Complaints and Appeals Procedure

The minimum training requirement for each role within the egg production industry is defined by the Lion Training Scheme management group. These are published on the schemes website. The minimum training requirement states the course topics and the content of each of these courses. For a course to be recognised by the scheme it should be either nationally accredited by an awarding body (and recognised by the scheme) or a course approved by the scheme.

Course approval is granted following successfully completing the application and review process for the course. The applicant has to demonstrate that the course meets the schemes minimal standards.

During the application process the scheme administrators will compare the submitted evidence against the defined minimal standards. If there is sufficient evidence the scheme administrators will grant approval on behalf of the scheme and issue a course identification number. If there is insufficient evidence the scheme administrators will inform the applicant that more evidence is required by issuing an action plan.

On receipt of an action plan the applicant should submit further evidence, as defined in the action plan. The scheme administrator will then review the additional materials against the action plan. If the actions defined on the action plan have been met, approval on behalf of the scheme will be granted.

If the applicant does not accept the action plan and feels that the decision made by the scheme administrators is incorrect they should appeal against this decision in writing, documenting the reasons for appeal to the scheme administrators. The approval decision will then be forwarded to the scheme management group. The group will then review the submitted materials and action plan at the next scheduled meeting and will either grant approval or will issue an action plan via the scheme administrators.

On receipt of an action plan the applicant should submit further evidence. The scheme administrator will then review the additional materials against the action plan. If the actions defined in the action plan have been met, approval will be granted. If the administrator determines that the action plan has not been fulfilled, the final decision is passed to the management group. The decision made by the management group is final.

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