

GTI Amendment of Final Results

1. Purpose

This procedure prescribes the processes to amend a mark after the approval of results by the Quality Specialist, if an error in the mark is identified and proven, especially after the moderation process, it may be reported directly to the Business Development Manager ensuring an accurate record of changes to final grades is maintained.

2. Related Policy

- Results and Reporting

3. Related Documents (Rules, Guidelines, Flowcharts, Forms)

- Grade Amendment Request

4. Procedures

Step	Responsible	Outcome	Location (Optional)
Error identified by Faculty			
1. The course trainer completes a result amended request and submits to Quality Specialist	Trainer	Request Submitted	
2. Form and the evidence reviewed and if supported, the result amendment form is signed	Quality Specialist		Moderation File

and submitted to the Quality Specialist			
3. The Quality Specialist considers the request	Quality Specialist		Checked documents
4. If an amendment is confirmed: Send decision item to Business development Manager with a copy of the form and evidence and if a hard copy form is used, send the original form for filing in the Trainee's file.	Quality Specialist		Request Form with copy of evidence
5. Result amendments are reviewed and approved as appropriate.	Business development manager	Accurate records of changes to	
6. Update Trainee records in accordance with approved minutes (Final grades).	Quality Specialist	final grades maintained	
7. Inform the Trainee of the amended grade by call, or SMS text or email.	Reception and Support Staff	Amended Results	Updated System Data

5. Application

People:

- All Trainees enrolled in assessed courses.
- All training and similar staff of GTI involved in assessment

Processes:

- All Results and Reporting processes.

6. Key Dates