

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 (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.

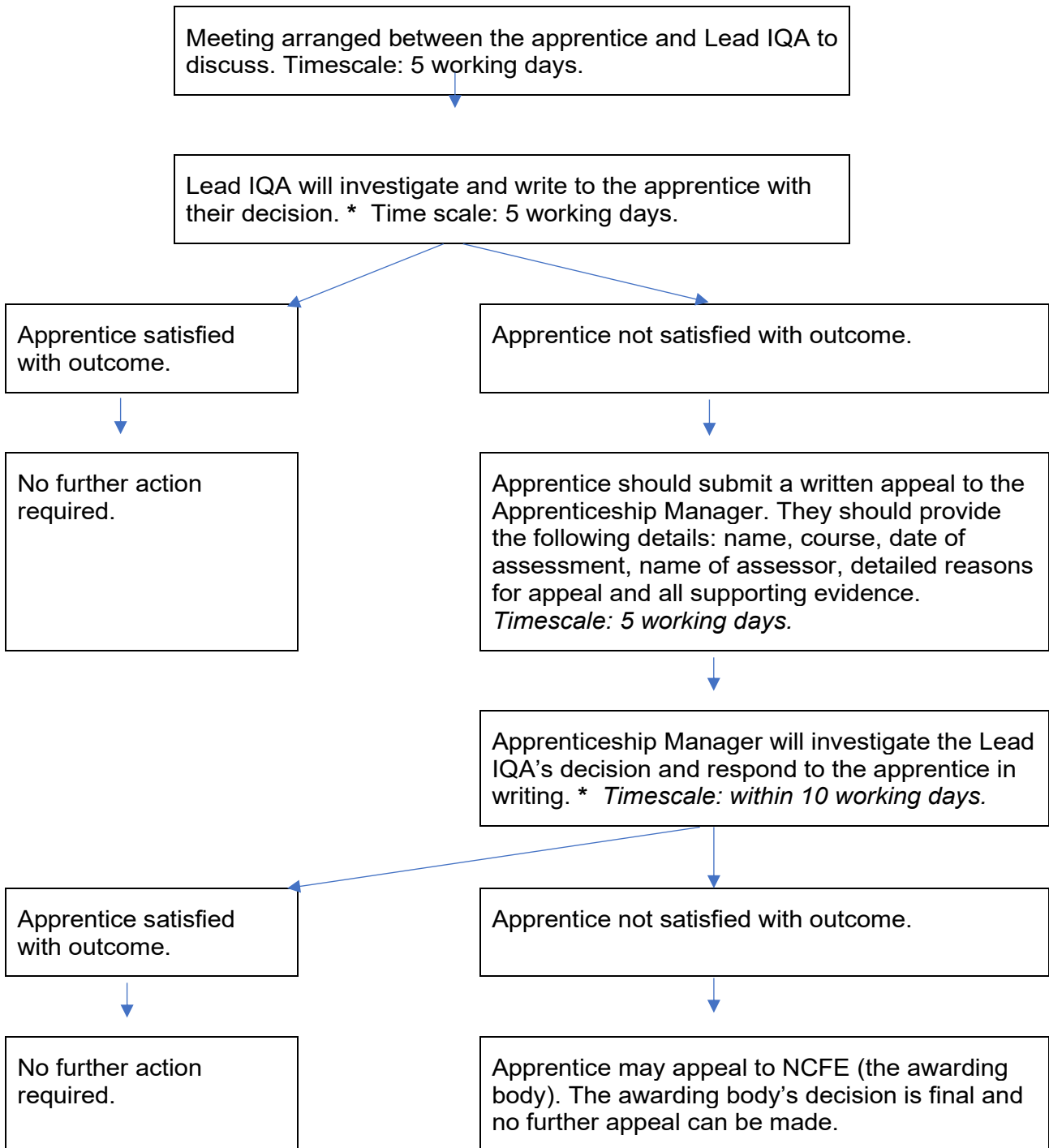
2. Appeal process for decisions by an external body

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 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 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 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.

4. 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.

5. Promoting awareness of this policy

We will raise awareness of this policy via:

- Staff and apprentice induction
- Publication on The School Bus (MGA staff and internal apprentices)
- Publication on Qualsdirect (external apprentices)
- Employer sign up process

6. 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.

7. 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: Richard Pelly, 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