

## Appeals policy and process

Regulatory references	I1, I2
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### Purpose

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

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

This policy is aimed at centres/employers and learners/apprentices, who are using, or have used, any of the products or services offered by Innovate Awarding, and want to submit an appeal regarding:

- The results of assessments
- Decisions regarding an enquiry
- Decisions regarding Reasonable Adjustments and Special Considerations
- Decisions relating to any action to be taken against a learner/apprentice or a centre/employer following an investigation into malpractice or maladministration, or decisions relating to Recognition of Prior Learning
- The way in which a complaint has been handled
- When to use this policy

Appeals can be made by Head of Centre or manager on behalf of the centre/employer or individual learner/apprentice, or a cohort of learners/apprentices. Individual learners undertaking qualifications can appeal provided they have already exhausted the centre appeals process.

### The policy

#### Response times

We will usually acknowledge receipt of all appeals 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.

#### Fees

Innovate Awarding charges a fee for an appeal. The amount we charge is detailed within our Fees List, available to download on our website, [www.innovateawarding.org](http://www.innovateawarding.org)

We will only charge a fee if the appeal is not upheld. We do not make any charges for appeals against malpractice decisions, access arrangements, centre approval decisions or other procedural decisions.

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

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

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

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

### **How to appeal**

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

Learners/apprentices who wish to appeal their assessment results, or a decision affecting their learning/achievement, should either be supported by the centre/employer or have already exhausted the Centre appeals process if the appeal is relating to a qualification.

### **The process**

A formal appeal must be submitted in writing to Innovate Awarding using the Centre/employer appeals form or Learner/apprentice appeals form; copies can be downloaded from our website [www.innovateawarding.org](http://www.innovateawarding.org)

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

#### **By post:**

Innovate Awarding  
Block F  
291 Paintworks  
Arnos Vale  
BS4 3AW

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

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

The appeal will be reviewed by Innovate Awarding's appeals panel.

This panel comprises of a minimum of five of the following people:

- Independent person with knowledge of the awarding sector (this person's participation on the panel is compulsory)
- Managing Director of Innovate Awarding
- Head of Compliance
- Head of Operations
- Head of Product and Assessment Services
- Head of Assessment Delivery
- End Point Assessment Manager (EPAM) with subject specialism
- Product Manager (PM) with subject specialism
- Development Manager
- Technical Assessment Manager

They will meet to review all the evidence submitted as well as reviewing the procedures followed to ensure we have applied them consistently and fairly and in line with our policy. The Appellant will also be invited to attend the meeting in person.

The panel may ask for additional information or even request a visit to a centre.

The decision of this panel is final, and we will inform the centre or learner as soon as possible, but always within 20 working days of receipt of the appeal.

## 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
- Enquiries 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