

Complaints and Appeals End Point Assessment Policy and Procedure

This policy outlines how iPET Network will manage complaints from any apprentice, employer and/or Training Provider who has allocated iPET Network to facilitate the EPA. The policy sets out the process to follow and how iPET Network will respond to any complaints made. The policy covers complaints made in relation to any EPA activities and end-point assessor professionalism. iPET Network 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 End Point Assessment standards which are compliant with regulatory requirements. It is our aim to ensure that all assessment outcomes and grading are fair, consistent, and reliable based on the valid judgements of the Independent Assessors.

However, occasions may arise where the Training Provider, Employer or an Apprentice may wish to question a decision.

Training Provider responsibilities

The Training Provider's employees involved with the management, assessment practices and internal quality assurance of apprentices who are working towards a qualification that requires an EPA must be made familiar with the contents of this policy.

Confidentiality and Whistleblowing

Some complaints may be anonymous. It is preferred that the person making the complaint can be identified and can be kept in contact with. This will support iPET Network to effectively carry out an investigation of the complaint. If the person making the complaint is concerned about possible adverse effects, they must inform iPET Network that they do not want to divulge their identity. It would be a breach of confidentiality and iPET Network's legal duties if an anonymous identity was shared unless approval was granted following the initial complaint.

Complaints Process

Purpose

iPET Network is committed to providing an efficient and high standard of service. We are continually working to achieve this high level of service by maintaining quality assurance standards that are compliant with the standard EPA requirements. It is our aim to ensure that all assessment outcomes are fair, consistent, and reliable based on the valid judgments of the IEPAs. However, occasions may arise where the Training Provider or Candidate may wish to question a decision.

Policy

iPET Network will ensure that:

- Assessments are carried out by IEPAs who have the appropriate qualifications, skills, knowledge, and professional competency and the assessments are valid and reliable.
- Assessment evidence is authentic, solely being produced by the apprentice in question.
- There is the consistency of assessment decisions covering all EPAs.
- Appeals are heard by individuals that have the appropriate competence to make decisions in each individual case and have had no prior involvement, or personal interest in the case.

Everyone has the right to appeal if they believe that their assessment decision or a decision following a complaint or malpractice, or maladministration investigation is incorrect. Appeals can be submitted for any element of the EPA.

Who can Appeal:

A Training Provider

A Training Provider may appeal if it believes iPET Network has not followed its procedures fairly and consistently when coming to an assessment decision regarding one of its Apprentices. The Training Provider should have the written permission of the Apprentice before appealing in this way, as the result of any appeal may impact their grade.

An Apprentice undertaking End-Point Assessment with iPET Network

An Apprentice undertaking End-Point Assessment with iPET Network who believes procedures have not been applied fairly and consistently in arriving at a judgement of attainment. Appeals relating to End-Point Assessment provision should be submitted by the Training Provider.

Employer

An Employer who's Apprentice is undertaking End-Point Assessment with iPET Network believes procedures have not been applied fairly and consistently in arriving at a judgement of attainment. Appeals relating to End-Point Assessment provision should be submitted by the Training Provider.

An Assessor Appeal against an IQA Decision

An End Point assessor has the right to challenge an IQA decision made on their assessment decisions. The assessor should indicate their disagreement on the relevant IQA document and notify the IQA within 5 working days of the IQA outcome.

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

iPET Network will accept an appeal in relation to the following:

- Appeals against results of assessment or grading where evidence demonstrates the processes have not been followed correctly
- Assessments were not conducted fairly or in line with iPET Network's outlined processes or the regulations of the relevant Independent Assessor
- The Apprentice was unfairly excluded from participating in an assessment activity
- 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 or Training Provider following an investigation into malpractice or maladministration
- To amend the final grading following an investigation
- Appeals against the investigation and actions to resolve the complaint

iPET Network have the End Point Assessment Enquiries and Appeals Report Form available on the website, this allows Apprentices, Training Providers and Employer access to the information, alternatively this information can requested by emailing epao@ipetnetwork.co.uk

We are committed to providing an equal opportunity for all within our Enquiries and Appeals End Point Assessment Appeals Policy and Procedure.

Firstly, we advise all Apprentices to discuss any concerns or inquiries relating to the result of the assessment and grading with their Training Provider. If the Apprentice is not satisfied with the outcome, they can ask a nominated person to contact iPET Network directly for further advice and guidance on raising an appeal

Stage 1

Initial Enquiry

Where there is an appeal made against an assessment decision the IEPA and IQA must in the first instance discuss informally, if an agreement is reached, this should be indicated on the IQA form and then no further action is required.

If the Apprentice or Training Provider are not satisfied with the outcome, they must complete and submit the **End Point Assessment Enquiries and Appeals Report Form** which is available via the iPET Network Website. This must be submitted to iPET Network within 5 working days of the final results being issued to the Apprentice.

iPET Network will acknowledge receipt of the inquiry within 5 working days, this will be followed promptly by the moderation process. iPET Network will appoint an appropriate person to act as a moderator who has not had any involvement with the case. The moderator will consider the written submission from the Apprentice and Training Provider and will review the process that were followed to reach the decision, this may include contacting other parties who were included within the End Point Assessment at the relevant Training Provider.

The moderator may instruct that a further investigation should take place if they consider that the assessment procedures were not adequately followed. The Apprentice and Training Provider will be notified of the adjudication outcome as soon as it is available, within a maximum of 15 working days.

If the Apprentice and Training Provider are not satisfied with the enquiry outcome of stage 1, they may escalate the decision to stage 2 of this process and complete stage 2 of the End Point Assessment Enquiries and Appeals Process Form.

Stage 2: Appeal

A stage 2 appeal must be submitted within 14 days of the stage 1 enquiry decision being received, accompanied with an administration fee of £50. iPET Network will acknowledge receipt of this appeal within 5 working days. The relevant person will be contacted within 10 days to outline the procedures that will be adopted.

The appeal will be submitted to the quality team who will then review both stages of the appeal with all reports, assessment evidence, and IQA sampling completed.

The designated person may request a further re-mark or re-assessment should take place if they consider that the procedures were not adequately followed.

The designated person will make the final decision and communicate within 10 working days. If the appeal is upheld the appeal administration fees will be reimbursed to the Candidate.

If the outcome of an appeal at any stage leads to iPET Network discovering a failure in the 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, iPET Network will follow the Malpractice and Maladministration Policy and Procedure, and iPET Network shall take decisive action to correct the failure, or if this is not possible to reduce the impact of the failure on any apprentices.



Document Control

Document Name: Complaints and Appeal End Point Assessment Policy

Document Number: EPA1

Date of Correction	Version Number	Correction Reason
7/3/2024	1	Annual Review, reduction in the number of days allocated to moderation following an appeal. The document name has been updated to include procedure.