

# FUNCTIONAL SKILLS APPEAL POLICY

## 1 – Policy Overview

### 1.1 – Policy Statement

From time to time, an Apprentice may feel aggrieved about not having reached the standard of competency expected in Functional Skills. Should an Apprentice wish to appeal, they should follow the Appeals Procedure set out below. These steps should only be completed once the apprentice has completed the initial stages laid out in the [Apprentice Appeals Policy](#).

This policy is directed towards all Projecting Success staff that are involved in the management, training or assessment and quality assurance of the Functional Skills Element 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 Highfields did not apply procedures properly, fairly, or consistently in relation to the exam.
- If an apprentice disagrees with Highfields 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 – Appeals Procedure

### 2.1 – Initial Appeal with Projecting Success

- Apprentices should initially discuss their desire to appeal with a representative of the Projecting Success learning staff the cause of dissatisfaction within 3 days. This can be

done by emailing [vicky@projectingsuccess.co.uk](mailto:vicky@projectingsuccess.co.uk) (L&D manager) and [jackiec@projectingsuccess.co.uk](mailto:jackiec@projectingsuccess.co.uk) (Functional Skills Tutor).

- Projecting Success will ensure that every appeal discussion is recorded with the date and outcome.
- If there is no resolution with Projecting Success, the apprentice has the right to appeal directly to Highfields. Alternatively, a Projecting Success representative can do this on behalf of the apprentice.

## 2.2 – Highfields Appeal Process

Interested parties have 10 working days (which includes the 3 days to lodge dissatisfaction with Projecting Success staff) from the date Highfields notified the apprentice of the decision being appealed against, in which to lodge an appeal to the Exam Body Highfields. If an interested party has raised an enquiry about a result or assessment decision the 10 working days will run from the date that Highfields sent its decision regarding that enquiry.

Apprentices who wish to appeal about their assessment results or about a related decision should be supported by their Centre and should have exhausted the Centre's own appeals process above before appealing to Highfields. In the latter case, Apprentices must provide Highfields with evidence that they have first appealed to their Centre.

When submitting an appeal, the apprentice must provide in writing relevant supporting information such as the following where relevant.

- Apprentice's/apprentice's full name and Highfield registration number
- Apprentice's/apprentices date of birth
- Name of the Centre or Employer/Training Provider; Highfield Enquires and Appeals Procedure 2023
- Name of the Nominated Tutor/End-Point Assessor and/or any other relevant person.
- Date(s) Highfield's decision was made.
- Title of the Highfield qualification/EPA taken, or nature of service affected (if appropriate).
- Dull grounds of the appeal together with evidence to support your appeal.

- Contents and outcome of any relevant investigation carried out by the Centre/Training Provider/Employer relating to the issue; and
- A copy of Highfield’s decision which you would like to appeal.
- Fee of £350 plus VAT.

**2.3 - First Review of the Appeal**

Upon receipt of any appeal, a Highfield Senior Manager will usually acknowledge receipt of the appeal within 1 working day.

**2.4 - Seeking an Independent Review**

If the apprentice is unhappy with the decision of the First Review they have the right to invoke the final stage of the Procedure and Highfield will arrange for an Independent Review to be carried out.

A further fee of £350 plus VAT is required (this is additional to the fee required for the First Review). The appeal fee, together with any written submissions the apprentice considers to be relevant, must be received by Highfield within 10 working days from the date Highfields notified the apprentice of the decision of the First Review. Highfield reserves the right not to hear the appeal if the required funds are not received by Highfield within this time limit.

Version History				
Date	Version	Details of Change	Revision By	QA
23/03/2023	5	<ul style="list-style-type: none"> <li>- Page Numbering</li> <li>- Layout Improvements</li> <li>- Added Apprentice Appeals Policy Link</li> <li>- Added Version Control</li> </ul>	Jackie Collins	