



Appeals Procedure

We aim to give everyone an excellent experience when dealing with A2A Training.

This policy is applicable to all candidates using our services, training providers and colleges, and to support staff in understanding how to process appeals.

We welcome your comments, suggestions, and feedback about the service you have experienced. Although many issues can be dealt with less formally, this policy provides a formal route for dealing with a decision with which you disagree. All candidates have the right to challenge the assessment decision made by an assessor.

All apprentices have the right to challenge the decision of the assessor, internal verifier or IQA.

This procedure is applicable to all candidates who have been assessed with us for qualifications through Highfield, or for end point assessment.

We cannot be held responsible for any appeals in relation to their training providers' assessment decisions, internal or external quality assurance procedures, or other decisions not made by us.

We aim to ensure that:

Making an appeal is as easy as possible

The review is conducted in a fair, reasonable, and legal manner, ensuring that all relevant information is considered without bias.

We deal with it as promptly as possible, politely and, when appropriate, confidentially.

We respond in the right way, for example, by giving you an explanation or an apology where we have got things wrong, and letting you know what action we've taken.

We aim to learn from appeals that are upheld and use them to improve our service. Appeals are dealt with by someone not involved in the original assessment decision.

Appeals may be made against a range of issues relating to A2A Training's decisions:

Results of assessments – decisions made by the A2A Training including:

- Pass/Fail/Merit/Distinction grades if appropriate
- Where we decline a request for Reasonable Adjustment or special considerations
- Where we reject Gateway.

Some things that cannot be appealed include (not exhaustive):

- Items submitted to us more than 20 working days after the key date (depending on the nature of the appeal)
- Issues that took place before the centre received the learner's registration or after the learner's registration period has expired
- Issues that have been or should be dealt with under an employer's disciplinary or grievance procedure
- Issues involving the training provider or college
- Issues involving points of law
- Issues that took place prior to our involvement

Candidates Appeals Procedure

1. The following steps are to be followed if a candidate wishes to appeal against an assessment decision:
 - . Phone or email us to discuss your concerns or complete the form at the end of this policy
 - . We will log all appeals or complaints and aim to resolve as quickly as possible
 - . If the appeal is in relation to a potential grade change a fee is payable
 - . Apprentices should seek support from their training provider, if possible, in advance of any appeal or complaint but this is not mandatory

- . We reserve the right to charge a fee of up to £300 for remarks, where the re-mark result is in the favour of the appellant, we will refund the fee in full within 7 working days of the outcome
- . Where a results query is received, all original assessment materials will be directed to an assessor who has not been involved in the original assessment to make an independent decision
- . This will then be referred to the compliance manager
- . This result is then final and further correspondence will not be entered into in relation to results (our complaints policy can then be used if needed)
- . Queries and complaints will be handled effectively and as quickly as possible, we aim within 7 working days of receipt but reserve the right to investigate, and provide a response within 60 working days where this may be of a complex nature
- . We reserve the right NOT to progress with an appeal where there is not a clear and complete application
- . We will inform IfATE and/or Ofqual, Ofsted, other relevant organisation if required and co-operate with any investigation deemed necessary by them.

Note:

Comprehensive records will be made of any appeal and subsequent actions and findings in line with due process and procedures. All will be recorded in SMT meetings or other appropriate minutes and open to the board of governors.

Ofqual Learners registered on any regulated qualification have a further right of appeal to Ofqual. However, the regulator requires that A2A Training's appeals process is exhausted first.

Refer to <http://ofqual.gov.uk/complaints-and-appeals>

Scottish Qualifications Authority (SQA) Learners registered on a Scottish Vocational Qualification that is regulated by the Scottish Qualifications Authority (SQA) have further right of appeal to the SQA.

Escalating Appeals

Appeals should first be sent to the address below for A2A Training. Appeals can also be made via email to Info@a2atraining.co.uk and must be clearly marked as such.

Applicability

This policy is applicable to all candidates using our service, training providers and colleges, and may also support staff in understanding how to process appeals.

Types of appeal may include:

Appeals of varying nature from providers, apprentices, candidates, or employers
Appeals in relation to the grade awarded or completeness of portfolios of evidence
Appeals relating to our decision to decline a request to make a reasonable adjustment or give special consideration
Appeals relating to a decision following an investigation into malpractice or maladministration or other such query
Appeals in relation to the types of evidence we will accept
This list is not exhaustive and there may be other examples where this policy is applicable

Some things that cannot be appealed include:

Appeals made more than 20 working days after the event date or relevant event leading to the appeal
Issues that may have occurred prior to the candidates' interaction with us
Issues that have been or should be dealt with under an employer's disciplinary or grievance procedure
Issues involving points of law
Issues relating to any part of the qualification (such as an apprenticeship) that we have not been involved in
Issues involving the training provider, employer, or college
This list is not exhaustive and there may be other examples where appeals may not be relevant under this policy

Overview of our appeals process:

Appeals of all types, including those not related to assessment results, follow the process below

<p>Fee for appeals</p>	<p>There are no charges for appeals, other than there is a £300 fee for an appeal that relates to a grade change. This is non- refundable if the appeal is unsuccessful</p> <p>We will refund the fee in full following the outcome of an appeal where a result is higher than initially awarded, or in the case of other successful appeals at the discretion of the Director and/or Quality Assurance Manager</p>
<p>Timelines</p>	<p>Appeals must be received in writing within 20 working days of the event which is being appealed about (e.g., The date of the EPA event). All appeals should be submitted using the form at the end of this document</p>
<p>Appeals must be made in writing to</p>	<p>info@a2a-training.co.uk</p>
<p>Format of appeals</p>	<p>All appeals must be sent to us using the form provided within this policy</p> <p>If there is an instance when this cannot be done, please email any queries to info@a2a-training.co.uk</p>
<p>Appeal reviewer</p>	<p>Appeals are dealt with by the compliance manager, who will review the nature of the appeal, investigate fully, and ask for subject matter experts, other suitable staff, IQAs, IEPAs not involved in the original decision (as required) to review evidence again, including, but not limited to a full remark, reassessment, and QA</p>
<p>Informing other organisations</p>	<p>We will inform IfATE and/or Ofqual, Ofsted, AO (Highfield) or other relevant organisation if required and co-operate with any</p>

	investigation deemed necessary by them, in writing and as soon as practical
Incomplete applications	We reserve the right NOT to progress with an appeal where there is not a clear and complete application
Apprentice approval for an appeal	Our Compliance Manager will contact the apprentice, prior to any appeal being investigated to gain approval to proceed in writing and inform the apprentice that grades can be downgraded as a result of a re-assessment. We will accept this via email
Payment of fees for appeals	Upon receipt of a request to invoke the appeal process we will invoice the training provider, appellant, or their employer or other representative and the appeal fee needs to be paid within 7 working days
Refunded fees following a successful appeal	The appeal fee will be refunded in full if the appeal is successful, for example if a grade is increased. We will refund within 7 working days of the close of the appeal. An example of a successful appeal could be one where a grade has been increased from a pass to a distinction. Outcomes are final
Acknowledgement of appeals	We aim to acknowledge receipt of the appeal within five working days via email or letter
Formal recording of all appeals	We will log all formal complaints centrally
Providing progress updates	Appeals can be complex and may require gathering additional expert opinion and a full investigation. We aim to give an update on the appeal with 10 working days.
Outcome of appeals	Due to the complex nature of appeals we will respond formally and finally within 60 days. Our decision will be final
Complaints	Please refer to our complaints procedure if required

Appeals that cannot be resolved by us

We have an arrangement in place with QTS Global, who have agreed to be our independent organisation to review any complaints or appeals in the instance that this is something we cannot solve in the first instance. QTS global are on the APAR, and are a long-established apprenticeship training provider.

With approval from the complainant, apprentice and/or training provider as applicable, and in accordance with GDPR we will send all details of the complaint via email and abide by their recommendations for solutions/outcome as well as implement suitable and practical changes to our processes and procedures if needed.

QTS Global can be contacted via their website:

[QTS Global – Quality Training Solutions \(qts-global.co.uk\)](http://qts-global.co.uk)

Annex A: Candidate Appeal Form

Candidate Appeal Form

£300 fee for appeals about grades. If a grade is increased as a result of the enquiry, the £300 fee will be refunded. This must be paid prior to the re-assessment of the EPA. Please note, grades can go down as well as up as a result of an appeal. All Enquires will be completed within 60 working days of receipt. Please email in the first instance info@a2atraining.co.uk

Appeals panel comments – to be completed by a member of the Appeals Panel

Outcome

Refund of fees Y/N and accounts dept advised

Appeals Panel Signature:		Date:	
External Verifier Signature if applicable		Date:	

Appeal Investigation Form

Appeal details	
Appeal dealt with by	
Date of responses at each stage of appeal	
Overview or notes	

All correspondence signposted/dates etc.	
Outcome and next steps if applicable	