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Appeals & Enquiries Policy

July 2021

Appeals & Enquiries Procedure

Rationale:

If a member of staff or student is dissatisfied with an assessment/malpractice outcome he/she has the right of appeal (also see learner induction booklets). Additional to this any learner has the opportunity to appeal any decision directly to the awarding body of the qualification being undertaken.

Definitions:

Enquiry:

The Enquiry allows centres to question the following decisions made by Awarding Bodies:

- Examination results for multiple choice examinations
- Assessment results awarded by the awarding body assessment service
- Qualification (Approval Risk) Status

Appeals:

The purpose of an appeal is to identify if an awarding body has followed the correct processes, procedures and policies for any of the items listed below. The appeal is usually a desk-based process and completed by the awarding body by people who were not involved in the original decision. These people will not be subject matter experts, but they will be experts on all the relevant processes, procedures and policies. The same process is followed for every type of appeal.

Appeals may be made against a range of issues relating to awarding body decisions:

- Awarding body declines or subsequently withdraws a Centre's approval for a qualification
- The outcome from a Malpractice investigation
- The finding of an awarding body programme mapping or RPL exercise
- An awarding body External Verifier's decision(s) in external quality assurance (EQA) of a Centre assessed learner work
- Awarding body's decision to decline a request for reasonable adjustment or access arrangements.
- Any appeals under COVID-19 ways of working or estimations will be dealt with in accordance with any revised awarding body/company revised policies.

An Independent Appeal Board

If after an Appeal you feel the awarding body still has items to answer in regards to the processes, procedures and/or policies, you have a right to request an Independent

Appeal Board consider the situation. The Board evaluates the evidence by holding a hearing.

The Independent Appeals Board exists to ensure that there is an independent route for when the appellant is not satisfied with the outcome following the Appeal. It is comprised of Senior Executive representation and additional independent representative from another Awarding Organisation.

The Independent Appeals Board is the final avenue of appeals for a candidate and/or a centre and its decisions are final.

Not all Enquiries and Appeals will take all three of the above routes, however we do ask that an Appeal is conducted before an Independent Appeal Board is requested.

We have to have some guidelines to make things fair for all, therefore these are the items which cannot be appealed:

- Centre/Provider approval to offer awarding body qualifications/programmes
- Submitted to us more than 30 working days after the key date (depending on the nature of the appeal, e.g. after completion of an internal appeals procedure; or after the EV has reported EQA decisions; or after the result has been sent to the Centre from the awarding body Assessment service, issuing of examination results)
- That took place before the awarding body received the learner's registration or after the learner's registration period has expired
- That is or should be dealt with under an employer's disciplinary or grievance procedure
- Involving points of law.

By way of summary, there are three stages of enquiry or appeal depending on the nature of the relevant decision. These are:

- Enquiry – remark or clerical check
- Appeal
- Independent Appeals Board

Internal Appeals

If a learner/member of staff feels a result presented is incorrect they are entitled to contact the centre.

- Centre Marked assessments – Contact the centre.

There are three stages within our internal appeals procedure:

Stage 1:

Appeal directly in writing to the Assessor/Lead Verifier not involved in the original decision stating:

- Points of disagreement and reasons.
- Evidence to which the disagreements relates.

(Timescale within 10 working days)

The assessor/lead verifier will be independent to any person involved in the appeal process

Stage 2:

Staff/student's who are not satisfied with the outcome of stage 1 appeal, can next appeal in writing to the Operations Director. Contact details below, including all documentation from stage 1.

(Timescales within 10 working days of receipt from decision of stage 1)

The Operations Director will be independent to any person involved in the appeal process

Stage 3:

Staff/student's who are not satisfied with the outcome of stage 2 appeal, can next appeal in writing to the Managing Director. Contact details below, including all documentation from stage 1&2. The Managing Director will set up a panel of independent personnel who have not been involved in the process prior to this hearing which may include the awarding body SV.

John Sims
Managing Director
Deere Apprenticeships Ltd
Northgate Business Centre
38 Northgate
Newark on Trent
NG24 1EZ

Carl Hardwick
Operations Director
Deere Apprenticeships Ltd
Northgate Business Centre
38 Northgate
Newark on Trent
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.NB. Stage 3 is the final decision

Deere Apprenticeships always aims to ensure that:

- Making an enquiry or appeal is as easy as possible, awarding bodies generally provide forms to aid the evidence collection.

- The review is conducted in a fair, reasonable and legal manner, ensuring that all relevant information is considered without bias
- We deal with it as promptly as possible, politely and, when appropriate, confidentially
- We respond in the right way, for example, by giving you an explanation or an apology where we have got things wrong, and letting you know what action we've taken
- We learn from appeals that were upheld and use them to improve our service.

Policy Review Record

Date of Review	Amendments	Actions	Signature
March 2013	Nil	Nil	<i>C Hardwick</i>
February 2014	Re-adjustment to terminology	Nil	<i>C Hardwick</i>
February 2015	No amendments	Nil	<i>C Hardwick</i>
July 2015	New Logo	Nil	<i>C Hardwick</i>
July 2016	No changes	No actions	<i>C Hardwick</i>
September 2016	Added text to the effect that all learners can appeal directly to the awarding body of their qualification	No actions	<i>C Hardwick</i>
July 2017	No Changes	No Actions	<i>C Hardwick</i>
May 2018	Include definitions of appeal and identify independence at each stage.	Amend learner handbooks and put new policy on Onefile	<i>C Hardwick</i>

July 2018	No Changes	No Actions	<i>C Hardwick</i>
December 2018	Include Enquires and update the policy in line with awarding body requirements	Amend learner handbooks and update Onefile	<i>C Hardwick</i>
July 2019	No Changes	No Actions	<i>C Hardwick</i>
July 2020	Included COVID-19 statement	Publish new appeals policy	<i>C Hardwick</i>
July 2021	No Changes	No Actions	<i>C Hardwick</i>