



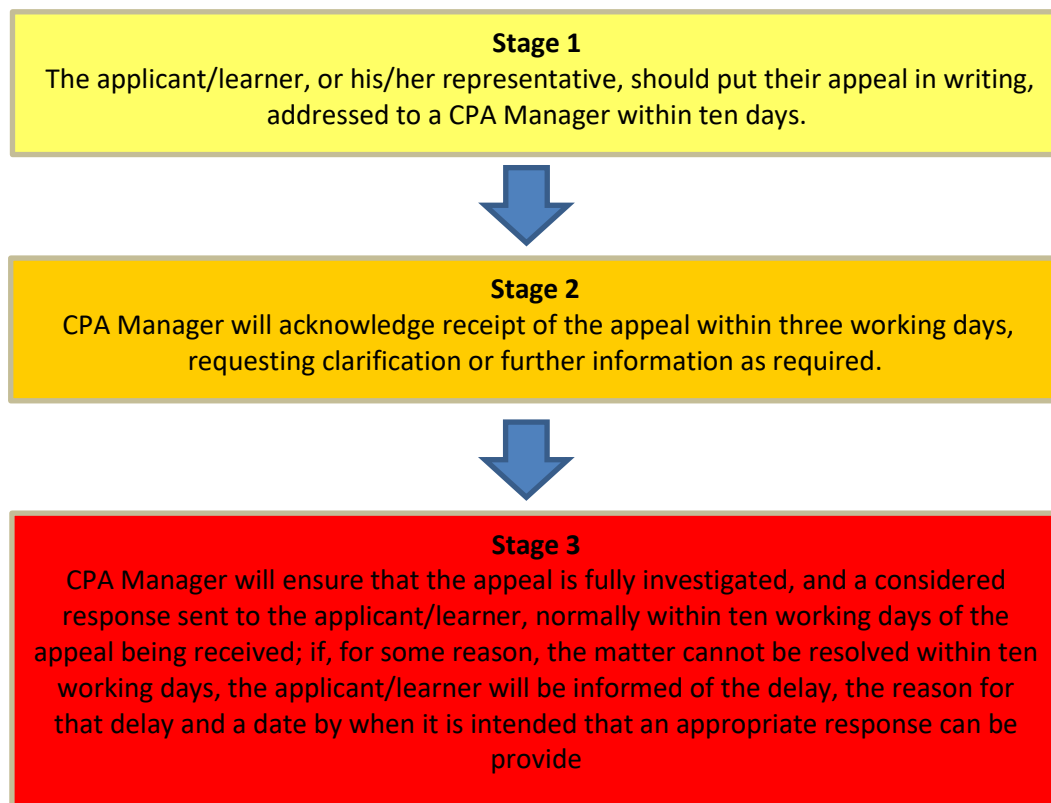
Learner Disciplinary Appeals and Complaints Procedure

This Policy is designed to ensure that anyone either applying to or in learning with Construction and Plant Assessments (CPA) can have his or her appeal resolved quickly and satisfactorily.

The standards that applicants or learners can expect from CPA are set out in our Expectations, but we do not restrict appeals to the statements made in our expectations.

If an appeal is lodged then we will follow a formal, three-stage process in deciding the appeal.

P57.10 The process for resolving any queries or complaints regarding the apprenticeship, including quality. This must include details of the escalation route within the main provider's own organisation and the escalation process to Apprenticeship Service Support on 08000 150 600 or helpdesk@manage-apprenticeships.service.gov.uk



Disciplinary

CPA expects learners to conduct themselves appropriately. In particular you should treat others with respect and follow rules and guidelines on site and at CPA.

The disciplinary policy and procedure at CPA is separated into three sections. Disciplinary action, should it be necessary, will apply to your conduct, capability, and attendance.

In line with our disciplinary process all warnings, except a verbal warning will be issued after a disciplinary investigation. Verbal warnings can be issued by in the progress review process by a training officer.

Below you will find a summary of our disciplinary stages and the types and frequencies of warnings.



Disciplinary Procedure Summary

Action to be taken by CPA in addition to that taken by the Employer

