

Appeals Procedure

The following appeals procedure sets out the appeals procedure for Greater Manchester Construction Training Ltd (GMCT Ltd). This procedure covers the process for raising appeals against a decision that has been made. Should a learner feel that proper process has not been followed or that the decision was not made in accordance with the regulations of the programme of learning then they may appeal to the centre manager via one of the following methods:

Call: 01706 559292

E-mail: ian.eardley@gmctltd.co.uk

Write to: Ian Eardley

Greater Manchester Construction Training Ltd
333 – 335 Manchester road
Rochdale
OL11 3PQ

Examples of areas where an appeal may be raised are as follows:

- If the learner believes that (GMCT Ltd) has not applied our procedures consistently or that procedures were not followed properly, consistently and fairly;
- If the learner is not satisfied with the conduct of the assessment and believed it disadvantaged them; and
- If the learner feels that the premises/environment for assessment has disadvantaged them.

(Should a learner wish to appeal against a decision made after a complaint has been investigated then please refer to our Complaints Procedure).

When you contact us,
please give us your full name,
contact details, and
include a daytime telephone number

along with:

- A full description of your appeal (including the subject matter and dates and times if known);
- Any names of the people you have dealt with so far;
- Copies of any papers or letters to do with the appeal; and
- Any other factors for consideration such as any extenuating circumstances that the learner either did not address at the time or believes that were raised but were not taken into consideration when the decision was made.

Appeals should be notified within 2 weeks of the identified issue and will be investigated and a review panel may be formed in order to reach a decision. We aim to investigate and respond to appeals within 28 days.

This will be the final route of escalation within our company. Therefore, if you remain unhappy after following our own internal appeals procedure then please contact the Awarding Organisation directly.

The Awarding Organisation will follow their appeals procedure/policy (attached)

Should you address your appeal to the awarding organisation and remain unhappy with the outcome you may then raise your appeal to the relevant qualification regulator (if applicable). Either a representative of or GMCT Ltd or the awarding organisation will be able to offer you guidance on the appropriate qualification regulator in each instance and provide contact details.

You can appeal if you think your Training/Assessment is unfair. The centre has a clear appeals procedure which includes:

- A formal system of recording appeals
- Prompt responses within clearly stated times
- Stages that give all parties the opportunity to put their case
- Clear outcomes at each stage
- Constructive feedback to you, the learner

The appeals procedure has three stages, as follows:

Stage 1 - Trainer/Assessor

If you disagree with the Training/Assessment, you must first discuss your reasons with the Trainer/Assessor concerned as soon as possible. Normally this will be immediately after you receive the Training/Assessment decision. If this is not convenient, you should arrange an appointment with the Trainer/Assessor.

The Trainer/Assessor must consider your reasons and look again at what you did for your Training/Assessment. He or she must then give you an immediate response, which must be:

- A clear explanation, backed up with writing, of the Training/Assessment decision, and
- A new decision or confirmation of the original decision.

If you agree with the Trainer/Assessor's response, then the appeal stops at this point.

You must tell the Trainer/Assessor if you are still unhappy with the decision. Your appeal will go to stage 2.

Stage 2 - Internal Quality Assurance

If you are still dissatisfied after Stage 1, the Trainer/Assessor must give the internal Quality Assuror the following information within 24 hours of the appeal reaching stage 2.

- The original Training/Assessment record and learner's evidence where appropriate
- The written explanation and confirmation of the Training/Assessment decision.
- The internal quality assuror will reconsider the Training/Assessment decision, taking account of the following:
- The learner's reason for appeal
- The learner's evidence and associated records
- The Trainer/Assessor for the decision
- The opinion of the another Trainer/Assessor from the centre

The internal quality assuror must then give you the reconsidered decision, in writing.

Stage 3 - Appeals Panel

If you are still dissatisfied with the decision after stage 2, you have the right to go to an appeal panel. The internal quality assuror who acted at Stage 2 must send the following details to the Training/Assessment centre, Manager or Director.

- Written explanation and confirmation of the Training/Assessment decision
- Training/Assessment record sheet(s)
- Any written comments of the internal assuror (perhaps providing background details)

Within ten working days of receiving the appeal, the Training/Assessment Centre Manager or Director must ask the quality manager of the awarding organisation to call in an independent, external appeals panel.

- This panel will consist of three representatives of the awarding body i.e. not GMCT Ltd.
- The learner may speak to the panel or be represented by an advisor (or both), or make a written submission.
- The Trainer/Assessor who made the original decision may be asked to attend the appeal panel to any questions.
- The appeals panel will then discuss the matter in private and reach a majority decision.

The decision will be sent to you within five working days. At the same time, the decision will be sent to the Trainer/Assessor and the Training/Assessment centre.