

Enquiries and Appeals End Point Assessment Process

Purpose

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.

Policy

iPET Network will ensure that:

- Assessments are carried out by Independent Assessors who have the appropriate qualifications, knowledge, understanding, and skills, and the assessments are valid for the Apprenticeship Standard in question.
- End Point Assessment evidence is authentic, solely being produced by the Apprentice in question.
- Assessment decisions and gradings are moderated over time for all Independent Assessors
- Appeals are Reviewed by iPET Network who have the appropriate competence to make decisions in each individual case and have had no prior involvement, or a personal interest in the case.

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.

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 to decline a request to make reasonable adjustments or special considerations
- 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 Forms available on our website so all Apprentices, Training Providers and Employer can access this information or can request a copy by contacting us. We are committed to providing an equal opportunity for all within our Enquiries and End Point Assessment Appeals Process.

Firstly, we advise all Apprentices to discuss any concerns or enquiries relating to the result of the assessment and grading with their Training Provider. If the Apprentice is not satisfied with the outcome, then they are asked to contact us at iPET Network for further advice and guidance on raising an appeal.

Stage 1: Initial Enquiries

The purpose of this initial enquiry is to inform the potential Apprentice and Training Provider of the process to be followed and develop an understanding of what evidence will be required to support their appeal. If the Apprentice wishes to question an assessment result or appointed grade they should initially discuss their concerns with the approved Training Provider.

If the Apprentice or Training Provider are not satisfied with the outcome, they should complete stage 1 of the End Point Assessment Enquiries and Appeals Report Form which is available to complete 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 enquiry 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 30 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 moderator will be contacted within 10 days to outline the procedures that will be adopted.

iPET Network will make arrangements for the iPET Network End Point Assessment Moderators to promptly hear the appeal at our head office.

The iPET Network End Point Assessment Moderators consisting of senior managers or other individuals deemed to be appropriately competent, who have no personal interest in the decision being appealed and an independent person who is not an employee or otherwise connected to iPET Network and the Training Provider will evaluate the procedures used for consistency with iPET Network procedures to review if the previous decision was reached fairly.

The iPET Network End Point Assessment Moderators are unable to re-grade or re-assess work but may instruct that a further re-grading or re-assessment should take place if they consider that the procedures were not adequately followed. If this action is necessary, and with the agreement of the Apprentice and Training Provider, iPET Network will charge the cost incurred for the re-assessment to the Training Provider. Should the appeal be upheld, iPET Network will refund this charge in full.

The iPET Network End Point Assessment Moderators will make the final decision and notify the Apprentice and Training Provider and of the outcome by letter as soon as it is available, within 10 working days.

If the outcome of an appeal at any stage leads to iPET Network 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, 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.

Referral to Regulatory Authority

If an Apprentice or Training Provider continues to believe that processes have not been properly followed, a complaint may be made to the regulators. iPET Network can provide advice on who to contact and which regulator is applicable to the case.

By Email to complaints.ESFA@education.gov.uk

By Letter to:

Complaints team
Education and Skills Funding Agency
Cheylesmore House
Quinton Road
Coventry
CV1 2WT

Monitoring and Review

Following an appeal decision that is upheld due to a failure in the iPET Network End Point Assessment Process, 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.

The Independent Review

If an Apprentice or Training Provider has received the results of an Appeal which has not been upheld, but still believes that processes and procedures have been applied incorrectly or unfairly, they may choose not to accept the result of the formal appeal and instead proceed to an independent review stage.

Once the independent review is complete, any remedial steps recommended by the independent review will be applied instead.

iPET Network will appoint an independent moderator to consider the case. The independent moderator will be a person with the competence required to make a decision in relation to the appeal and will not have a personal interest in the outcome. The independent moderator will not be an employee of, an Independent Assessor working for, or otherwise connected to iPET Network.

The purpose of the independent review is to ascertain if iPET Network has applied its appeals procedures fairly, appropriately and in line with its policies. The Apprentice or Training Provider must prove on the balance of probability that iPET Network has not acted in line with its appeals procedures in fairly arriving at a judgement.

The independent review would normally take the form of a desk-based review and all of iPET Network's records regarding the appeal will be made available to the moderator. It will not be possible for further materials to be submitted for consideration as part of the review by any party.

iPET Network will take any necessary steps to ensure compliance with data protection legislation.

In the event the independent review finds that iPET Network has not followed its procedures properly and fairly, it will determine any remedial action to be taken. Any fees incurred for reassessment will be refunded in full. The independent review, it may make recommendations to iPET Network on any areas for improvement it has identified through the process and any measures that could be put into place to address these.

Referral to Regulatory Authority

If an Apprentice or Training Provider continues to believe that independent moderation has not been properly followed, a complaint may be made to the regulators. iPET Network can provide advice on who to contact and which regulator is applicable to the case.

By Email to complaints.ESFA@education.gov.uk

By Letter to:
Complaints team
Education and Skills Funding Agency
Cheylesmore House
Quinton Road
Coventry
CV1 2WT

Monitoring and Review

Following an moderation decision that is upheld due to a failure in the iPET Network assessment process, or notification of failure in the end point assessment processes, will 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.

Document Control

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