

GEM Partnership Ltd Awarding Body Appeals Procedure

1. Procedure

- 1.1 The following sets out the appeals procedure for GEM Partnership. This procedure covers the process for raising appeals against an academic decision that has been made. Should a learner feel that proper process has not been followed or that the academic decision was not made in accordance with the regulations of the programme of learning then they may appeal to Annie Dorner, Training Compliance Manager via one of the following methods:
 - 1.1.1 Call: 0191 5872999
 - 1.1.2 E-mail: Annie.Dorner@gempartnership.com
 - 1.1.3 Postal address: 2 Cook Way, North West Industrial Estate, Peterlee, County Durham SR8 2HY
- 1.2 When you contact us, please give us your full name, contact details, and include a daytime telephone number along with:
 - 1.2.1 A full description of your appeal (including the subject matter and dates and times if known);
 - 1.2.2 Any names of the people you have dealt with so far;
 - 1.2.3 Copies of any papers or letters to do with the appeal; and
 - 1.2.4 Any other factors for consideration such as any mitigating 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.
- 1.3 Examples of areas where an appeal may be raised are as follows:
 - 1.3.1 If the learner believes that GEM Partnership has not applied our procedures consistently or that procedures were not followed properly, consistently and fairly;
 - 1.3.2 If the learner is not satisfied with the conduct of the assessment and believed it disadvantaged them; and
 - 1.3.3 If the learner feels that the premises/environment for assessment has disadvantaged them.
- 1.4 Should a learner wish to make a complaint regarding the handling of an appeal, please refer to our Complaints Procedure.
- 1.5 Appeals will be reviewed in accordance with the staged appeals process. Timescales will be clearly communicated at each stage and records maintained throughout the appeal process. Where additional investigation is required, learners will be informed of revised timescales.
- 1.6 **End Point Assessment (EPA) Appeals**
- 1.7 Appeals relating to End Point Assessment decisions may be subject to the appeals process of the relevant End Point Assessment Organisation (EPAO). Learners should refer to the EPAO's published appeals procedure where applicable.
- 1.8 Stage 1 – All appeals must be made in writing, clearly stating why the appeal is being made. Apprentices/learners may make an appeal against an assessment decision on their qualification or End Point Assessment within 20 days of an assessment decision being made. Appeals should be submitted to Annie Dorner, Training Compliance Manager.
- 1.9 Stage 2 – If Stage 1 is not resolved, the appeal will be passed to the Internal Quality Assurer (IQA) within 5 working days.
- 1.10 Stage 3 – If the appeal is not resolved at Stage 2, the IQA will meet with a Director, who will investigate further and, if necessary, speak with the appellant within 5 working days.
- 1.11 Stage 4 – If the appeal is not resolved at Stage 3, it will be passed to the relevant Awarding Body, Awarding Organisation, End Point Assessment Organisation or qualification regulator. Following their investigation, the decision is final.

2. Awarding Organisations

- 2.1.1 www.centres.highfieldqualifications.com
 1. <https://eal.org.uk/policies>
- 2.1.2 <https://innovateawarding.org/policies-and-important-information/>

3. End Point Assessment Organisations

- 3.1.1 Highfield Assessments – info@highfieldassessment.com
 - 3.1.2 UCE – info@UCE.org.uk
 - 3.1.3 DSW – info@dswlearning.co.uk
 - 3.1.4 Qualitrain – info@qualitrain.co.uk
 - 3.1.5 If you are dissatisfied with your final outcome on an appeal you may contact the ESFA in writing to:
 - 3.1.5.1 Complaints Team Education and Skills Funding Agency, Cheylesmore House, Quinton Road, Coventry, CV1 2WT.
- For further details please see: [Complaints procedure - Education and Skills Funding Agency - GOV.UK](#)

4. Supporting Policies

- 4.1 GEM Partnership Qualification Assessment Procedure
- 4.2 GEM Partnership Internal Quality Assurance
- 4.3 GEM Partnership Fair Access to Assessment
- 4.4 GEM Partnership Recognition of Prior Learning
- 4.5 GEM Partnership External Venue Policy