

Appeals Policy

Responsibility:	Liz Scott-Walter, Responsible Officer	Date doc. approved:	V4.0 September 2025
Print name sign off:	Simon Little, Managing Director	Last review date of doc:	V1.0 Nov 2020 V2.0 June 2022 V3.0 August 2023
Signature:		Next review date:	V4.0 September 2026

Document Control

Version Number	Date	Changes
V4.0	18 September 2025	<ul style="list-style-type: none"> ▪ Changed name of Responsible Officer (RO) ▪ Amended appeal process to 14 days from the date of the assessment outcome. ▪ Added Independent Training Provider to Section 5. ▪ Additional cost of £100.00 for Stage 1 appeal, £300.00 for Stage 2 appeal.

Please Note: This policy has been reviewed at a time when apprenticeship reform is in progress and organisations are transitioning from End-Point Assessment Organisations (EPAOs) to Assessment Organisations (AOs), and from end-point assessment to apprenticeship assessments. The terminology used within this policy is EPAO and End-Point Assessments (EPA), to be updated to AO etc. once that transition is complete.

Section 1.

Introduction

BPN is committed to providing a high-quality assessment experience for all their apprentices and undertake to treat each apprentice fairly and consistently.

Fairness to all employers and apprentices is central to this policy and we are committed to quality assurance processes that are based on impartial, evidence-based judgements. However, all employers and apprentices are entitled to enquire about, or appeal against, the assessment or any other decisions.

Section 2.

Purpose

The purpose of this policy is to make sure that employers and apprentices know how they can enquire about EPA, or appeal against an outcome of an EPA.

The policy is also intended for use by BPN staff to ensure that all enquiries about results and appeals are dealt with consistently.

Section 3.

Definitions

The following instances may give rise to an appeal:

- Enquiries from an employer or apprentice who is not satisfied with an assessment result that has been set and marked by BPN.
- Appeal from an employer or apprentice of final grading decisions awarded by BPN, on the basis that BPN did not apply procedures consistently or that procedures were not followed properly and fairly.
- Appeal from an employer or apprentice relating to a BPN decision to decline a request to make reasonable adjustments.
- Appeal from an employer or apprentice in relation to the outcome of an investigation into a report of malpractice and/or maladministration including sanctions imposed.
- Appeal from an employer or apprentice of bias or discrimination in the assessment and grading.

Section 4.

Out of Scope for Appeal

The following cannot be appealed:

- Appeals submitted more than 10 working days after the End-Point Assessment outcome has been communicated to the apprentice by BPN.
- Events / activities that took place before BPN received the apprentice registration details.
- Anything that should be dealt with under the employer's own disciplinary or grievance procedure.
- Anything involving a third party awarding organisation of regulated qualifications that have been delivered as part of the apprenticeship (either mandatory or non-mandatory)
- Anything involving the apprenticeship on-programme delivery and activities.

Section 5.

The Process

Where an Independent Training Provider, employer, or an apprentice believes they have grounds for an enquiry or an appeal, they should submit it in writing. (Section 10). Any appeal on behalf of the apprentice must have the consent of the apprentice.

Independent Training Provider, employer, or an apprentice have 10 days from the date of the

assessment notification to lodge an appeal with BPN-EPAO.

If an employer enquires or appeals on behalf of the apprentice, the employer must ensure that it has obtained the written permission of the apprentice(s) concerned as results can go down as well as up as a result of an investigation i.e. a pass mark could go down to a fail mark.

When submitting an enquiry or appeal, relevant supporting information must be provided, such as:

- Employer name, address and contact details.
- Apprentice's name and unique learner number.
- Key date(s) the employer or the apprentice received notification of a decision,
- Date the assessment took place.
- Whether a remark or an administrative check is requested.
- Title of the apprenticeship affected.
- A clear statement of the grounds for the enquiry and / or appeal i.e. full details of the nature of the enquiry or appeal including any evidence that is relevant to the enquiry or appeal.
- The appellants' name, position, and signature.

Section 6.

Enquiry Handling

When an apprentice's assessment results vary considerably from the result they expect, the apprentice may make an enquiry about the assessment result to BPN. An enquiry about results is a formal request, in writing, for a review of an assessment result.

An employer may make an enquiry about an assessment result on behalf of one or more apprentices. Apprentices should discuss their case with their employer before a request is made. It is only possible to request an enquiry for an assessment that was completed by BPN.

Section 7.

Appeals Handling – Stage 1

On receipt of an appeal, the responsible officer will convene a panel made up of two senior members of BPN staff not involved in the circumstances surrounding the appeal, and that have no personal interest in the outcome of the review or appeal decision.

The panel will undertake an initial assessment of the potential appeal to ensure the application is complete within the scope of the policy, and to ascertain if the issue can be resolved before it goes to a formal appeal. A BPN employee or associate who is independent of the matter under review may provide specialist knowledge input to the panel.

If the request falls within the scope of the policy the appellant will be notified within five working days.

The panel will consider the evidence submitted and, if necessary, request that additional

information be provided before reaching its conclusion. The panel will consider whether the required procedures were followed correctly and whether they were applied fairly, consistently, and properly in arriving at judgements.

The panel will recommend either the appeal is:

- Upheld; or
- Not upheld

The recommendation will be confirmed to the appellant within 10 working days of receipt of the appeal.

- If the review upholds the appeal, the apprentice or employer will be advised of any actions required to conclude matters and any fees will be refunded.
- If the review does not uphold the appeal, the apprentice or employer will be told that they may make a formal appeal to the Independent Appeal Panel.

**A fee of £100.00 is charged for a Stage 1 appeal.*

Section 8.

Independent Appeals Procedure – Stage 2

If an appeal has not been upheld at Stage 1, the appellant may request in writing that an appeal be passed to BPN's Independent Appeal Panel for decision. The written request must be made within 10 working days of the notification of the review, re-mark, appeal, or administrative check decision. The written request must be emailed to the BPN Responsible Officer at epa@bestpracticenet.co.uk, and must state clearly the reasons for the request, i.e. what aspects of the decision they disagree with and why, and/or what aspects of the appeal they are dissatisfied with, and why.

The terms of reference for the Independent Appeal Panel can be found at the rear of this policy in Appendix 2. All requests will be acknowledged within 5 working days of receipt.

BPN's Independent Appeal Panel is made up of a member of the senior leadership team, a subject specialist that has not been involved in the original appeal and an independent person who is not employed by BPN, or connected to the organisation in any other way, and has the appropriate knowledge and skills to make a decision on the subject matter.

If a request to the Independent Appeals Panel is agreed by BPN, the panel will convene within 10 working days of the request being received. The panel will evaluate all the evidence submitted and decide if BPN has, in the original appeal, applied the Appeals policy and procedures fairly, appropriately, and consistently.

It will recommend either the appeal to Independent Appeals Panel is:

- Upheld; or
- Not upheld

The decision of the Independent Appeal Panel is final and there will be no further right to appeal.

**A fee of £300.00 is charged for a Stage 2 appeal. If an appeal is upheld any fees will be waived.*

Section 9. Notification of Outcome of Appeal

The apprentice or employer will receive formal notification of the Stage 2 outcome within 20 working days of the start of the independent appeal process:

- If the appeal is upheld, the apprentice or employer will be told of any actions required to conclude matters.
- If the appeal is not upheld the apprentice or employer will be given the reasons in a report.
- The employer will be notified of any subsequent actions.

All initial enquiries, appeals and subsequent outcomes are reported to BPN Governing Body. The appeal and its outcome will be used to inform our self-assessment and self-evaluation activities and will feedback into our EPA development and review process where necessary.

Section 10.

Contact Information

If you have any queries relating to enquiries and appeals, please contact BPNs EPA Quality and Compliance team in writing:

Email: epa@bestpracticenet.co.uk

Post: Best Practice Network EPAO

Newminster House, 27-29 Baldwin St

Bristol, BS1 1LT

Appendix 1 Independent Appeals Panel Terms of Reference

BPN Independent Appeals Panel shall consider and determine appeals submitted to it by those wishing to challenge a decision or decisions reached during the appeals process.

Composition

BPN Independent Appeals Panel is made up of a member of the senior leadership team, a subject specialist that has not been involved in the original appeal, and an independent person that is not employed by BPN, or in any other way connected to the organisation that has the appropriate knowledge and skills to make a decision on the subject matter. A member of BPN administrative team shall be present at each meeting of the panel to take notes of the meeting but shall not be involved in the appeal proceedings.

Proceedings of Meetings

The panel may appoint advisers to provide advice at the meeting but they will not be involved in the decision making process of the appeal outcome.

The panel shall convene when necessary to ensure that appeals are heard promptly. This will usually be within 10 working days of the appeal being received by BPN Senior Responsible Officer.

At each meeting of the panel all members must be present for the proceedings to be valid, except in the event of exceptional circumstances outside the control of the panel or any member.

The panel will review the original appeal decision and any further evidence provided by the appellant as part of his / her request for an appeal to ensure that procedures were applied consistently, properly, and fairly.

The Chair may, at their discretion, adjourn or suspend proceedings for any such period as the Chair deems reasonable if the additional information is not readily available or arrangements need to be made to visit a centre.

The Chair of the panel will notify the appellant, in writing, of the panel's decision within 20 working days, and the Chair of the governing body.

All notes of the proceedings shall be evidence of the appeal and must be kept securely in BPN electronic information management system for a minimum of 3 years.