

End-Point Assessment Appeals Procedure

Introduction

This policy is aimed at apprentices enrolled on or have taken an Occupational Awards apprenticeship end-point assessments. It sets out the process that should be followed when submitting appeals to Occupational Awards and the process Occupational Awards will follow when responding to appeals impartially and in line with current equality and diversity requirements to an agreed timescale.

Areas Covered by the Policy

This policy covers:

- Appeals from apprentices in relation to an assessment decision on the basis that Occupational Awards did not apply procedures consistently or that procedures were not followed properly and fairly
- Appeals from apprentices relating to an Occupational Awards decision to decline a request to make reasonable adjustments or give special considerations
- Appeals from apprentices relating to a decision made by Occupational Awards following an investigation into a complaint.

Process for Raising an Appeal

Apprentices have 20 working days from the date that they were notified of the decision that they are appealing against in which to lodge an appeal against the decision. This includes assessment results, so apprentices are advised to retain their evidence until they receive the result.

If an employer/provider is appealing on behalf of its apprentice(s), they must ensure that they have obtained written permission from the apprentice(s) concerned as grades/results can go down as well as up as a result of an investigation.

Apprentices who wish to appeal about their assessment results or about a related decision should be supported by their employer/provider.

An Appeals Form must be completed and is available on our website (www.oawards.co.uk) or by request direct from Occupational Awards (see "Contact us" details on last page of this policy). The Appeals Form includes details of:

- The employer/provider name, address and contact details
- The apprentice(s) name(s) and Occupational Awards registration number(s)
- Date(s) on which the employer/provider or apprentice(s) received notification of Occupational Awards decision

- The full nature of the appeal
- The date of the report and the name, position and signature of the individual appealing the decision.

Informal Review of Appeal

Wherever possible, Occupational Awards will try to resolve disputes before they reach an appeal stage. Occupational Awards will undertake an initial, informal assessment of all potential dispute information and write to the apprentice with details of the decision.

If Occupational Awards are unable to resolve a dispute in this way, the appeals process is available for apprentices. In all instances, Occupational Awards will ensure that the person carrying out this initial assessment will not have a personal interest in the appeal.

Formal Appeal Process

Upon receipt of any appeal Occupational Awards will acknowledge receipt within 48 hours and pass to an appropriate person to review the appeal, who will aim to respond fully to the appeal within 10 days. Please note that in some cases the review processes may take longer, for example, if a visit is required. In such instances, Occupational Awards will contact all parties concerned to inform them of the likely revised timescale.

All appeal decisions/processes will include:

- an individual from Occupational Awards who has no personal interest in the decision being appealed
- at least one decision maker who is not an employee of Occupational Awards, or otherwise connected to Occupational Awards
- all individuals involved in the appeal decisions must have the relevant competence to make a decision in relation to the appeal.
- following the review of the appeal, Occupational Awards will write to the appellant with details of the decision to either:
 - amend the original decision in light of the new rationale/evidence being put forward which has been reviewed
 - to confirm Occupational Awards stands by the original decision and in doing so the rationale for this decision. Occupational Awards will also request that it is confirmed, in writing within 15 days, whether the appellant now accepts this decision or if they wish to proceed to the independent review appeals process.

Independent Review Appeals Process

If the appellant decides to proceed to the independent appeal stage, The Chair of the Governing Body will arrange for an independent review to be carried out.

The independent reviewer must meet the following criteria:

- they will not be an employee of Occupational Awards, be working as an assessor for Occupational Awards us, or be otherwise connected to Occupational Awards.
- they must have the relevant competence to make a decision in relation to the appeal
- they must not have a personal interest in the decision being appealed.

The Independent Reviewer will review all the evidence which took place during previous stages and review whether Occupational Awards have applied the procedures fairly, appropriately and consistently in line with the policy.

The independent review process may involve:

- a discussion with the appellant and Occupational Awards personnel
- a request for further information from the appellant or Occupational Awards personnel
- a visit by authorised Occupational Awards personnel.

The Independent Reviewer's decision is final in relation to how Occupational Awards will consider such appeals and Occupational Awards will inform the appellant of the outcome of the review within 20 days of receipt of the independent appeal.

Storage and Use of Information

All information and data collected regarding any appeals made to Occupational Awards Ltd will be stored securely on the OAL Portal. Depending on the nature of the appeal this information will be stored against either a employer/provider or apprentice. This information will only be made available to relevant persons.

Information may be used to review associated processes and policies to ensure that the 'failure' does not occur again or mitigate the situation as far as possible if the failure that occurred cannot be corrected.

Contact Occupational Awards

If you wish to make an appeal or have any queries about the contents of the policy, please contact our Quality team:

P: The Catalyst, Baird Lane, Heslington, York, YO10 5GA

E: quality@oawards.co.uk

T: +44(0)1235 432032