

## EPA Appeals Policy & Procedure

### Introduction

Prepare to Achieve (PTA) is committed to ensuring any decisions it makes remain fair, reliable and provide accurate and comparable results, however, we recognise that there may be situations where an individual wishes to appeal a decision or judgement that PTA have made.

The appeals policy allows for appeals to take place where apprentices, training providers or employers feel that Prepare to Achieve (PTA) did not apply procedures consistently or follow procedures properly and fairly. This policy applies to:

1. Decisions following the outcome of an enquiry about a result for an assessment
2. Decisions regarding reasonable adjustments and special considerations.

### Scope

This policy and procedure only cover appeals that apprentices, employers or training providers (appellant) wish to make in relation to the EPA service delivered by Prepare to Achieve. An Apprentice undertaking End-Point Assessment that feels that it has not been applied fairly and consistently in arriving at a judgement of attainment must first consult with their Training Provider. Any appeals raised by the employer or training provider must be agreed with the apprentice concerned.

An apprentice is entitled to make a complaint if they do not feel that PTA has followed its appeals procedures correctly and should consult the Complaints Policy to establish how to go about making a complaint.

### Responsibility

It is the responsibility of everyone involved in the delivery of the EPA to be aware of the appeals procedure. This will be available on our website and will be highlighted by our end point assessors throughout the EPA process. The review of this policy and procedure will be carried out by the Internal Quality Assurance Team and updates made available to all relevant parties.

### Review Arrangements

This policy will be reviewed annually as part of our self-evaluation process and revised as and when necessary in response to feedback or requests. We may also update this policy as part of good practice guidance issued by the regulatory authorities.

## Procedure

**Stage 1** If the appellant believes the EPA outcome is incorrect, they can, in the first instance, request a clerical check of the assessment transcript. The request should be made by email to [epa@preparetoachieve.co.uk](mailto:epa@preparetoachieve.co.uk) within 14 days after final confirmation by Prepare to Achieve of the overall EPA result for the apprentice.

The outcome of the check will be notified to the appellant within 5 working days. If the check has resulted in an amendment to the outcome, an updated outcome transcript will be issued.

If the original grade was upheld and the appellant is unsatisfied with the response and wishes to raise an appeal, they should request an Appeals Form by emailing [epa@preparetoachieve.co.uk](mailto:epa@preparetoachieve.co.uk)

**Stage 2** The Appeals Form, together with all relevant documentation evidencing the basis for an appeal, should be sent for the attention of the Internal Quality Assurance Team at the following email. [epa@preparetoachieve.co.uk](mailto:epa@preparetoachieve.co.uk). Appeals must be lodged within 14 days of the outcome of assessment being confirmed via the EPA administration platform.

An alternative IQA will review the evidence and referring to quality assurance and assessment information within the relevant apprenticeship standard assessment plan, reconsider the assessment decision within 10 working days and advise the apprentice / training provider in writing of the outcome. The process will assess whether procedures were consistent with our EPA specification and associated materials.

If the apprentice remains unsatisfied with the assessment decision, they can move to stage 3 of the appeals process

**Stage 3** The appellant can appeal to our independent panel who will comprise of a minimum of two people such as our Operations and Quality Manager and one independent person who has a sound working knowledge of the apprenticeship standard that the apprentice has undertaken. The independent person will have had no part in the assessment and or delivery of the apprenticeship. The appeal panel will consider all the information in the case to establish whether our policies and procedures were correctly followed. It will review whether we applied them fairly and properly when coming to our judgement. The Appellant will be informed of the decision within 15 working days.

If the appeal is not upheld or partially upheld, then PTA reserve the right to charge £100 to contribute towards the cost of the appeal.

Information on appeals will be made available to our external quality assessor body upon request.

### **Continuous Improvement**

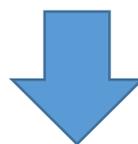
All appeals and the relevant outcome will be recorded on our appeals tracker. This information will be used to improve practices and procedures and to also provide further development to ensure that standards are consistent and robust.

### **Appeals Procedure Flow Chart**

Stage 1. Clerical check of the assessment transcript. Lodged within 14 days of the outcome of the assessment being confirmed. Outcome fed back in 5 working.



Stage 2. Appeal lodged within 14 days by using the Appeals Form and any supporting evidence.

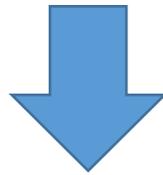


An alternative IQA will review the evidence and advise the learner in writing of the outcome of the appeal with 10 days.





Stage 3. If the apprentice remains unsatisfied with the assessment decision they can within 14 days appeal to our independent panel. The appeal panel will consider all the information in the case to establish whether our policies and procedures were correctly followed



If the appeal is upheld or partially upheld the apprentice will be informed of the decision and the revised grade within 15 working days.