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ACE Training and Consulting has an appeal policy by ensuring that learners are satisfied with their course, lessons/training sessions, trainers and its outcomes. In addition to their functional expertise, the staff members are expected to be fair, courteous, professional and helpful in all dealings with learners.

If a learner is wishing to appeal with regards to situations mentioned below, they have the right to make an appeal through the appeal form.

APPEALS PROCEDURE

All learners considering a formal appeal must do so within the stipulated period of the assessment decision mentioned in the respective course details by writing to the Academic Director. Appeals may be made for academic decisions including those relating to:

- Refusal of admission –
If the learner has been refused admission to a course, on the basis of non-eligibility due to lack of competencies/ experience and / or any other factors, as required by the respective course, then the learner can appeal to the Academic Director to look into this and make a decision in this case.
- Examination Results reevaluation –
If the learner feels the need for the trainer to re-evaluate his/her exams, then the learner can appeal for the same.
- Training methodology –
If the learner experiences difficulties understanding the trainer's mode of communication / language barriers, then he/she can appeal for a change or being rescheduled to attend another batch where the trainer's communication/ language skills would meet his/her requirements.
- Exemption due to compassionate or compelling circumstances.



Mir Muzaffar Ali Khan
Chief Executive Officer

Date: 27.08.2019