



Appeals Procedure

The following sets out the appeals procedure for GlobeUs Training Ltd. 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 a Director via one of the following methods:

Call: 01329 848714

E-mail: info@globeustraining.com (add "Appeal" in subject box)

Write to:

GlobeUs Training Ltd
Unit 14 Basepoint Gosport
Aerodrome Rd
Gosport
Hampshire
PO13 0FQ

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

- If the learner believes that GlobeUs Training 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 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 5 working 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 either of our Awarding Organisations directly. The Awarding Organisation relevant to your qualification can be found on either your certificates or by requesting the information from GlobeUs Training Ltd.

Highfield Awarding Body for Compliance (HABC) and their appeals policy can be located on their website: **www.highfieldabc.com**. Alternatively please speak to the HABC team on 0845 2260350.

NCFE Awarding Body appeals, enquiries and results can be located on their website: **www.ncfe.org.uk** or by emailing service@ncfe.org.uk or calling 0191 239 8000.

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. Either a representative of GlobeUs Training Ltd or HABC/NCFE will be able to offer you guidance on the appropriate qualification regulator in each instance and provide contact details.

If you have any queries about the contents of this policy, please contact us on 01329 848714 or email info@globeustraining.com

1	01/12/2015	Luke Bailey	1st Issue
2	16/05/2016	Ellen Mould	Reviewed policy
3	16/11/2016	Ellen Mould	Reviewed and checked
4	23/01/2018	Ellen Mould	Reviewed and checked