

APPRENTICE APPEALS PROCEDURE

1 – Policy Overview

1.1 – Policy Statement

In the instance that an apprentice is not happy with the service that they have received from Projecting Success, it is important that is brought up with appeals team and dealt with in the correct way.

This policy is directed towards all Projecting Success staff that are involved in the management, training or assessment and quality assurance of the Academy 4PM Level 4 Data Analyst Apprenticeship. The staff member taking the complaint should always be friendly, polite, and helpful; and try their best to resolve the problem if possible. It is integral that all apprentices will be made aware of the content of this policy.

1.2 - When is an Appeal Necessary?

- If an apprentice believes that Projecting Success did not apply procedures properly, fairly, or consistently in relation to the assessment decision.
- If an apprentice disagrees with our decision on the allocation of reasonable adjustments or special consideration.
- If an apprentice disagrees with the action taken against them following an investigation into malpractice.
- If an apprentice believes there were errors with the question paper that impacted the results of the assessments.

2 - Appeal Procedures

2.1 – All Assessments:

- Apprentices should initially discuss with a representative of the Projecting Success learning staff the cause of dissatisfaction. This can be done by completing this [Apprentice Appeals Form](#).
- Projecting Success will ensure that every appeal discussion is recorded with the date and outcome.

- If Projecting Success are unable to provide a solution i.e. in the event of a grading decision made by an awarding body, the apprentice has the right to appeal directly to the awarding body; either to Academy4PM or Highfield. Alternatively, a Projecting Success representative can do this on behalf of the apprentice.
- Should this happen, apprentice appeals must be made to Academy4PM or Highfield as per their individual Appeals Policy within 10 working days of the assessment.

2.2 – Manually Marked Assessments

- The assessment can be re-marked by an alternative tutor if appropriate.
- If this does not provide satisfaction, the apprentice may raise a formal appeal in by completing the [Apprentice Appeals Form](#) clearly outlining the circumstance of the appeal.
- If required the assessment will be re-marked again, and any aspects of the apprentice's performance during the assessment taken into consideration.

2.3 – Evidence-Based Assessments

- The apprentice should appeal in writing by completing the [Apprentice Appeals Form](#) clearly stating their reasons for disagreement and the evidence in the portfolio which the apprentice believes meets the competence requirements of the knowledge, understanding, skills and techniques. The tutor will meet with the apprentice and go through the assessment process, clearly explaining the outcome. The tutor will confirm the outcome in writing to the apprentice.
- Apprentices who are not satisfied with the outcome following a meeting with their tutor may then appeal in writing by completing the [Apprentice Appeals Form](#). The Director of HR, Learning & Development will meet with the apprentice and the tutor and will confirm the outcome in writing to the apprentice.
- Any apprentices who remain dissatisfied and have exhausted all the internal appeals procedures may then appeal to Academy 4PM. The Training Provider will be requested to provide reports from Stages One and Two to aid in their procedures.

3 – Reaching a Decision

3.1 – Time to Reach a Decision

Projecting Success will acknowledge the appeal within 2 working days and will notify the apprentice

who will be handling the investigation. This will be someone who has no personal involvement with the matter of the appeal.

Outcome of the appeal will be made available within 20 working days. Should longer be required for investigation related reasons, the apprentice will be informed promptly.

3.2 – Possible Outcomes

The outcome of the appeal will be either to accept and act, or to reject it. If Projecting Success do not feel the appeal is valid, the learner will be informed of the decision in addition to why this was the outcome. All decisions will be communicated via writing.

3.3 - Appealing Against a Decision

If the apprentice does not agree with the decision outcome, they have the right to a final independent review, of which must be made within 15 working days of the decision.

The independent review will be conducted by someone who is not a Projecting Success employee but has the relevant competence to judge the appeal. This may involve further discussions with both parties involved in the appeal.

The Apprentice will be notified the outcome 20 working days after receipt of the independent review request.

The independent Reviewer's decision is final regarding the extent to which Projecting Success consider the appeal. Should the appeal party still be dissatisfied, they have the right to raise this directly with the relevant Regulator (this applies to regulated qualifications only).

4 - Functional skills

4.1 – Functional Skills Appeals

For all Functional skills Highfields qualifications if apprentice wishes to appeal against a decision taken by a Centre, they must first go through Projecting Success' appeals process before bringing the matter to Highfields. For the full details on the appeals process with Highfields, please refer to the [Functional Skills Appeals Policy](#).

Version History				
Date	Version	Details of Change	Revision By	QA
24/03/2023	5	<ul style="list-style-type: none"> - Improved layout and section titles - Added Appeals Form Links - Added Functional Skills Appeals Link - Added Version Control 	Sam Barnfield	