

ACADEMY4PM

EPAO Appeals Policy

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Document Control:

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Introduction

Academy4PM will establish, maintain and comply with an appeals process in relation to all qualifications which it makes available, which must provide for the appeal of:

- The results of assessments
- Decisions regarding Reasonable Adjustments and Special Consideration, and
- Decisions relating to any action to be taken against an Apprentice or a Centre following an investigation into malpractice or maladministration.

For the purposes of the above, Academy4PM's appeals process will provide for:

- The effective appeal of results on the basis that the awarding organisation did not apply procedures consistently or that procedures were not followed properly and fairly
- All appeal decisions to be taken by individuals who have no personal interest in the decision being appealed
- Appeal decisions to be only taken by persons who have appropriate competence
- The final decision in respect of the outcome of an appeal to involve at least one decision maker who is not an employee of the awarding organisation, an Assessor working for it, or otherwise connected to it, and
- Timelines for the outcome of appeals.

Academy4PM will publish information on its appeals process to enable the results of assessments to be appealed.

Where the application of an appeals process in the case of an Apprentice leads the Academy4PM to discover a failure in its assessment process, it will take all reasonable steps to:

- Identify any other Apprentice who has been affected by the failure,
- Correct or, where it cannot be corrected, mitigate as far as possible the effect of the failure, and
- Ensure that the failure does not recur in the future.

Awarding Organisation Procedures

Academy4PM has a three-stage procedure for those wishing to raise a results enquiry/appeal. The stage chosen is dependent on the grounds in which the Apprentice/Apprentice would like to progress. You have a right to submit a results enquiry/appeal without fear of reprisal or victimisation and should expect Academy4PM to deal with an appeal seriously, impartially and in confidence.

An enquiry/appeal must be received no later than 30 days after the dispatch of your results. Stages 1, 2 & 3 will incur a fee which is refundable should your enquiry/appeal be upheld. All up to date fees are available on the Academy4PM EPA Fees Policy document which can be accessed via the Training Provider or to enquire about fees please contact the EPAO Manager EPAO@academy4pm.com

Training Provider Responsibilities

Training Providers and employers must ensure that Apprentices and staff (including site, sub site and contractors) who are involved in the delivery, management, assessment and quality assurance of Academy4PM EPA, are fully aware of the contents of this policy.

It is also the responsibility of the Training Provider and/or employer to ensure that the Apprentice is aware of this policy to ensure that it is accessible should there be a need to appeal the results of an EPA.

Enquiries and Appeals

	Zero Charge Enquiry	Stage 1 enquiry	Stage 2 enquiry	Appeal
Grounds	General enquiry	Belief that a procedural error has occurred or query a grade or result	Belief that a specific marking or assessment error has occurred for questions or specific aspects of your assessment	Belief that the overall examination or End point assessment result was unjustified
Examples may include but are not limited to:	<p>Asking for clarification of the regulations, procedures or guidance</p> <p>Information on how to make a results enquiry/appeal</p> <p>Details of the resit process or the options to resit</p>	<p>Candidate query related to whether the correct results have been issued.</p> <p>You believe Academy4APM did not apply its policies of procedures consistently and properly. *</p> <p>Decisions regarding Reasonable Adjustments and Special Consideration</p> <p><i>*Please note we can only assess evidence provided at the time of assessment</i></p>	<p>Disputing the previous appeal stage outcome</p> <p>Specific marking/assessment concerns relating to:</p> <p>Questions within your written examination or professional discussion.</p> <p>You believe that Academy4PM did not apply its policies and procedures consistently or properly *</p> <p><i>*Please note we can only assess evidence provided at the time of assessment</i></p>	<p>Disputing the previous appeal stage outcome</p> <p>Disputing the overall unsuccessful result awarded</p> <p>Disputing the outcome of an accreditation or recognised assessment application</p>
Indicative outcome timescale	Within 2 working days*	Within 10 working days of receipt of payment*	Within 15 working days of receipt of payment*	Within 6 working days of receipt of payment*

*Timeframes may vary depending on the nature of the enquiry and the level of Investigation required.

For zero charge enquiries please email EPAO@Academy4pm.com. You may skip the zero-charge enquiry, but each subsequent stage must be completed before being escalated to the next appeal stage.

Employers and Training Providers must have the consent of the Apprentice before making an application and ensure that the Apprentice understands all the possible outcomes.

Stage 1 Enquiry

Following the initial enquiry stage made with Academy4PM, you may wish to raise a stage 1 Enquiry. For a Stage 1 Enquiry, please complete the web form at Annex A - Submission of Stage1 form, must be sent to appeals@academy4pm.com, within 30 working days of your EPA Result or Reasonable Adjustment decision being issued to the Training Provider.

This stage will initially be fully investigated by the IQA who will consider any queries and will aim to inform the Training Provider of the decision within 10 working days from receipt of payment. Academy4PM IQA with complete Academy4PM EPA Enquiry Outcome Report (Appendix 2) for ALL enquiries, the report will be sent directly to the Training Provider within 10 working days of the enquiry decision.

If an appeal is submitted, you may choose to withdraw the appeal at any time.

Stage 2 Enquiry Procedure

Following the stage 1 Results Enquiry, if the Training Provider or Apprentice wishes to challenge the outcome, they can then escalate the enquiry to a stage 2 enquiry within 10 working days of the result of Stage 1 being issued. Academy4PM will undertake an internal review of the appeal to reach an outcome.

A stage 2 enquiry will be managed by the Quality Manager, with support from other members of the Quality Assurance Team not involved in the original assessment(s) and who do not have any conflict of interest which may affect the outcome.

For a stage 2 enquiry there are two possible outcomes:

- The enquiry is upheld because the correct processes, procedures and/or policy documents were not followed. Academy4PM will inform all parties in writing of this decision.
- The appeal is rejected because the correct processes, procedures and/or policy documents were followed. If this is the case, Academy4PM will inform all parties in writing of the decision and inform the appellant details of how to move to stage 3 appeal.

Stage 3 Independent Review

Whilst all appeals are normally resolved at stage 1 or 2, if you do not feel the appeal has been satisfactorily resolved, you have the right to take the appeal to stage 3, whereby an Academy4PM Appeals Panel will consider all evidence and assess whether procedures were followed consistently and applied properly and fairly in line with our policy to arrive at a judgement.

For all stage 3 appeals, the Panel will include an assessor, an independent person (who will not be/will not have been an Academy4PM employee or Academy4PM external contractor at any time) and the appointed Chair of the Panel who will usually be the Operations Manager.

The Panel members will have appropriate competence, knowledge and skills and will not have been involved in the original decisions or processes, at the Enquiry about Results stage, or have been

involved in the original appeal decision and will not have a personal interest in the appeal outcome. The Panel will review the appeal application, supporting documents and any records relating to the original decision.

The Appeals Panel's decision is final and Academy4PM will inform you of the outcome within 6 weeks from receiving the stage 3 appeal payment. If circumstances require additional time, Academy4PM will keep you informed about the progress and likely timescale for resolution.

We'll always aim to deal with enquiries/appeals quickly and within the specified timescales. However, if it's clear the matter will require a further detailed investigation, we'll keep you informed of the investigation process and progress at regular intervals.

Please note:

- Academy4PM reserves the right to advise on an alternative stage or reject a request depending on the information submitted.
- By attending the assessment, candidates have confirmed they are fit to do so; no appeals will be heard concerning a candidate's wellbeing during the assessment as this should have been addressed at the time to either your accredited Training Provider or Academy 4PM directly.
- We're unable to provide further feedback or share candidate answers. For professional discussion, we use a question bank which is in constant circulation and are therefore, unable to release candidate's scripts which would compromise the security and integrity of the question bank. Candidate's scores are released per assessment criteria, and this is the only level of feedback that's provided.
- An enquiry/appeal cannot be submitted based on technical difficulties or issues as these should be notified at the time of sitting the examination.
- It's not possible to provide an uplift in scores or dispensation because of any technical issues encountered.
- Academy4PM are not obliged to pursue payments regarding any appeal lodged by an Apprentice.
- Failure to receive payment for enquiries within the allocated 30 days will result in the appeal being closed.

Recording of Enquiries about Results and Appeals

All Enquiries and Appeals that are received by Academy4PM will be recorded on a Register for audit and regulatory purposes including for review periodically by the Scheme Committee.

Compliance with Ofqual's appeals and complaints process

Academy4PM must comply with the requirements of any appeals and complaints process established by Ofqual in the form in which it may be published by Ofqual and revised from time to time.

Academy4PM must give due regard to the outcome of any such appeals or complaints process in relation to a qualification which it makes available.

Where the application of any such appeals or complaints process in the case of an Apprentice leads an awarding organisation to discover a failure in its assessment process, it must take all reasonable steps to:

- identify any other Apprentice who has been affected by that failure
- correct or, where it cannot be corrected, mitigate as far as possible the effect of the failure, and
- ensure that the failure does not recur in the future.

Where Ofqual notifies the Academy4PM of failures that have been discovered in the assessment process of another awarding organisation, the Academy4PM must review whether a similar failure could affect its own assessment process.

Where, following a review, the Academy4PM identifies such a potential failure, it must take the same action as if a failure has been discovered in relation to it by virtue of the application of Ofqual's appeals and complaints process.

Policy Review

This policy and the arrangements for its implementation will be reviewed by the Executive Director and/or Operations Manager in conjunction with staff on an annual basis.

Interim reviews will take place if any adverse effects or issues are identified as part of ongoing quality assurance and monitoring.

Appendix A – Enquiry/Appeal Request Form

Apprentice Name:	
Email Address:	
Contact Number	
Individual Apprentice Number:	
What standard are you enquiring/appealing against?	
Date of Exam/Interview/Application:	Click or tap to enter a date.
Training Provider:	
Enquiry/Appeal Stage required:	Choose an item.

Please provide full details of your results enquiry/appeal and evidence the specific area or process you would like to enquire/appeal against

I agree to pay the administration cost for the enquiry/appeal administration (to be refunded if enquiry upheld)

Invoice Name:		Invoice Email:	
Invoice Organisation:		Invoice Address:	
Purchase Order number if applicable:			

Print Name:		Signature:	
Date:		Organisation:	

Appendix 2 – Academy4PM EPA Enquiry Outcome Report

Apprentice Name:			
EPA Standard:			
Enquiry Review Date:		Enquiry IQA:	

Grounds for Enquiry			
Procedural Error		Result	

Enquiry Outcome			

IQA Signature:		IQA Date:	
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