Quest Training Appeals Policy & Procedure

Overview

This document sets out Quest Training’s Appeals Policy and Procedure. This enables apprentices, who are unhappy with the results of the end-point assessment to make enquires about their results and appeal the result and grading. It sets out the process you should follow when submitting appeals to us and the actions we will take following receipt of your appeal. We aim to deal with all appeals in a timely and consistent manner.

Quest Training also has a Complaints Policy and Process, which should be used if the apprentice/learner, or employer is dissatisfied with any other aspect of their apprenticeship programme, other than in regard to learning and assessment.

This policy and procedure will be provided to all apprentices and learners undertaking an apprenticeship, or qualification with Quest Training.

Appeals

Our appeals process enables the apprentice/learner to appeal the assessment decision in relation to an individual assessment, or grading where applicable. When the appeal relates to a controlled assessment e.g. Functional Skills exam, prior to instigating the appeals process the apprentice should go through the “Enquiries regarding Results” process first (see below).

Apprentice/learners must submit the following information with their appeal request:

Employer organisation name, address and number;

* your name(s);
* the date of the assessment;
* the date(s) the apprentice/learner received notification of our assessment decision;
* the nature of the service affected, and/or the title and number of the qualification affected;
* the full nature of the appeal which must set out clearly why you think we did not apply or follow our procedures consistently or fairly

Please email or post the completed appeal request to Quest Training with any supporting evidence to us as soon as possible. The latest time we will accept an appeal is 10 working daysfrom the date of assessment, or when you received the result. Whichever is the latest.

1st Stage - Procedure for the Appeal

Quest Training will acknowledge receipt of the appeal within 48 hours. We aim to carry out the first stage of the appeals process (i.e. an initial review of the potential appeal) and respond in full within 10 working days. However, in some cases the review processes may take longer. In such instances, we’ll contact all parties concerned to inform them of the likely revised timescale.

Following the initial review of the appeal we will write to the appellant with details of our decision to either:

* amend our original decision in light of the new rationale/evidence being put forward, or
* confirm that we stand by our original decision and stating the rationale for this decision.

In instances where we advise the apprentice/learner that we stand by our original decision, we will ask them to respond, within 10 working days, whether they now accept this decision or if they wish to proceed to the next stage of our appeals process which will be carried out by an independent party.

2nd Stage - Seeking an Independent Review

If an apprentice/learner is not satisfied with the decision following the initial review and want to proceed to the next appeal stage, we will arrange for an independent review to be carried out.

This will be carried out by someone who is not an employee of ours, a sub-contractor working for us, or otherwise connected to the Quest Training. They will be a person with the relevant competence to make a decision in relation to the appeal and will have no personal interest in the decision being appealed.

The person appointed to carry out the independent review will consider all the evidence presented and the investigations and decisions made at the previous stages of the appeals process. They will also determine whether we applied our procedures fairly, appropriately and consistently in line with our policies and procedures. The decision of the person appointed to carry out the independent review is final and we will let you know the outcome of this review within 20 days of receipt of the formal appeal. However, in some cases the review processes may take longer. In such instances, we will inform the apprentice concerned of the likely revised timescale.

3rd Stage – Appealing to the Awarding Organisation

If the apprentice is still dissatisfied with the outcome of the appeal, the apprentice may appeal to the relevant awarding organisation:

BIIAB

NCFE/Cache

Pearson

Quest Training will provide the apprentice/learner with the contact details and Appeals Policy and Procedure of the relevant awarding organisation.

Enquiries about Controlled Assessment Results

Where an apprentice’s result is at variance with the apprentice’s reasonable expectations and feedback from mock assessments during their apprenticeship programme the apprentice may request an Enquiry about Results. This can be submitted once the result has been received An Enquiry Application Form is available on request to Quest Training.

An Enquiry about Results has two parts

* Administrative Check – a full check that marks have been correctly recorded and processed.
* Re-assessment with report – a full re-mark of the apprentice’s assessment by a different marker.

Fees

We may charge our apprentice/learners a fee to cover administrative and re-assessment costs. If we charge and subsequently uphold your enquiry, we will reimburse you the original charge. Our fees are available from Quest Training.

Continual Improvement

If your appeal is upheld the result will also feed into our Continual Improvement process to ensure that we use the outcome to improve the experience of future apprentice/learners using our services.