



GREEN PLATE
TRAINING

ENQUIRIES AND APPEALS PROCEDURE



The following sets out the appeals procedure for Green Plate Training Limited (GPT). This procedure covers the process for raising appeals against an academic judgement or assessment decision that has been made.

Should a learner feel that proper processes have not been followed or that the academic judgements or assessment decisions have not been made in accordance with the regulations of the programme of learning, then they may appeal to GPT via 1 of the following methods:

Telephone: 01227 915 201

E-mail: steph@greenplatetraining.com

Write to: Stephanie Pettman, Managing Director, Green Plate Training Limited, Suite 6, The Links, Herne Bay, Kent, CT6 7GQ

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

- if the learner believes that GPT has not applied our procedures properly, consistently, and fairly
- if the learner is not satisfied with the conduct of the assessment and believes it has disadvantaged them
- 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 your full name, contact details and 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
- any other factors for consideration, such as any extenuating circumstances that the learner either did not address at the time or that they believe were raised but not taken into consideration when the decision was made

GPT asks that you raise your appeal as soon as possible after the event so that we have the opportunity to investigate fully. We will acknowledge your appeal within 10 working days.

Appeals will be investigated and a review panel may be formed to reach a decision. We aim to investigate and respond to appeals within a further 10 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, please contact the awarding organisation directly. The awarding organisation is Highfield Qualifications and their appeals policy can be located on their website:

<https://www.highfieldqualifications.com>

Alternatively, please speak to the Highfield Qualifications team on 01302 363277.

Should you address your appeal to Highfield Qualifications and remain unhappy with the outcome, you may then raise your appeal to the relevant qualification regulator. Either a representative of GPT or Highfield Qualifications will be able to offer you guidance on the appropriate qualification regulator in each instance and provide contact details.

