Appeals Procedure

1. Context

This document relates solely to cases where an apprentice wishes to appeal a management decision in relation to assessment of the apprenticeship. These decisions might relate to:

- the final result given in the apprenticeship End Point Assessment (EPA) or, where a standard has moved to the revised apprenticeship assessment model, any assessment decision made during the programme (section 2);
- an employer's verification of behaviours demonstrated in the workplace, where this forms part of the assessment (section 2);
- the final result given for a Functional Skills exam (section 2);
- the grade given to an assessment by the IQA or Assessor (section 3).

Any appeal relating to a management decision where the apprentice is asked to leave the course should be made through the employer's appeals process. Likewise, all appeals in relation to management decisions relating to employment, such as a grievance, working hours or disciplinary action, should be made through the employer's appeals process.

A note on transition: apprenticeship assessment is being reformed nationally, replacing End Point Assessment (EPA) with a model in which assessment can take place at any stage of the programme rather than only at the end. Standards are converting to the new model in phases, so at any given time some apprentices will still be assessed under legacy EPA arrangements and others under a revised assessment plan. Where this document refers to "EPA", that means the legacy model; where it refers to "apprenticeship assessment", that covers both, unless stated otherwise. See *"Transition arrangements"* below for how to determine which applies to a given apprentice.

2. Appeal process for decisions by an external body

The Apprenticeship Manager will help the apprentice understand the awarding body's appeals process and to reach a decision about whether or not they wish to proceed with an appeal.

- A meeting will be arranged within five working days of the apprentice contacting the Apprenticeship Manager.
- The Apprenticeship Manager will ensure the apprentice understands that an appeal cannot be submitted based on disagreement with academic or professional judgement of the assessment board, or poor performance due personal circumstances such as illness. If applicable, they will help the apprentice complete and submit an extenuating circumstances application in accordance with the awarding body's requirements.
- Where an apprentice wishes to proceed with an appeal, the Apprenticeship Manager will ensure the apprentice understands the charging structure for appeals and that any fee paid is refundable if the appeal is successful. Where the appeal can only be made by the Provider, as is the case with the current awarding bodies, the Apprenticeship

Manager will secure payment from the apprentice before proceeding with the appeal process.

- **Where the appeal relates to the EPA final grade,** the Apprenticeship Manager will complete all necessary forms, submissions and payments within the awarding body's timescale. They will keep the apprentice informed of all outcomes and, where applicable, give a timescale for movement to the next stage of appeal, in writing within five working days of the final decision.
- **Where the appeal relates to an assessment decision under a revised assessment plan** (reformed standards), the Apprenticeship Manager will follow the appeals route set out in that standard's assessment plan, which may involve the assessment organisation, the Provider, or both depending on which elements were marked by the Provider. The Apprenticeship Manager remains responsible for keeping the apprentice informed of all outcomes and options as above.
- Where the **appeal relates to a Functional Skills final grade,** the Apprenticeship Manager will ask the Head of Centre to proceed with the appeal process. The Apprenticeship Manager will, however, retain responsibility for keeping the apprentice informed of all outcomes and options as above.

3. Appeal process for employer verification of behaviours [NEW]

This section applies only to standards assessed under a revised assessment plan that requires the employer to verify behaviours demonstrated in the workplace. *[NEW]*

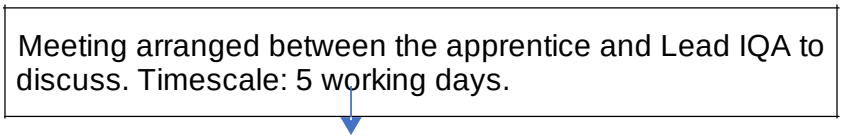
Where an apprentice disagrees with an employer's verification of a behaviour, they should first raise the concern directly with the employer, since the employer holds the evidence and makes the verification decision.

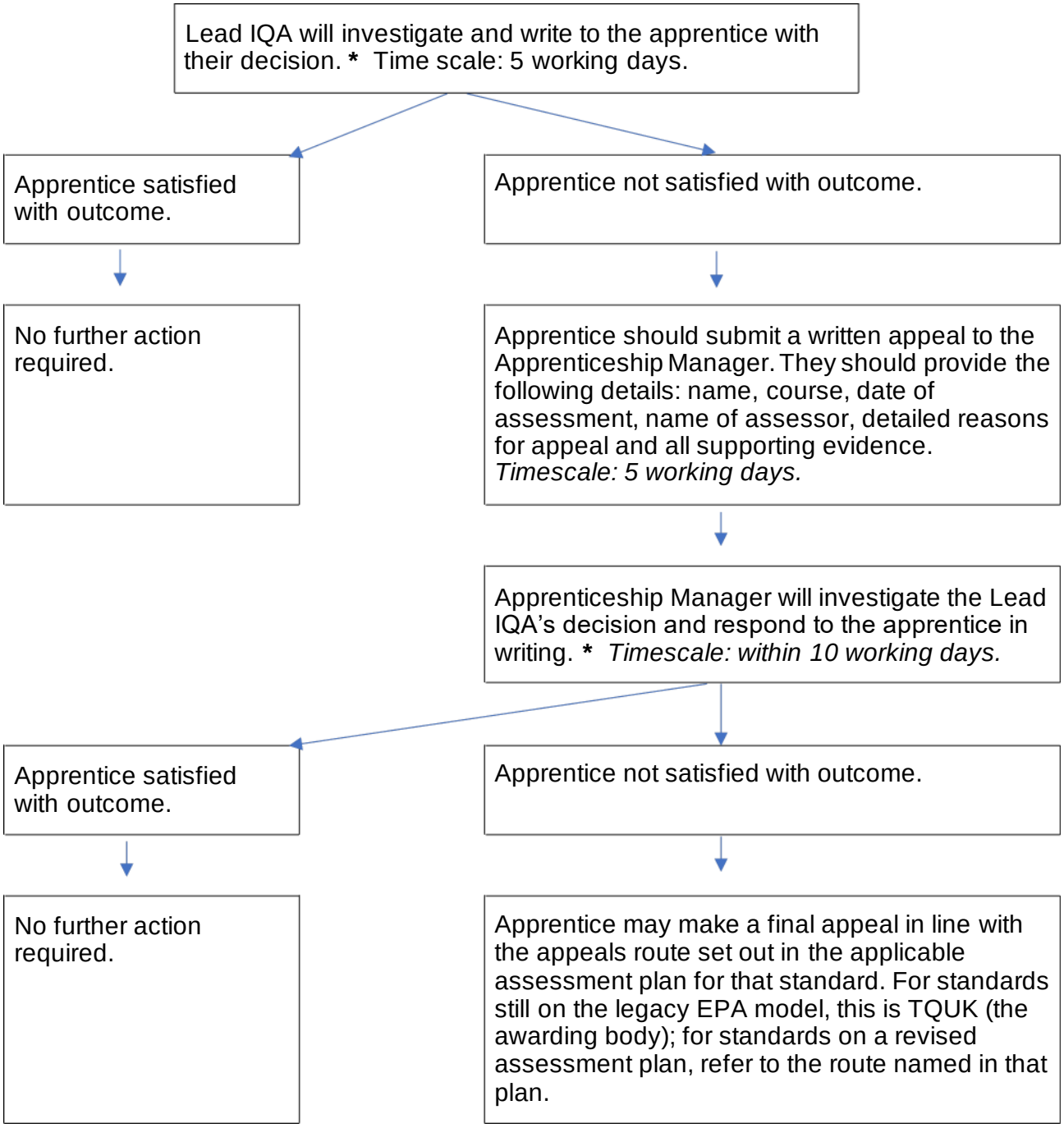
If the matter is not resolved with the employer, the apprentice may ask the Apprenticeship Manager to review the disagreement. The Apprenticeship Manager will meet with the apprentice within five working days, seek clarification from the employer, and confirm the outcome to the apprentice in writing.

Where the disagreement cannot be resolved between the Provider and the employer, the Apprenticeship Manager will refer the matter to the relevant assessment organisation in line with that standard's assessment plan, as the final decision on whether a behaviour has been met rests with the arrangements set out in the plan.

4. Appeal process for internal decisions

The following procedure should be applied where an apprentice either disagrees with the grade they received for an internal assessment or feel they were not supported sufficiently in preparing for the assessment. This route applies regardless of whether the apprentice's standard is on the legacy EPA model or a revised assessment plan.





* This may include a re-evaluation of the support or decision given. The written response to the apprentice will explain in detail how the decision was arrived at and make the apprentice aware of any revised outcome.

5. Transition arrangements [NEW]

Apprenticeship assessment is moving, on a phased basis, from the legacy End Point Assessment (EPA) model to a revised model in which assessment can take place at any stage of the apprenticeship. Current EPA arrangements continue to apply to a standard until that standard's revised assessment plan is live.

- Apprentices on a standard still using the legacy EPA model follow the appeal routes in this document exactly as described for EPA and Functional Skills decisions.
- Apprentices on a standard that has moved to a revised assessment plan follow the same overall structure, but the specific appeals route for external decisions, and the identity of the body that has the final say, is set out in that standard's assessment plan rather than assumed to be a single named awarding body.
- The Apprenticeship Manager is responsible for checking, at the start of each apprentice's programme and at any appeal, which model applies to that apprentice's standard, and for confirming the correct appeals route before proceeding.

This document will be updated to remove the transitional wording once all of the Provider's standards have moved to the revised model.

6. Procedures common to all appeals processes

- All decisions will be recorded in the Complaints and Appeals Log and on the Apprenticeship Record.
- All stages, outcomes and decisions will be logged by the handling officer in the Complaints and Appeals Log.
- All appeals will be treated in the strictest confidence.

7. Promoting awareness of this policy

We will raise awareness of this policy via:

- Staff and apprentice induction
- Publication on the MGS Website
- Publication on Qualsdirect (external apprentices)
- Employer sign up process

8. Public Sector Equality Duty (Equality Act 2010)

MGA believes this policy does not prioritise or disadvantage any apprentice, member of MGA staff or partnering employer.

9. Monitoring and review

This procedure will be reviewed every two years, taking into account any changes in operating procedures.

The Governing Board approved this policy on date: 5th December 2024

Signed: Colin Hayfield, Chair of Governors

Signed: Helen Hannam, Headteacher & Principal

Date of review or revision	Description	Author or reviewing officer
December 2022	New policy	Apprenticeship Manager
November 2024	biannual review	Kate Hartup
November 2026	Draft revision – updated to reflect national apprenticeship assessment reform (EPA transition); added behaviour-verification appeals route and transition arrangements	Jackie Evans