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Edit Date:	01/06/22	Review Date:	01/06/23
Director Approval:	Ashley Robertson		

National End-Point Assessment (NEPA) are committed to providing a high-quality learning experience and endeavour to treat all learners fairly and consistently.

Fairness to all employers and learners is central to this policy and we are committed to quality assurance processes that are based on impartial, evidence-based judgements. However, all employers and learners are entitled to enquire about, or appeal against, assessment or other decisions.

Purpose

The purpose of this policy is to make sure that employers and learners know how they can appeal against an assessment outcome.

The policy is also intended for use by NEPA staff to ensure that all appeals assessment results are dealt with fairly and consistently.

The following instances may give rise to an appeal:

- Appeal of results on the basis that the NEPA did not apply procedures consistently or that procedures were not followed properly and fairly.
- Appeals from employers, training providers or learners relating to an NEPA decision to decline a request to make reasonable adjustments.
- Appeal from employers, training providers or learners that disagree with the outcome(s) from assessment grading, or quality assurance decisions.
- Appeals from employers, training providers or learners in relation to the outcome of an investigation into a report of malpractice and / or maladministration, including sanctions imposed.
- Appeals from an employer, training provider or learner of bias or discrimination in the assessment and grading process.

Appeals Process

Where an employer or training provider believes that either they or a learner has grounds for an appeal, they should submit it in writing. Any appeal on behalf of a learner must have the consent of the learner.

Employers and learners have 14 days from the date of the assessment to lodge an appeal with NEPA.

If an employer appeals on behalf of the learner, the employer must ensure that it has obtained the written permission of the learner(s) concerned as results can go down as well as up as a result of an investigation (i.e., a pass mark could go down to a failure mark).

The representative of National EPA at each stage will communicate the outcome to all involved.

When submitting an appeal, relevant supporting information must be supplied such as:

- Employer name, address and contact details.
- Learner's name and unique learner number
- Key date(s) the employer or the learner received notification of a decision.
- Date an assessment took place.
- Whether a remark or an administrative check is required
- Title of the learnership affected.
- A clear statement about the grounds for appeal i.e., full details of the nature of the appeal including any evidence that is relevant to the appeal and, the outcome of any investigation carried out relating to the issue and the documentation relating to that appeal (in the case of an assessment appeal, this may include the learner's work, records of assessment, internal quality assurance and the internal appeal)
- The appellant's name, position and signature

Appeals Stages

All stages of appeals must be sent to quality@nationalepa.co.uk

Stage 1

Appeals will go directly to an employee of NEPA who has had no involvement with the learner or assessment process. They will have no personal interest in the decision being appealed but have the relevant competence and knowledge to make an informed decision.

They will consider whether they agree with the decisions made. If necessary, additional information will be provided before reaching a conclusion. They will also consider whether the required procedures were followed correctly, fairly and consistently. There are two possible outcomes:

- The appeal is rejected.
- The appeal is upheld.

The recommendation will be confirmed to the appellant within 10 working days in writing.

A fee of £100 is charged for a Stage 1 appeal.

Stage 2: Independent Appeals Panel

Should the Appellant not be satisfied with the outcome of Stage 1, they have the right of further appeal to the Independent Appeals Panel.

This will be carried out by a panel of independent Consultants that are not employed by NEPA and otherwise not connected to the organisation. They will have no personal interest in the decision being appealed and have the relevant competence and knowledge to make a decision in relation to the appeal.

The Independent Appeals Panel will consider whether they agree with the decisions made. If necessary, additional information will be provided before reaching a conclusion. The Independent Appeals Panel will also consider whether the required procedures were followed correctly, fairly and consistently. There are two possible outcomes:

- The appeal is rejected.
- The appeal is upheld.

The learner or employer will receive formal notification of the outcome within 20 working days. If the appeal is upheld, the learner or employer will be told of any actions required to conclude matters

- If the appeal is not upheld the learner or employer will be given the reasons in a report
- The employer will be notified of any subsequent actions.

The decision of the Appeals Panel will be final and there will be no further right to appeal.

A fee of £300 is charged to conduct a Panel appeal. *If an appeal is upheld any appeal fees will be waived.*

Outcomes of appeals will be used to inform our self-evaluation and quality improvement activities and will feedback into our EPA development and review process where necessary.

Situations Brought to Our Attention by Ofqual

Ofqual may discover failures in the assessment process of another End-Point Assessment Organisation, and we will undertake a full review regarding our own assessment processes and policies to evaluate if this could affect our own assessment processes and arrangements.

This policy will be reviewed annually as a minimum.