

		
ISSUED BY: Head of EPA, Caroline Walton	End-Point Assessment Policies and Procedures	ISSUE DATE: OCTOBER 2022 REVIEW DATE: OCTOBER 2023
	Appeals Policy	ISSUE: v4

Scope & Purpose

The purpose of this document is to advise apprentices, training providers and employers on the Explosive Learning Solutions (ELS) policy relating to appeals. All ELS staff, both core and associate, will also be familiarised with this policy.

Aims

This Policy is aimed at apprentices, training providers and employers who are using, or have used, any of the products or services offered by ELS Ltd and who may wish to submit an appeal on the following:

- Dissatisfaction with any judgement regarding results, tests, assessment, portfolios or any End-Point Assessment (EPA) component.
- The decisive outcome of an enquiry.
- The outcome of reasonable adjustment or special consideration requests.
- The outcome of any investigation relating to malpractice, maladministration, cheating or plagiarism, made against the apprentice.
- If a complaint is upheld by, ELS or the response to a complaint was not deemed to be satisfactory by the complainant.

ELS Appeals Process

1.1 The apprentice, employer or training provider can request an appeal if they are unhappy with the outcome of one or more of the following:

- Dissatisfaction with any judgement/grade regarding EPA results relating to knowledge tests, professional discussions, practical demonstrations, portfolios of evidence, projects or any other assessment components.
- Response to any reasonable adjustment or special considerations requests.
- The outcome of any investigation relating to malpractice, maladministration, cheating or plagiarism made against the apprentice.
- If a complaint has been upheld by ELS or response to a complaint was not satisfactory.

If the appeal is based on an assessment decision, the apprentice may wish to speak either, to the Independent End-Point Assessor (IEPA) or to the Internal Quality Assurer (IQA) prior to proceeding with a formal appeal. If they are not happy with an outcome of the conversation, the apprentice can raise a formal appeal.

Stage 1

1.2 To request an appeal the apprentice, employer or training provider must submit their Appeals Form within **Ten Working Days** from the date an assessment outcome or judgement is issued. All Appeals are for the attention of the ELS EPA Quality Assurance Manager and must be submitted, alongside any relevant evidence, to:

epaenquiries@explosivelearningsolutions.com

An EPA coordinator will receive the form from this email and forward it to the Quality Assurance Manager.

Alternatively, appellants could send a written appeal through the post to ELS for the attention of the **ELS EPA Quality Assurance Manager** at the following address:

Explosive Learning Solutions (ELS) Ltd.
Unit 4, The Terraces, Library Avenue,
Harwell Science and Innovation Campus,
Didcot,
Oxfordshire,
OX11 OSG

Telephone: 01235 861805

All appeals received by ELS are reviewed along with their outcomes. ELS record all decisions in the ELS Appeals Log and retain those decisions within ELS' ACE360 secured Learning Management System (LMS).

1.3 The EPA Quality Assurance Manager receives all appeals submitted within **10 working days**. ELS sends an acknowledgement of the appeal to the apprentice, employer or training provider within 2 working days of receipt.

Throughout the appeals process all parties will be kept-up-to-date.

1.4 The EPA Quality Assurance Manager will conduct a review (they will not have been involved in the original decision or judgement). They will look at the nature and reason for the appeal i.e. assessment decision, including the information detailed in the appeal request itself and any supporting evidence. They may ask to speak with the apprentice, employer or training provider and perhaps to the IEPA and IQA.

1.5 During the appeals process the EPA Quality Assurance Manager must check and keep a record all documentation, notes and comments, recording them in the ELS ACE360 LMS. Records are stored for five years.

1.6 Once the appeal has been reviewed and investigated the EPA Quality Assurance Manager will respond in writing to the apprentice/appellant providing the outcome of the appeal.

Stage 2

1.7 If the appellant is not satisfied with the outcome of the appeals, they can progress to Stage 2 of the appeals process. ELS charge £500 for a Stage 2 Appeal. The appellant must request to progress to Stage 2 of the appeals process in writing by completing and submitting the Stage 2 Appeals Form within 5 working days of receipt of the EPA Quality Assurance Managers response from Stage 1.

1.8 All Stage 2 appeals are discuss with an Appeals Panel. The Appeals Panel comprising of Heads of Departments and an Independent person with sector competence will review all the evidence, seek and agree on an outcome. Decisions ratified through the Appeals Panel are final and are provided within 10 working days of a stage 2 submission.

1.9 Once the Appeals Panel has ratified the appeal outcome, a member of that panel will produce a written report explaining the outcome of the appeal for the apprentice, employer or training provider.

Response Timings

ELS will acknowledge an appeal request within **two working days** of receipt or sooner.

ELS aims to resolve all appeals requests within 10 working days or sooner from receipt of stage 1 appeals. Any stage 2 appeal requests will be resolved within 10 working days.

ELS Appeals Panel consists of:

- Independent person(s) with sector competence
- Head of EPA
- Senior Managing Director of ELS
- Director of ELS
- Head of Special Projects
- Business Development Manager
- Senior Learning and Development Consultant
- Head of COTS
- EPA Quality Assurance Manager.



Panel members will meet to review all the evidence submitted as well as reviewing the ELS policy and procedures, fairly and consistently applying them across the business.

Appeals Log

All appeals received, regardless of their nature will be recorded in ELS Appeals Log. Details will include the nature of the appeals, the decision it relates to, persons involved in the outcome.

ELS review the Appeals Log on a quarterly basis and the information contained is used towards continuous improvement of the services provided by ELS.

Responsibility

All appeal documentation will be stored on the ELS ACE360 learner management system (LMS). ELS retain Apprentice records securely for 5 years.

ELS staff, both core and associate, must read and be familiar with the appeals policy and procedure. The Head of EPA is responsible for ensuring that IQAs and IEPAs are aware of the appeals procedure.

ELS will inform Apprentices, employers and training providers about the Appeals Procedure, before booking their EPA.

Quality and Continuous Improvement

In the event of an appeal raised based on a IEPAs assessment decision or an issue with an EPA component, ELS will take the necessary steps to identify any other Apprentices that may be affected.

The Appeals Panel with the Quality Assurance Manager and Head of EPA will make an informed decision on what appropriate action is required if other apprentices may be affected, agree a way forward and next steps.

The outcome including justification for the decision is recorded onto the appeals log and reported to the Executive Team during the monthly Heads of Department Meetings. Appeal and associated actions are also an agenda item and are discussed during the Board of Governor meetings.

To mitigate any potential adverse effect ELS will take the required steps to review all risks associated with any appeals raised. Any risks raised will be recorded and use in part of ELS continuous improvement process.

Help and Guidance

If you would like to talk to an ELS member of staff about any aspect of this policy or process, then please email us at epaenquiries@explosivelearningsolutions.com or telephone 01235 861805.

Annex A

