



Community First Academy Trust

APPRENTICESHIP END POINT ASSESTMENTS

End Point Assessment Result Enquiries and Appeals Policy

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Document control

This is a SCITT policy adopted and reviewed by The Headteacher Board (HTB) and relates to all SCITT partners within the Kingsbridge Teacher Training arm. It will be displayed on <http://www.kingsbridgeteachertraining.co.uk>
This policy was drafted/updated in July 2023.
It will be reviewed annually. Next Review Summer 2024

Document Control		APPRENTICESHIP END POINT ASSESTMENTS
		End Point Assessment Result Enquiries and Appeals Policy
Version and Date		Actions/Notes
1.0	Jan 2020	Revised policy agreed by SCITT Headteacher Board
2.0	May 2021	We have updated this template privacy notice in line with recommendations made by the DfE and ESFA.
3.0	July 2023	No fundamental changes were required.
Policy Reviewed		July 2023
Policy review frequency		Annually or in line with legal or statutory guidance
Next Planned review		August 2024

Who and what is this policy for:

This policy is for employers, providers, and apprentices. It includes information about how to make an enquiry or appeal about results or assessment decisions in Kingsbridge EIP SCITT's end-point assessment service. It provides information on how to appeal decisions related to Reasonable Adjustments and special consideration. It also provides information on how to appeal decisions relating to any action to be taken against a Learner or a Centre following an investigation into malpractice or maladministration. For specific queries or matters not covered in this policy, please contact us by email at kingsbridge@cfat.org.uk

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Policy scope

- 1.1** This policy applies to Kingsbridge EIP SCITT's end-point assessment service. It is important that the provider / employer complies with this policy as this is part of your EPA service agreement with us.
- 1.2** You cannot appeal against decisions to stop your end-point assessment agreement because Kingsbridge EIP SCITT's terms and conditions have been broken (including where a member of employer or provider staff has been found guilty of a criminal offence).
- 1.3** This policy focuses on how to raise an enquiry and appeal relating to assessment results (see section 2), how to raise an appeal in relation to decisions regarding reasonable adjustments and/or special considerations (see section 3) and how to raise an appeal in relation to decisions about any action to be taken against a Learner or a Centre following an investigation into malpractice or maladministration (see section 4).

Assessment results

- 2.1** Post-result enquiries and appeals should be made after final confirmation by Kingsbridge EIP SCITT, of the overall EPA result for the apprentice. Enquiries and appeals can be requested for individual components or on the overall grade applied.
- 2.2** Where the accuracy of an assessment decision is being questioned there are three stages available:
 - 2.2.1** An initial enquiry about results review (stage 1)
 - 2.2.2** A preliminary appeal following the enquiry about results review (stage 2)
 - 2.2.3** An appeal hearing, consisting of an independent panel to evaluate the appeal (stage 3).

Stage 1 – Enquiries about results

- 2.3** For an initial enquiry of results, the provider must ensure that the apprentice has authorised the request and is aware that their grade can go up, stay the same or go down as an outcome of the enquiry. The provider should maintain a record of the apprentice's authorisation and understanding of the range of potential outcomes.
 - 2.3.1** The provider must submit an enquiry through the EPA Management System, [ACE360](#). This must be logged within 14 days of the notification of results being posted. The submit appeal dialogue box appears, enter the reason for the appeal. If required upload a document with full details of the nature of the appeal or appeals form that has been approved by your EPAO.
 - 2.3.2** Kingsbridge EIP SCITT will acknowledge the enquiry within three working days and will then undertake a clerical check to assess whether we have followed procedures that were consistent with our EPA Specification and associated materials. The enquiry will not typically involve the re-assessment of an apprentice's work; however, a review may be needed if the outcome of the enquiry requires it.
 - 2.3.3** We will respond to your enquiry within 10 working days, using the [ACE360](#) appeal function to communicate our findings. The submit appeal dialogue box appears, enter the reason for the appeal. If required upload a document with full details of the nature of the appeal.

Stage 2- Preliminary appeal

- 2.4** Following the completion of the enquiry stage, it is possible to appeal the outcome (stage 2). The apprentice and employer must provide agreement for this to take place and they must be made aware that the apprentice grade can go up, stay the same or go down as an outcome of the appeal. The provider should maintain a record of the apprentice's authorisation and understanding of the range of potential outcomes.
- 2.4.1** The provider must submit an appeal through the EPA Management System, ACE360. This must be lodged within 14 days of the outcome of the enquiry notification being posted.
- 2.4.2** Kingsbridge EIP SCITT will acknowledge the appeal request within three working days and then assign the request to an occupational expert in the standard, who has not been involved in any aspect of the assessment, internal quality assurance process or initial enquiry.
- 2.4.3** The evidence provided by the apprentice will be re-assessed and justification will be provided as to why grade criteria have and have not been awarded.
- 2.4.4** The outcome of the appeal will be posted in the appeal function of ACE360 within 30 calendar days of receipt of the appeal application.

Stage 3 – Appeal hearing

- 2.5** An appeal hearing in relation to assessment results can only be requested once stage 1 and stage 2 have been completed. An appeal hearing application should be made using [ACE360](#). The appeals feature allows any LTP user to request any appeal on behalf of an apprentice.
- 2.6** An application for an appeal hearing, should be sent to kingsbridge@cfat.org.uk within 14 calendar days of the outcome of the preliminary appeal (stage) being provided. Late applications will not be accepted.
- 2.7** The application must clearly set out both the grounds of appeal and all supporting documentation. It is important that all relevant documentation is included at this point, as there will be limited opportunities to submit additional information later in the process.
- 2.8** We will acknowledge your application within two working days of receipt, at which point, we will provide further written guidance on the Kingsbridge EIP SCITT appeals hearing process.
- 2.9** We will aim to resolve a request for an appeal hearing within 70 calendar days of the receipt of a request for an appeal hearing.
- 2.10** Following the appeal hearing, the outcome of the hearing will be communicated to the centre within five working days. A note of the hearing will be provided within 28 calendar days of the hearing.

Access arrangements, reasonable adjustments, and special considerations

- 3.1** Where an apprentice requires reasonable adjustments, access arrangements or special consideration to help reduce the effect of a disability or difficulty, the provider must indicate this on the apprentice record within ACE360, using the reasonable adjustment request feature.
- 3.2** The provider must complete the application, submitting the supporting evidence to inform EPA Delivery to make a decision, in line with the IFATE Reasonable Adjustment Matrix.

- 3.3** The decision to accept or reject will be notified within the Apprentice Record, within the shared documents.
- 3.4** If the request has not been granted, but the provider considers it should have been granted, the provider should:
 - 3.4.1** Email EPA Delivery within five working days, with further supportive evidence to confirm the apprentice's eligibility.
 - 3.4.2** EPA Delivery will then review the supportive evidence, within three working days, confirming acceptance or further justification as to why the apprentice is not eligible.
- 3.5** For decisions made pre assessment, there is no fee associated with any review.
- 3.6** Where an assessment has been conducted, without access arrangements, reasonable adjustments or special considerations being applied, these can be reviewed through a preliminary appeal (stage 2) and an appeal hearing (stage 3), where required.
- 3.7** Appeals should be sent using form [ACE360](#). Further information on appeals relating to access arrangements, reasonable adjustments and special consideration is available from the EPAO.

Malpractice

- 4.1** Malpractice in end-point assessment can occur at any stage, registration, booking, gateway, EPA assessment delivery, results, and post-results processes.
- 4.2** Providers must take all reasonable steps to prevent malpractice from occurring. These include ensuring that apprentices, providers, and employers are aware of the programme requirements, what constitutes malpractice and what the potential consequences of malpractice are.
- 4.3** Decisions relating to any action to be taken against a Learner or a Centre following an investigation into malpractice or maladministration can be appealed through a preliminary appeal (stage 2) and an appeal hearing (stage 3), where required.

Fees

- 5.1** For any enquiry about results review (stage 1), we will charge £10 per apprentice.
- 5.2** For a preliminary appeal following the initial results review (stage 2), we will charge £140 per apprentice.
- 5.3** For an appeal hearing, consisting of an independent panel to evaluate the appeal (stage 3), we will charge £180 per hearing. Please note that Kingsbridge EIP SCITT is not liable for repayment of any expenses incurred by the centre or third party in relation to the appeal hearing.
- 5.4** No fee will be charged where we uphold the appeal at the preliminary or appeal hearing stage. No fee will be charged for the initial enquiry where we identify an error that we need to correct.

Policy review date

- 6.1** This policy will be reviewed and updated in August 2024

Regulatory references

7.1 UK regulators require all awarding organisations to establish and maintain their compliance with regulatory conditions and criteria. As part of this process, policies that relate to Kingsbridge EIP SCITT's status as an awarding organisation will reference any conditions and criteria that they address.

7.2 This policy addresses the following regulatory criteria and conditions:

Qualification regulator or relevant governing body	Regulatory rule or guidance document	Regulatory condition, criteria, or principle
ESFA	Conditions for being on the register of end-point assessment organisations - GOV.UK (www.gov.uk)	Section 9
IFATE	End-point Assessment Reasonable Adjustments Guidance / Institute for Apprenticeships and Technical Education	All sections

Useful links

- **8.1** [ACE360 user guide to making an appeal](#)
- **8.2** [How to Request Reasonable Adjustments - ACE360](#)
- **8.3** [Reasonable adjustment matrix \(\[instituteforapprenticeships.org\]\(http://instituteforapprenticeships.org\)\)](#)
- **8.4** [End point assessment fees policy](#)

Your contact for this policy

If you have any queries about the contents of the policy, please contact our Trust Apprenticeship Team on: Telephone: 01942 487973