

TRACK SAFETY TRAINING AND ASSESSMENT APPEALS POLICY

Any candidate who wishes to appeal against the outcome of a training or assessment event, which will have been provided in writing, should notify their sponsor who must raise the appeal on their behalf.

The sponsor should write to the Training and Assessment Manager outlining the reasons for appeal. Where the Training and Assessment Manager has carried out the training or assessment then the appeal may be directed to the Managing Director.

The Training and Assessment Manager / Managing Director will initially discuss the problem verbally, either in person or over the phone, with the sponsor.

If a verbal discussion does not bring about resolution then the option of a second assessment with a different Trainer / Assessor may be offered, at the discretion of the Training and Assessment Manager / Managing Director.

If a second assessment is not offered or the sponsor still wishes to appeal even after this then a final decision will be made by a Director of Prima Services Group Limited.

Should it become necessary for the assessor to withdraw a Network Rail competence card from the candidate then the Sentinel appeals procedures will apply.

Signed: _____



Date: _____

31/07/06

Don Clarke
Managing Director