

EPA Enquiries and Appeals Policy

Contents

Background	2
Enquiries about end-point assessment outcomes.....	2
How to raise a request for an enquiry	2
Timescales.....	2
Dealing with enquiries	2
Outcomes.....	3
Appeals against the outcome of an enquiry.....	3
How to appeal.....	3
Timescales.....	3
Dealing with appeals.....	3
Outcomes.....	3
Follow-up actions from disputes	4
Fees	4

Background

This policy deals with end-point assessment activity carried out by LWB Training.

We recognise that it is possible that an apprentice or employer may disagree with the outcome or grade of an end-point assessment. This policy explains how and when an enquiry or appeal can be raised.

This policy should be read in conjunction with our complaints policy, as this may be the relevant route to follow.

Enquiries about end-point assessment outcomes

An apprentice or employer may feel that the grade of an element of the end-point assessment or the overall outcome (e.g. fail, pass, distinction) is incorrect. This may be due to the end-point assessor's decision or the decision reached after any quality assurance activity.

If this is the case, the employer, with the apprentice's consent, may request an enquiry into the disputed point.

How to raise a request for an enquiry

The employer must put the request in writing, and must ensure that it includes:

- The name of the employer
- The name of the apprentice
- The date of the assessment
- The element of the assessment (where the dispute is on one element)
- The reason(s) for the dispute
- The name and contact details of the representative of the employer

The employer must also provide:

- Written consent from the apprentice that they have given permission to raise the request for an enquiry
- Payment in line with the fees detailed in this policy

Timescales

A request for an enquiry must be submitted within 10 working days of the date that the outcome was notified to the apprentice and the employer.

LWB Training will acknowledge receipt within 2 working days of receiving the request.

LWB Training aims to complete the enquiry within 10 working days of receiving the request with all required information and payment.

Dealing with enquiries

When LWB Training receives a request for an enquiry, it will allocate the request to a qualified member of staff to conduct a full review of the element or assessment that has been disputed.

This member of staff will carry out the review, checking that all policies and procedures have been followed, whether there are any clerical errors and whether there are clear reasons given for the result that has been decided.

Where errors are found, the decision will be reconsidered based on the correct information, and all relevant parties notified of the outcome.

Outcomes

There are three possible outcomes from an enquiry:

1. There is no change to the original assessment decision
2. The decision is revised, and a higher grade or outcome is awarded
3. The decision is revised, and a lower grade or outcome is awarded

Appeals against the outcome of an enquiry

Where the apprentice and/or employer are still dissatisfied after an enquiry has been carried out, they may raise an appeal against the outcome.

How to appeal

The employer must put the request in writing, and must ensure that it includes:

- The name of the employer
- The name of the apprentice
- The date of the assessment
- The element of the assessment (where the dispute is on one element)
- The reason(s) for the dispute
- The name and contact details of the representative of the employer

The employer must also provide:

- Written consent from the apprentice that they have given permission to appeal
- Payment in line with the fees detailed in this policy

Timescales

An appeal must be submitted within 10 working days of the date that the outcome of the enquiry was notified to the apprentice and the employer.

LWB Training will acknowledge receipt within 2 working days of receiving the appeal.

LWB Training aims to deal with the appeal within 10 working days of receiving the request with all required information and payment.

Dealing with appeals

On receipt of an appeal, LWB Training will form an appeals panel of at least two members, which may include members of staff who have not been involved in the assessment or enquiry and/or independent panel members who are qualified to deal with the appeal.

Outcomes

There are three possible outcomes from an appeal:

1. There is no change to the original assessment decision
2. The decision is revised, and a higher grade or outcome is awarded
3. The decision is revised, and a lower grade or outcome is awarded

Follow-up actions from disputes

Depending on the nature of the dispute, LWB Training may be under a duty to notify ESFA, the Institute for Apprenticeships and/or other EPA organisations of the result.

Where an enquiry or an appeal reveals that a policy, procedure or process needs adjustment to avoid the issue in the future, LWB Training will take this seriously and will put changes in place as soon as practically possible to avoid any issues recurring.

Where an enquiry or an appeal reveals that a member of staff has not followed a policy, procedure or process, this will be raised with them through normal line management, unless it is of a serious enough nature to be dealt with under disciplinary procedures.

Fees

Fees must be paid at the time a request for an enquiry or an appeal is made. If the outcome is that the dispute is upheld, the fee will be refunded.

Enquiry (per apprentice)	£50
Appeal (per apprentice)	£400