

# ENQUIRIES AND APPEALS POLICY

## Purpose

Excel Me is committed to providing an efficient and high standard of service to all. We are continually working to achieve this high level of service by maintaining quality assurance standards which are compliant with regulatory requirements. It is our aim to ensure that all assessment outcomes are fair, consistent, and reliable based on the valid judgements of the assessor. However, occasions may arise where the training provider or apprentice may wish to question a decision.

## Policy

Excel Me will ensure:

- End Point Assessments are carried out by End Point Assessors who have the appropriate qualifications, knowledge, understanding, and skills, and the assessments are valid for the subject or qualification in question
- End Point Assessment evidence is authentic, solely being produced by the apprentice in question
- The consistency of assessment decisions covering all assessors over time
- Appeals are heard by individuals that have the appropriate competence to make decisions in each individual case and have had no prior involvement, or a personal interest in the case.

**Everyone has the right to appeal if they believe that their End Point Assessment decision, or a decision following a malpractice or maladministration investigation is incorrect. This policy will define the stages and procedures you would need to follow, guidance is as follows:**

- The process you need to follow to submit an enquiry or appeal
- The timescales for an enquiry or appeal
- How and when you will be notified of the outcome.

**Excel Me will accept an appeal in relation to the following:**

- Appeals against results of assessment or quality assurance
- Appeals against a decision made relating to a reasonable adjustment or special considerations application
- Appeals against decisions relating to any action taken against an apprentice, training provider or employer following an investigation into malpractice or maladministration

Excel Me have an enquiries and appeals policy available on our website so all apprentices' and training providers can access this information. If a learner or training provider wishes to enquire or appeal against an assessment decision they have clear guidance on how to proceed.

Firstly, we advise all apprentices' to discuss any concerns or enquiries relating to the result of the assessment with the training provider. If you are not satisfied with the outcome, then please contact us at Excel Me for further advice and guidance.

## **Stage 1 - Enquiry**

### **Enquiries regarding assessment decisions**

If an apprentice wishes to question an assessment result, they should initially discuss their concerns with the training provider or employer. If the learner is not satisfied with the outcome the employer, training provider and apprentice should complete stage 1 of the enquiries and appeals form. This must be submitted to Excel Me within 15 working days of the final results being issued to the apprentice'. If an apprentice, training provider or employer suspects the End Point Assessment results may not be accurate, then stage 1 of the enquiries and appeals form must be completed.

Excel Me will acknowledge receipt of the enquiry 5 working days, this will be followed promptly by the adjudication process. Excel Me will consider the written submission and will review the procedures that were followed to reach the result decision, this may include contacting other parties.

Excel Me may instruct that a further re-mark or reassessment should take place if they consider that the assessment procedures were not adequately followed.

The impacted individuals will be notified of the outcome as soon as it is available, within a maximum of 15 days.

If the employer, assessor and learner are not satisfied with the enquiry outcome of stage 1, they may escalate the decision to stage 2 of this process.

## Stage 2 - Appeal

A stage 2 appeal must be submitted within 10 days of the stage 1 enquiry decision being received, accompanied with an administration fee of £50. Excel Me will acknowledge receipt of this appeal within 5 working days. The appellant will be contacted within 5 days to outline the procedures that will be adopted.

Excel Me will make arrangements to promptly hear the appeal.

The appeal committee will have no personal interest in the decision being appealed and an independent person who is not an employee, assessor or otherwise connected to Excel Me, will evaluate the procedures used for consistency with Excel Me procedures to review if the previous decision was reached fairly.

The appeal committee are unable to re-mark or reassess work but may instruct that a further re-mark or reassessment should take place if they consider that the procedures were not adequately followed.

The appeal committee will make the final decision and notify the appellant of the outcome as soon as it is available, within a maximum of 15 days. If the appeal is upheld the appeal administration fees will be reimbursed to the appellant.

If the outcome of an appeal at any stage leads to Excel Me discovering a failure in the End Point Assessment process, an investigation shall be conducted to determine if there are any other Apprentices affected, and if there are any adverse effects arising from the failure. If this is the case, Excel Me shall promptly implement the adverse effects procedure and take decisive action to correct the failure, or if this is not possible to reduce the impact of the failure on any Apprentices.

If any part of the appeal is upheld, Excel Me will respond accordingly and consider how to improve our services and procedures. In cases where a successful appeal reveals a failure in our end-point assessment processes, we will take appropriate actions, such as:

- Identifying any other apprentices affected by the failure
- Correcting the issue or, if it cannot be corrected, mitigating its impact as much as possible
- Implementing improvements to prevent the failure from recurring in the future.

## Referral to Regulatory Authority

If the Apprentice is not satisfied with the appeal committee's decision, they may refer their complaint to the appropriate Regulatory Authority. Please note that the regulators are unable to overturn an assessment decision.

## Monitoring and Review

Following an appeal decision that is upheld due to a failure in Excel Me assessment process, or notification of failure in the assessment processes of other awarding organisations/ End Point Assessment Organisations, policies and procedures shall be reviewed to ensure that the failure does not reoccur. This policy and its procedures will be reviewed annually as part of our Quality Assurance requirements to ensure it is fit for purpose, reflects the type of appeals that we may receive and ensure the process is managed in accordance with regulatory requirements.

## Excel Me Contact Details

Excel Me, Anchor House, Birch Street, Walsall, West Midlands, WS2 8HZ

**Tel:** 01922 645097

**Opening Hours:** Monday to Friday 8.00-16.00

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