outcome of any re-marking could result in a lower mark being awarded.

4 The nominated trainer/instructor/invigilator or member of management will write to the candidate, with regard to the outcome of the appeal. It is the centre's responsibility to communicate the outcome to the candidate; this will be carried out as soon as possible.

5 If the candidate is not satisfied with the decision taken, a further appeal may be submitted no later than 14 days after receiving the outcome of the first appeal. The appeal should be made in writing to Tactical Training Services Ltd PO Box 766 Lancaster LA1 9BD requesting the appeal to now be considered by the Managing Director and Chief Trainer/Examiner.

6 The Managing Director and Chief Trainer/Examiner will consider all documents pertaining to the appeal and the nominated person will inform the candidate in writing of the Managing Director and Chief Trainer/Examiner's decision.

8 The Main Centre Contact will be notified in writing of the outcome of the decision made by the Managing Director and Chief Trainer/Examiner. This decision is final and no further correspondence will be considered

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