



## Appeals Policy

### 1. Policy purpose

This policy is aimed at any organisation that enrolls apprentices to undertake End Point Assessment (EPA) with 1st for EPA. It specifies the process that should be followed when submitting appeals and the process we will follow.

### 2. Introduction

1st for EPA Ltd is committed to delivering a high standard of customer service. We recognise that apprentices should have access to fair and reliable assessment practices.

Appeals are defined as formal requests from apprentices to review the result of their EPA.

An appeal on the grading decision can be made for the following reasons:

- If you believe any assessment processes or procedures were not followed properly and fairly in relation to the EPA
- If you disagree with any part of the EPA grading decision
- Where we have declined applications for reasonable adjustments and special considerations
- If you disagree with the outcome of a grading decision

An appeal does not refer to issues regarding activities that do not affect the grade awarded for EPA. This should be raised as a complaint.

For any apprentice using the epaPRO platform, all EPA appeals must be submitted on epaPRO within 18 working days of the above decisions being issued. See Appendix 1 for how to submit an appeal on epaPRO.

For any apprentice still using ACE360 platform, the training provider must email the appeal to [quality@1stforepa.co.uk](mailto:quality@1stforepa.co.uk)

When submitting an appeal, you should provide as much supporting evidence as possible and keep all evidence relating to the case. **Please note that no new assessment evidence will be permitted.**

On receipt of the appeal on epaPRO or by email to [quality@1stforepa.co.uk](mailto:quality@1stforepa.co.uk), 1st for EPA will review the application, supporting documentation and any records relating to the original decision. The IQA or SME selected to review the appeal will not have any conflict of interest in the decision.

There are 2 stages to the appeals process; stage one must be completed before moving to the next stage:

Stage 1 – Appeal Review

Stage 2 – Appeal Hearing

Before making an application, Employers and Training Providers must have the apprentice's approval and must also ensure that the apprentice knows all the potential outcomes and timeframes (see below).



## 3. The Appeals Process

### Stage 1 – Appeal and Review

On receiving the appeal, 1st for EPA will respond to acknowledge receipt within 3 working days, followed by the decision within 28 days.

The findings will be sent to the specific person who submits the appeal, whether that was on epaPRO or by email.

When submitting an appeal, you should provide as much relevant information as possible and keep all evidence relating to the case.

To lodge an appeal, the details required to be submitted on epaPRO are:

1. **Summary:** please give the detail of the appeal, the reasons why etc.
2. **Requested By:** has the appeal come from the apprentice, employer or training provider, note that regardless of the initial appeal source, the training provider should submit the appeal on their behalf.
3. **Primary Contact Name:** this is the person **dealing with and submitting** the appeal from the training provider - this person will receive the appeal outcome
4. **Requested Date:** date the appeal is submitted
5. **File uploads:** upload any relevant evidence pertaining to the appeal, if applicable

For any apprentice still using ACE360 platform, the training provider must email the appeal to [quality@1stforepa.co.uk](mailto:quality@1stforepa.co.uk) with the above 5 details.

### **Assessment Decisions**

Appeals give employers and training providers the opportunity to challenge the EPA assessment decisions if they think they are incorrect.

The process may require an IQA or Subject Matter Expert to fully review all evidence and recordings, depending on the reasons for the appeal, to determine the outcome of the assessment and grade. This outcome will then be reviewed with the original grade and feedback given to the employer or training provider.

There are three possible outcomes to an appeal:

- The assessment result is upgraded. 1st for EPA will amend its records and ensure the certificate reflects the result. 1st for EPA implements an internal action plan to alleviate any further risks or issues.
- The assessment result stays the same.
- The assessment result is downgraded.



## **Stage 2 – Appeal Hearing**

If you disagree with the outcome of Stage 1, you have 10 working days in which to request that a Stage 2 Appeal Hearing is commenced. Do this by completing submitting a Stage 2 appeal on epaPRO along with any additional supporting evidence (if required).

For any apprentice still using ACE360 platform, the training provider must email the appeal to [quality@1stforepa.co.uk](mailto:quality@1stforepa.co.uk) with the details.

To determine if our policies and procedures have been properly followed, the appeal hearing will consider all the facts in the case and the assessor's and SME/IQA's assessment outcomes.

The appeal panel will then determine the final outcome. The appeal panel will consist of the Head of EPA and Head of Quality & Compliance, and a Subject Matter Expert or IQA. If the Head of Quality & Compliance or Head of EPA is unavailable, the Head of Operations will replace them.

We will acknowledge your application for an appeal hearing within 2 working days. 1st for EPA then have up to 10 working days to hold an appeal hearing and feedback on the outcome.

The possible outcomes of the hearing are as follows:

- The assessment decision and grade will remain the same
- The assessment decision will be changed to upgrade the grade
- The assessment decision will be changed to downgrade the grade

If the appeal identifies any errors within 1st for EPA procedures, the Quality Team will:

- Correct any errors
- Produce and implement an action plan to alleviate any further risks or issues
- Provide feedback/further training and development to the relevant people within 1st for EPA
- Review assessment documentation
- Identify and take any necessary steps to support any other apprentice who may have been affected

The outcome of the appeal hearing will be the final decision.

## **4. Fees**

Appeal upheld	No fee
Appeal rejected	£300

## **5. Confidentiality**

1st for EPA will take the appropriate measures to ensure compliance with GDPR.

## **6. Further Action**

If you have exhausted this Appeals Process and are not satisfied with how 1st for EPA have handled the appeal, you have the option to escalate this to our regulator Ofqual, using the link: <https://www.gov.uk/government/organisations/ofqual/about/complaints-procedure>



Document Details	
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Version History		
V1.0	9 <sup>th</sup> April 2024	Separating Complaints from Appeals



## Appendix 1: How to submit an Appeal on epaPRO

- Go to epaPRO and the relevant apprentice record
- Go to 'Assessment Profile'
- Against a component click on the blue 'Manage' button:

Result	Previous Results	Actions
Fail	1 Previous result	Manage
Fail	-	Manage
Fail	-	Manage

- Then click on 'Appeal Result'

0 Appeals

Appeal Result

Complete the form that appears:

Appeal Details

Title \*

Summary \*

0 / 1000

Requested By \*

Select User Type

Primary Contact Name \*

Requested Date \*

dd/mm/yyyy

File Uploads

Browse/Upload

Indicates a required field

Submit

**Title:**

**Summary:**

**Requested By:**

**Primary Contact Name:**

**Requested Date:**

**File uploads:**

choose from the dropdown menu: Stage 1, Stage 2

please give the detail of the appeal, the reasons why etc.

choose request has come from apprentice, employer or training provider

this is the person dealing with the appeal from the training provider and the person who will receive the outcome

date the appeal is submitted

upload any relevant evidence pertaining to the appeal, if applicable

Once fully completed click on the blue 'Submit' button.