

Responsibility:	Director Quality & Compliance	Date doc. created:	February 2025
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Owner and version control

Appeals Policy

Introduction

Best Practice Network is committed to ensuring fairness and transparency in its practices, conducted according to agreed policies and procedures. This appeals policy ensures that no apprentice, applicant, or candidate is prejudiced or disadvantaged by using this policy.

Scope of the Policy

This policy applies to:

- Candidates, trainees, and apprentices
- Parents, guardians, or carers acting on behalf of students under 18 or vulnerable adults

Definition of an Appeal

An appeal is defined as a formal request for the reconsideration of:

1. A decision to reject an application or remove (withdraw) a candidate from a programme:
 - If Best Practice Network has not adhered to its policies or relevant legal requirements.
 - If evidence of bias or prejudice is found.
2. A “Not Met” outcome of a summative assessment:
 - If Best Practice Network has not followed its marking policy.
 - If the mark scheme was not correctly applied.
 - If evidence of bias or prejudice is identified.

How to Make an Appeal

1. For Employers: Employers should first discuss the issue with:
 - The apprentice’s tutor
 - The Apprenticeships Director

2. For Applicants, Candidates, or Apprentices: Appeals should be submitted via email to: feedback@bestpracticenetwork.co.uk . Appeals will only be accepted from the individual concerned unless the appellant is under 18 or a vulnerable adult.

Submission Deadline

- Appeals must be lodged within 21 days of the date the decision was communicated.

Procedure

Once an appeal is lodged:

1. **Notification:** The Programme Director will be notified immediately.
2. **Acknowledgment:** The appeal will be acknowledged in writing within 48 hours, including an estimated timeline for resolution.
3. **Investigation:**
 - The Programme Director will log the appeal in the Best Practice Network (BPN) Appeals Log.
 - An investigation will commence promptly.
 - Updates will be provided to the appellant throughout the process.
4. **Resolution Timeline:**
 - Appeals will be resolved within 20 working days.
 - If delays occur, reasons and a new target date will be communicated.
5. **Documentation:**
 - Appeals and feedback are reviewed in monthly programme reports and senior management reviews.
 - Training needs identified from appeals will be addressed immediately.

Outcomes of Appeals

1. **Reconsideration of Decision:** If a breach of policy, national regulations, or evidence of bias is found:
 - The rejected application or withdrawn candidate will be reconsidered.
 - If re-engagement occurs but the original entry point is no longer possible, an alternative entry point will be offered.
2. **Upheld Decisions:** If the investigation upholds the original decision, a written explanation will be provided.

Escalation Process

1. **Internal Escalation:** If dissatisfied, the appellant may write to the Director of Quality & Compliance, stating the reasons for dissatisfaction and the desired outcome.
 - The Director will review and make a final decision.

- No further correspondence will be entered into once the final decision is communicated.

2. External Escalation:

- If unresolved internally, complaints relating to services, courses, or qualifications can be escalated to an external agency, funding body, or awarding organisation.
- External bodies typically expect internal processes to be completed first.

Awarding Organisations and External Regulators

Highfield Qualifications

[www.https://www.highfieldqualifications.com](https://www.highfieldqualifications.com)

Alternatively, please speak to the Highfield Qualifications team on 01302 363277.

Ncfe

<https://ncfe.org.uk/customer-and-learner-support/contact-us/>

Alternatively, please speak to the Ncfe on 0191 239 8000.

NQUAL – End Point Assessment

<https://www.nqual.co.uk/contact-us>

Department for Education

[https://form.education.gov.uk/service/Contact the Department for Education](https://form.education.gov.uk/service/Contact_the_Department_for_Education)

Ofsted

www.ofsted.gov.uk

Ofqual

complaints@ofqual.gov.uk

This policy ensures transparency and equitable treatment for all stakeholders in the appeals process.