

## Enquiries policy and process

Regulatory References	D4, I2
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### Purpose

The purpose of this policy is to outline the steps a learner/apprentice or centre must take when making an enquiry.

### Who does this policy/process apply to?

Enquiries can be made by Head of Centre on behalf of the centre or individual learner/apprentice, or a cohort of learners/apprentices. Individual learners undertaking qualifications can enquire provided they have already exhausted the centre enquiry and appeals process. Apprentices can enquire regarding the End-point assessment process or results.

### When to use this policy

This policy is aimed at our centres and learners/apprentices, who are using, or have used, any of the products or services offered by Innovate Awarding, and wish to make an enquiry regarding:

- The process or results of end-point assessment
- The results of assessments
- Decisions regarding Reasonable Adjustments and Special Considerations
- Decisions relating to any action to be taken against a learner or a centre following an investigation into malpractice or maladministration, or decisions relating to Recognition of Prior Learning

### The policy

#### Response times

We will usually acknowledge receipt of all enquiries the same day, and definitely within two working days. A decision will be made and communicated to you within a maximum of 21 working days.

#### Where other learners/apprentices may be affected by Innovate Awarding decisions

In cases where the result or outcome of an enquiry may affect other learners/apprentices or centres, then appropriate action will be taken dependent upon the nature of the enquiry.

This action could include a full review of standardisation procedures or processes, training for Innovate Awarding or centre staff, additional sampling of learner assessments or additional quality assurance support to the centre.

We will always keep learners and centres informed of our actions.

### **How to make an enquiry**

The enquiry must be made within 10 working days of the centre or learner/apprentice being informed of the decision or outcome.

Apprentices who wish to make an enquiry about the end-point assessment process or decision should do so in writing.

Learners who wish to make an enquiry about their assessment results, or a decision affecting their learning, should either be supported by the centre or have already exhausted the Centre enquiry and appeals process.

## **The enquiry process**

### **End-point Assessment**

An enquiry must be submitted in writing to Innovate Awarding using the enquiry form on EPA Pro.

### **Qualifications**

An enquiry must be submitted in writing to Innovate Awarding using the Centre enquiries form or Learner enquiries form; copies can be downloaded from our website, [www.innovateawarding.org](http://www.innovateawarding.org)

The forms prompt the centre or learner for the information we require, and these forms and any supporting documentation should be sent to Innovate Awarding.

### **By post:**

Innovate Awarding  
Wainbrook House  
Hudds Vale Road  
Bristol  
BS5 7HY

### **Or by email to:**

[contactus@innovateawarding.org](mailto:contactus@innovateawarding.org)

### **Next steps**

The enquiry will be reviewed by the Head of Compliance. They may come back and ask for additional information or even request a visit to a centre.

We will inform the centre or learner of our decision as soon as possible, but always within 21 working days of receipt of the enquiry.

If a learner or a centre is not satisfied with the outcome of the enquiry then an appeal may be made to Innovate Awarding's appeals panel. Please see our Appeals policy and procedure.

## Help and guidance

If you would like to talk to an Innovate Awarding member of staff about any aspect of this policy or process, then please email us at [contactus@innovateawarding.org](mailto:contactus@innovateawarding.org) or telephone 0117 314 2800.

## Associated policies/documents

- Appeals log
- Appeals policy and procedure
- Enquiry form - centre
- Enquiry form - learner
- Appeals form – centre
- Appeals form – learner
- Reasonable adjustments and special considerations policy
- Recognition of prior learning policy
- Malpractice and maladministration policy
- Complaints policy
- Complaints procedure