

Apprentice and Learner Appeals Policy and Procedures v3

Version	Date	Policy Author(s)	Review Date
Version 2.0	August 2022	Debbie Gardiner MBE	August 2023
Version 2.1	15 th May 2023	Karen Hemings, Quality & Curriculum Manager	May 2024
Version 2.2	February 2024	Karen Hemings, Quality & Curriculum Manager	February 2025
Version 2.3	July 2024	Karen Hemings, Quality & Curriculum Manager	February 2025
Version 2.4	August 2024	Kerri Burns, Head of Quality	February 2025
Version 3.0	February 2025	Karen Hemings, Quality & Curriculum Manager	February 2026

Version	Page No.	Paragraph / Bullet	Changes
Version 2.1			Changes to structure, role holders, Awarding Organisations and EPAOs.
Version 2.2	8	AKG Learning Contact Details	Change to Bus Services Operations Manager from Shannon Jenkins to Carolynn Holifield Lou Radford change of job title
Version 2.2	7	AKG Learning Contact Details	Change to Bus Services Operations Manager from Carolynn Holifield to Helen Williams
Version 2.2	8	End Point Assessment Organisation (EPAO) & Awarding Body Contact Details	Removal of TQUK and VTCT Update CIH link
Version 2.3	8	AKG Learning Contact Details	Updated
Version 2.4	9		CIH appeals policy and procedure link updated

Version 3.0	9	Awarding Organisation (AO) Contact details	Removal of TQUK, Focus Awards & VTCT
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Signed:

Printed Name: Ayden Sims
Job Title: AKG UK Country Manager
Date:

Policy Statement

Our organisation is committed to providing a learner focused and centred delivery; where we feel learner engagement is paramount to this being a success. We want our learners to feel empowered to take an active role in all areas of their learning; including self-reflection on how their evidence has successfully met the requirements of their qualification. We feel it is important that a learner has the confidence to be able to approach their Tutor with any disagreements they may have on assessment decisions that are made at the time of an assessment or controlled assessment; and that they should have a voice at times of feedback and future planning of their qualifications. We have therefore implemented the following Appeals Policy and Procedure in the event of a learner who may disagree with an assessment decision that their Tutor has formulated from an assessment or controlled assessment situation.

Aims of Policy

Ensure all learners understand their right to appeal a decision and how to submit an appeal

Provide apprentices and learners with a clear route to appeal against

- An assessment decision made by one of our Tutors
- An Internal Quality Assurance (IQA) outcome
- A decision made by the External Quality Assurer on behalf of the Awarding Organisation (AO)

Also, to provide Apprentices with clear routes to appeal against a decision made by an End Point

Assessor on behalf of an End Point Assessment Organisation (EPAO)

Procedures – Appeal against a decision made by a Tutor

The learner has the right to appeal the assessment decision of their Tutor at any time. In the first instance, learners are required to talk through their thoughts of appeal with their Tutor where they make it clear how they feel they have managed to prove competence in an area that has not been agreed. Failing the Tutor making a reassessment through revised

consideration and agreement, the learner may formally appeal the assessment decision. There are three stages to the Appeals Procedure **Stage 1** – Submit appeal to the Internal Quality Assurer (IQA)

- (1) Make a written or Digital Voice Recording (DVR) statement regarding the evidence in question and the nature of the appeal. Apprentices and learners should be clear on what they believe they have demonstrated that their Tutor does not (the Tutor should assist the learner with this process if required)
- (2) Send their appeal statement to their IQA for their qualification; the Tutor must provide this information
- (3) The IQA will consider all appeal statements and evidence within 7 working days of receipt and will formally reply to the learner and Tutor with their decision on the evidence as to whether they are in agreement with the learner or the Tutor
- (4) Where the IQA agrees with the learner, the Tutor will be tasked to re-assess the evidence relating to the appeal within 5 working days
- (5) Where the IQA is in agreement with the Tutor, the learner has the right to enter into the next stage of the appeals procedure should they wish to proceed; if not; the learner accepts the original assessment decision, and no further action will be taken

Stage 2 – Escalate appeal to the Quality Manager (QM)

- (1) Should the Apprentice or learner proceed to enter stage 2 of the appeals procedure; the IQA will forward all appeals evidence to date to the QA who will consider all appeal evidence within 7 working days of receipt. The QM will formally reply to the learner, Tutor and IQA regarding the final decision of evidence and assessment decision that has been made
- (2) Where the QM agrees with the Apprentice/learner, the Tutor will be tasked to re-assess the evidence relating to the appeal within 5 working days
- (3) Where the QM is in agreement with the IQA and Tutor, the Apprentice/learner has the right to enter the final stage of the appeals procedure should they wish to proceed; if not; the learner accepts the original assessment decision and no further action will be taken

Stage 3 – Escalate and appeal direct to Awarding Organisation (AO) and External Quality Assurer (EQA)

- (1) Should the Apprentice/learner wish to enter stage 3 of the appeals procedure; they will be supported by the QM to submit evidence to the EQA for a final decision to be honoured regardless of outcome

Procedures – Appeal against a decision made by an Internal Quality Assurer

The Apprentice or learner has the right to appeal a decision of their Internal Quality Assurer (IQA) at any time following IQA activity. In the first instance, learners are required to talk through their thoughts of appeal with their Tutor where they make it clear what they disagree with the IQA feedback and/or decision. If the Tutor agrees with the learner, they will take it forward with the IQA. However, if they disagree with the learner, then the learner has the right to submit an appeal. Equally if once the Tutor has raised the learners' concerns with the IQA and the IQA agrees with their feedback and/or decision, the learner has the right to appeal. There are three stages to the Appeals Procedure

Stage 1 – Submit appeal to the Quality Manager (QM)

- (1) Make a written or Digital Voice Recording (DVR) statement regarding the evidence in question and the nature of the appeal. The learner should be clear on what they believe they have demonstrated that the IQA doesn't agree with
- (2) Send their appeal statement to the QM; the Tutor must provide this information
- (3) The QM will consider all appeal statements and evidence within 7 working days of receipt and will formally reply to the learner, Tutor and IQA with their decision on the evidence as to whether they agree with the learner or not
- (4) Where the QM agrees with the learner, within 5 working days they will produce a new IQA record clearly outlining the change of decision and/or feedback
- (5) Where the QM is not in agreement with the learner, they have the right to enter into the next stage of the appeals procedure should they wish to proceed; if not; the learner accepts the original feedback/decision, and no further action will be taken

Stage 2 – Escalate appeal to the Managing Director (MD)

- (1) Should the learner proceed to enter stage 2 of the appeals procedure; the QM will forward all appeals evidence to date to the MD who will consider all appeal evidence within 7 working days of receipt. The MD will formally reply to the learner, Tutor and IQA regarding the final decision of feedback and/or decision that has been made

- (2) Where the MD agrees with the Apprentice/learner, within 5 working days the IQA will produce a new IQA record clearly outlining the change of decision and/or feedback
- (3) Where the MD is in agreement with the IQA, the Apprentice/learner has the right to enter the final stage of the appeals procedure should they wish to proceed; if not; the learner accepts the original feedback/decision, and no further action will be taken

Stage 3 – Escalate and appeal direct to Awarding Organisation (AO) and External Quality Assurer (EQA)

- (1) Should the learner wish to enter stage 3 of the appeals procedure; they will be supported by the DQI to submit evidence to the EQA for a final decision to be honoured regardless of outcome

Procedures – Appeal against a decision made by an External Quality Assurer

The learner has the right to appeal a decision made by the External Quality Assurer (EQA), however in most instances it's likely that we as the training provider would lead on this, because it's likely that we would also disagree with the EQA decision. In the first instance, learners are required to talk it through their Tutor and IQA, where they agree, they will escalate the matter on behalf of the learner. However, if they are not in agreement the learner may formally appeal the EQA decision. There are **two** stages to the Appeals Procedure

Stage 1 – Submit appeal to the Quality Manager (QM)

- (1) Make a written or Digital Voice Recording (DVR) statement regarding the evidence in question and the nature of the appeal. The learner should be clear about what they disagree with and why (the Tutor should assist the learner with this process if required)
- (2) Send their appeal statement to the QM; the Tutor must provide this information
- (3) The QM will consider all appeal statements and evidence within 7 working days of receipt and will formally reply to the learner and Tutor with their decision about the validity of the EQA's decision
- (4) Where the QM are in agreement with the Apprentice/learner, they will escalate the matter with the Awarding Organisation (AO) and/or the EQA and feedback to the Apprentice/learner regarding the outcome (we are unable to set a time scale on this because it is dependent on how long the AO takes to respond)

- (5) Where the QM does not agree with the Apprentice/learner, they have the right to enter into the next stage of the appeals procedure should they wish to proceed; if not; the Apprentice/learner accepts the original assessment decision, and no further action will be taken

Stage 2 – Escalate appeal to Awarding Organisation (AO) and External Quality Assurer (EQA)

- (1) Should the Apprentice/learner wish to enter stage 2 of the appeals procedure; they will be given the full and current contact details and appeal procedure for the relevant AO
- (2) Should the AO uphold the learners appeal we will amend our records upon receipt of new reports from the AO/EQA
- (3) Should the AO not uphold the Apprentice/learners appeal this will be closed off as it has reached the highest level of authority
- (4) Learner accepts the original assessment decision, and no further action will be taken

Procedures – Appeal against a decision made by an End-Point Assessor (Apprentices only)

The Apprentice has the right to appeal a decision made by the End-Point Assessor (EPA), however in most instances it's likely that we as the training provider would lead on this, because it's likely that we would also disagree with the EPA decision. In the first instance, Apprentices are required to talk it through their Tutor and IQA, where they agree, they will escalate the matter on behalf of the Apprentice. However, if they are not in agreement the Apprentice may formally appeal the EPA decision. There are **two** stages to the Appeals Procedure

Stage 1 – Submit appeal to the Quality Manager (QM)

- (1) The Apprentice will make a written or Digital Voice Recording (DVR) statement regarding the evidence in question and the nature of the appeal. The Apprentice should be clear about what they disagree with and why, as well as anything that they believe to be unfair or to have put them at a disadvantage (the Tutor should assist the learner with this process if required)
- (2) Send their appeal statement to the QM; the Tutor must provide this information

- (3) The QM will consider all appeal statements and evidence within 7 working days of receipt and will formally reply to the Apprentice and Tutor with their decision about their opinion of the case for an appeal against the EPA decision
- (4) Where the QM is in agreement with the Apprentice, they will escalate the matter with the End-Point Assessment Organisation (EPAO) and feedback to the Apprentice regarding the outcome (we are unable to set a time scale for this because it is dependent on how long the EPAO takes to respond)
- (5) Where the QM does not agree with the Apprentice, they have the right to enter into the next stage of the appeals procedure should they wish to proceed; if not; the learner accepts the original assessment decision, and no further action will be taken

Stage 2 – Escalate appeal to End-Point Assessment Organisation (EPAO)

- (1) Should the Apprentice wish to enter stage 2 of the appeals procedure; they will be given the full and current contact details and appeal procedure for the relevant EPAO
- (2) Should the EPAO uphold the Apprentice's appeal we will amend our records upon receipt of new reports from the EPAO
- (3) Should the EPAO not uphold the learners appeal this will be closed off as it has reached the highest level of authority

Contact details for AKG Learning staff, Awarding Bodies and End Point Assessment Organisations can be found on pages 7 & 8

AKG Learning Contact Details

Contact	Position	Email Address & Phone Number
Kerri Burns	Head of Quality	kerri@learnplusus.co.uk Mobile: 07391 601156 Office: 0208 444 4304
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Debbie Gardiner	Managing Director	debbie@learnplusus.co.uk Mobile: 07379 111517 Office: 0208 444 4304

Awarding Organisation and End-Point Assessment Organisations

Awarding Organisation (AO) Contact Details

AO	Email Address & Phone Number	Website Link
NCFE	Complaints@ncfe.org.uk 0191239 8000	https://www.ncfe.org.uk/contact-us/making-a-complaint
TQUK	compliance@tquk.org 0333358 3344	https://www.tquk.org/contact-us/
Focus Awards	info@focusawards.org.uk 0333 344 7388	Focus Awards Awarding Body Nationally Recognised
VTCT	customersupport@vtct.org.uk 023 8068 4500	VTCT - Awarding world-class qualifications - VTCT

End-Point Assessment Organisation (EPAO) & Awarding Body Contact Details

AO	Email Address & Phone Number	Website Link
NCFE	Complaints@ncfe.org.uk 0191239 8000	https://www.ncfe.org.uk/contact-us/making-a-complaint
Highfield	info@highfield 01302 363277	https://www.highfieldqualifications.com/

Property Mark	help@propertymark.co.uk 01926 496800	https://www.propertymark.co.uk/
CIH	customer@cih.org 024 7685 1700	www.cih.org/media/hkhound/appeals-policy-v2109.pdf