

Appeals Policy

Version 8.0 (November 2019)

Authorisation & Document Control

Document Title	Appeals Policy	Status	v8.0
Issue Date	November 2019	Review Date	November 2020
Location	Z:\EUIAS\10.Reference Library\4.Policies		
Document Owner	Helen Hawkins		
Authorised By	Bernie Zakary		

Version History

Version	Author	Issued	Summary of Changes
1.0	Jacqui Molkenthin	April 2016	New document
2.0	Jacqui Molkenthin	June 2016	Updated following Energy & Utilities Independent Assessment Service Governing Body meeting
3.0	Jacqui Molkenthin	Dec 2016	Re-branded
4.0	Jacqui Molkenthin	June 2017	Annual review and title changed from complaints and appeals to appeals policy and procedure (the complaints handling policy is now a separate document)
5.0	Jacqui Molkenthin	July 2017	Revised following policy review working group
6.0	Jacqui Molkenthin	July 2017	Proof read
7.0	Sandie Shastry	October 2018	Front page, contents page and version control added.
8.0	Helen Hawkins	November 2019	Re-write of policy to ensure currency, appropriate scope and alignment with the IfATE's External Quality Assurance framework. Formatting updated to comply with brand.

Contents

Assessor	3
Purpose.....	4
Introduction	4
Raising Awareness of the Policy	4
Scope.....	4
Raising an Appeal	4
Management of Appeals.....	5
Appeals Review Panel (ARP)	5
Appeals Escalation Panel (AEP)	5
Continuous Improvement	6
Record Retention	6

Definitions

Assessor

A person approved by the Energy & Utilities Independent Assessment Service (EUIAS) to undertake end-point assessment.

Appeal

A request from an apprentice or an employer/training provider acting on behalf of an apprentice and with their express consent to review an end-point assessment outcome or the outcome of an application for reasonable adjustment(s)

Purpose

The purpose of this appeals policy is to define the circumstances in which an appeal can be made and how appeals will be managed.

Introduction

The Energy & Utilities Independent Assessment Service's (EUIAS) is committed to delivering a positive customer experience on every occasion. Our aim is to resolve appeals as close to the initial point of contact as possible and to conduct thorough and fair investigations in all cases.

Raising Awareness of the Policy

This policy is referenced in every end-point assessment Specification and is available on www.euias.co.uk

This policy is signposted to apprentices using the Gateway Eligibility Report which is signed by every apprentice at gateway.

Scope

The following can be appealed:

- end-point assessment reasonable adjustment application outcomes
- end-point assessment outcomes

All appeals must be made within 30 working days of notification of the outcome.

The following cannot be appealed:

- events prior to the date the employer selected the EUIAS
- events that do not directly relate to end-point assessment undertaken by the EUIAS

Raising an Appeal

Appeals must be submitted in writing, with all relevant supporting information, using the contact details below. Appeals must be clearly marked and include a statement specifying the grounds for the appeal.

Energy & Utility Skills
Energy & Utilities Independent Assessment Service
Friars Gate
1011 Stratford Road
Shirley
Solihull
B90 4BN

enquiries@euias.co.uk

Appeals will be acknowledged within two working days of receipt.

The EUIAS will accept appeals on behalf of third parties where the third party affected has given their personal consent in writing, under the requirements of the Data Protection Act (1998) and General Data Protection Regulations (2018).

Management of Appeals

Appeals Review Panel (ARP)

On receipt of the appeal the EUIAS will convene an ARP. The panel will comprise at least two EUIAS representatives who will be independent of the circumstances of the appeal and have no conflict of interest (i.e. they will have had no previous involvement of the complaint).

The ARP will undertake an initial assessment to confirm that the appeal is within scope of this policy. The EUIAS will confirm to the appellant, within two working days of the ARP, if the appeal is in or out of scope of this policy. Where an appeal is out of scope of this policy, it will not be progressed.

In order to conclude whether the appeal is upheld or not upheld, the ARP will consider:

- the evidence submitted
- if relevant policies were applied appropriately

All decisions of the ARP will be evidence based. The ARP will request additional information or evidence if required.

The appellant will normally be advised, in writing, of the outcome of the ARP within twenty working days of the date of the ARP. If the appeal is upheld, the appellant will be advised of the steps required to redress and the timescales for these.

Appeals Escalation Panel (AEP)

If the ARP does not uphold the appeal, the appellant can escalate to AEP. Escalation must be requested in writing within five working days of notification of the ARP outcome. Escalation requests will be acknowledged within two working days of receipt.

On receipt of the request to escalate, the EUIAS will convene an AEP. The AEP will comprise at least three members including a Chair of a Sector Assessment Assurance Panel and a subject matter expert external to the EUIAS. One AEP member will Chair. A

representative of the EUIAS will attend the AEP to record the outcomes and justification. The EUIAS representative will not be involved in the appeal proceedings.

AEP members will:

- not have been members of the ARP
- be independent of the circumstances of the appeal
- have no conflict of interest

In order to conclude whether the appeal is upheld or not upheld, the AEP will consider:

- the evidence submitted
- if relevant policies were applied appropriately
- the outcome of the ARP

The AEP Chair may:

- appoint advisers to provide inform the AEP. Advisers will not be involved in decision making process of the appeal outcome
- request additional information
- pause proceedings until the required information and/or evidence is available

The decision of the AEP is final.

The appellant will normally be advised, in writing, of the outcome of the AEP within twenty working days of the date of the AEP. If the appeal is upheld, the appellant will be advised of the steps required to redress and the timescales for these.

All outcomes of the AEP will be communicated to the Chair of the EUIAS Governing Body.

Continuous Improvement

Appeals submitted and the outcomes of ARPs and AEPs will inform the continuous improvement of the EUIAS.

Record Retention

Records will be retained for six years after the date the appeal was closed.