

## Appeals Procedure

Appeals against the outcome of the end-point assessment should be addressed to Assessu as the independent assessment organisation. These should clearly state the grounds for appeal and be made within 10 working days of the receipt of the final grading report

Appeals may be made by post to the Assessu, 4 Orchard Place, Nottingham Business Park. Nottingham. NG8 6PX. Or via email to [epa@assessu.co.uk](mailto:epa@assessu.co.uk)

- Assessu will confirm, in writing, acknowledgement of receipt of the appeal within 10 working days.
- Assessu will arrange for the Centre Manager/Lead Quality Assurer to review the documentation relating to the results. To ensure impartiality, the CM/Lead Quality assurer will not be informed of the decision of the first assessor and may conduct a telephone interview with the appellant as part of this process. The decision of the Lead Quality assurer is final. A decision will be made within 14 days of acknowledgement of the receipt of the appeal.

In the event that an apprentice is not satisfied with the grade awarded or outcome of an assessment, an appeal against the decision may be made. The process is as follows:

- Any appeal must be made in writing within 28 days of the fail decision or grade being confirmed, clearly stating the grounds for appeal
- Appellants must make a payment of £150 along with the written appeal (which is held pending the appeal outcome)
- Assessu then organise a review of the case through the Centre Manager/Lead Quality Assurer or if the appeal is against this person through another independent assessor
- The relevant assessment documentation will be reviewed and a telephone interview may also take place
- If the appeal is successful, then the payment is fully returned
- If the appeal is unsuccessful then the payment is processed and the original grade decision or outcome remains in place
- All appeals must be sent to [epa@assessu.co.uk](mailto:epa@assessu.co.uk)

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If the appeal identifies any shortcoming in the assessment process, Assessu will take steps to:

- Identify any other apprentice who has been affected by it
- Correct or, where it cannot be corrected, mitigate as far as possible the effect of the shortcoming
- Ensure that the issue does not recur in the future.

