

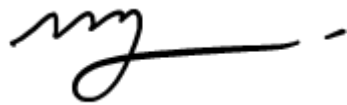


Learner Appeals Procedure

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1.0 Introduction

This procedure outlines the process by which learners can appeal decisions made about their apprenticeship programme. The aim is to ensure that all appeals are handled fairly, transparently, and consistently.

2.0 Principles

Fairness: Every appeal will be considered on its merits, and the process will be impartial.

Transparency: The appeals process will be clear and accessible to all learners.

Confidentiality: All information related to an appeal will be handled confidentially.

Timeliness: Appeals will be handled within a reasonable timeframe to ensure a swift resolution.

3.0 Appeals Procedure

The Appeals Procedure should be applied in the event that you are dissatisfied with the decisions made or feedback given by an Apprentify employee (usually, but not limited to, a Trainer, Development Coach or Internal Quality Assurer) at any stage of your programme prior to completing End Point Assessment (EPA).

There are three stages in the appeals procedure and each stage must be followed through before proceeding to the next one. You are advised to keep your own copies of all documents used in any appeals made.

The main reasons for an appeal are likely to be (but not limited to):

- You do not understand why you are not yet deemed ready to progress to EPA from the feedback provided by the Development Coach or other delivery staff.
- You believe you are ready to progress to EPA and that your Development Coach has misjudged or failed to take into account all the available evidence.
- You disagree with ongoing decisions/feedback relating to portfolio building or other programme criteria.
- You disagree with any internal quality assurance decisions made in relation to your programme evidence or achievement of a supporting qualification.

Please note: where an appeal relates to the outcome of an End Point Assessment, this will need to be addressed with the relevant End Point Assessment Organisation (EPAO), details for which can be found in paragraph 3.4 below.

3.1 Stage One

In the first instance and where appropriate you should try to resolve the issue with your Development Coach. The appeal must be in writing (email or letter). You can email direct to appeals@apprentify and clearly indicate:

- An outline of the reason for appeal
- The evidence relating to the disputed decision or feedback and summary of your claims to the contrary

If you would prefer to submit your appeal via letter, then please send to: Head of Quality, Apprentify, 25 Water Lane, Wilmslow SK9 5AR.

A written response from the Development Coach to you will be provided within five working days of the appeal being received.

3.2 Stage Two

Where you are not satisfied with the outcome of Stage 1, you should progress the appeal to your Development Coach's Internal Quality Assurer. This should be done in writing but you do not need to repeat the detail provided at Stage 1 as all existing documentation relating to the appeal will be forwarded to the Internal Quality Assurer.

The Development Coach will provide this information to you on request.

The Internal Quality Assurer will contact you within five working days of receiving the Stage 2 appeal to arrange a meeting to discuss the issue(s). The issue(s) will be considered fully and the decision made will be notified to all parties within five working days.

3.3 Stage Three

If the appeal is not resolved at Stage 2, then the Internal Quality Assurer will notify the Head of Quality.

The Head of Quality will contact you within five working days of receiving the Stage 3 appeal to arrange a meeting to discuss the appeal. The appeal will be considered fully and the decision made will be notified to all parties involved within five working days.

In the majority of cases this will conclude the appeals process. The exception to this is where the appeal relates to evidence towards an approved qualification that is certificated through an awarding organisation such as Summit. In these instances the appeal could be escalated to the awarding organisation. If you are not satisfied with the outcome of Stage 3 and wish to escalate the appeal, all details will be provided on request.

4.0 End-Point Assessment Appeals Procedure

Where an appeal relates to an End Point Assessment outcome, you should:

1. Immediately contact the EPAO, and
2. Email appeals@apprentify.com to confirm step 1 has been done, providing your name and contact details and outlining the reason for the appeal.

Please note that appeal windows vary for different EPAOs so step 2 above should be actioned within five working days after receiving your result. Where there is a valid reason for appeal, the supporting evidence will be reviewed by Apprentify's Quality Team. If the Quality Team agrees that there are grounds for an appeal, Apprentify will support you through this process and contact the relevant EPA organisation.

If after reviewing the evidence the Quality Team does not feel that there are sufficient grounds for a successful appeal you can still proceed with an appeal with the relevant EPAO. However, your decision to appeal will not be supported by Apprentify. If you decide to proceed, the appeal should then be taken up with the relevant EPAO.

Details of their procedures including time frames for appealing outcomes, can be found at the following links. If you are not sure which EPAO you need to contact, please ask your Development Coach.

Standard	EPAO
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Digital Marketer	<u>Summit Qualifications</u>
Multi-Channel Marketer	<u>Summit Qualifications</u>
Content Creator	<u>Summit Qualifications</u>
Marketing Executive	<u>CIM</u>
Public Relations and Communications	<u>1st for EPA</u>
IT Technical Salesperson	<u>Accelerate People / Summit Qualifications</u>
Data Analyst	<u>1st for EPA</u>
Business Analyst	<u>1st for EPA</u>
Software Developer	<u>Accelerate People</u>
Software Tester	<u>Summit Qualifications</u>
Data Technician	<u>1st for EPA</u>
Software Development Technician	<u>Accelerate People</u>
Information Communication Technician	<u>BCS</u>
Advertising and Media Executive	<u>Summit Qualifications</u>
Sales Executive	<u>ISP</u>
Fundraiser	<u>Aim Awards</u>
Digital Learning Designer	<u>BCS</u>
Telecoms Field Operative	<u>Smart Awards</u>
Cyber Security Technologist	<u>BCS</u>
ICT	<u>BCS</u>
Network Engineer	<u>BCS</u>
IT Solutions Technician	<u>BCS</u>

If your EPAO is not listed above, please speak to your Development Coach who will assist you.

5.0 Monitoring and Review

The Head of Quality will maintain records of all appeals and their outcomes. The appeals process will be reviewed annually or earlier if deemed necessary to ensure its effectiveness and fairness. Feedback from learners and staff will be considered in these reviews.

6.0 Communication

All learners and staff will be informed of the appeals procedure during induction and through the learner handbook.