



ENERGY & UTILITIES
INDEPENDENT
ASSESSMENT SERVICE

Skills for a greener world

Appeals Policy

Version 9.1

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Purpose

This policy sets out our approach and process for dealing with appeals to ensure that we apply our policies, processes and procedures in a fair and consistent way for learners and Centres.

Scope

This policy applies to the delivery of qualifications; including end-point assessments (EPA) by EUIAS.

Appeals

We will accept the following types of appeals:

- The results of assessments or the outcome of an enquiry about results.
- Decisions following an application for reasonable adjustments or special considerations.
- Decisions and actions taken following an investigation into malpractice or maladministration.
- Decisions and actions related to a sanction applied to a Centre.

Our appeals policy does not cover a complaint, a review of assessment decisions or an enquiry about a result for an EUIAS qualification which has not already been subject to a Centre's appeals process.

You must submit an appeal application within 20 working days of receiving your original decision. EUIAS will acknowledge receipt of all appeals within two working days.

A Centre or an Employer can submit an appeal on behalf of an individual learner or a group of learners, with the learners' written permission to do so. Alternatively, a learner may make an appeal. Centres must submit the Learner Permission Form with the Appeal Form.

The Appeal Form must include the basis of your appeal and any supporting evidence.

To submit an Appeal, complete the form below and send it to:

enquiries@euias.co.uk for EPA related appeals or

qualifications@euias.co.uk for all other qualification related appeals.

Independent Appeals Committee

An appeal will be conducted by a panel consisting of an EUIAS member of staff, a technical expert and an independent person who will be appointed by EUIAS. The independent person will not be a current EUIAS or an Energy & Utility Skills employee or an external contractor or associate of Energy & Utility Skills.

The panel members will have the appropriate competence, will not have been involved in the original decisions or processes, or at an enquiry stage (if applicable), and will not have a personal interest in the appeal outcome.

Appeals hearing

We aim to hear an appeal within 20 working days of acknowledgement of an appeal. If this is not possible, for example due to the availability of the independent person, then we will let you know the timescales and reason(s) why.

The Panel will consider whether EUIAS has consistently and fairly applied their relevant policies, processes and procedures in light of the evidence presented, any readily available Regulator's advice on similar matters (if applicable), and any readily available qualification, including EPA precedents (if applicable).

Appeal outcomes

An Appeal Outcome Report will be sent by e-mail to you within 5 working days of the decision being made and detail the outcome, either 'appeal upheld' or 'appeal rejected'.

An outcome of 'appeal upheld' will have found that we have not consistently or fairly applied our policies, processes and procedures. The Appeal Outcome Report will detail the remedial actions to be completed and appropriate timescales for completion.

An outcome of 'appeal rejected' will have found that we have consistently and fairly applied our policies, processes and procedures and the appellant will be notified. The Panel's decision is final, and no further appeal will be accepted.

Where the appeal relates to our actions or decisions regarding a regulated qualification, including EPA, and you remain dissatisfied, you may contact our regulators. Our Regulator will require evidence that you have fully exhausted our appeals procedure.

Policy Review Arrangements

This policy is subject to a three-year review cycle, or earlier should any feedback or concern be brought to the attention of EUIAS, to ensure it remains fit for purpose and the process and its outcomes are deliverable.

Appendix - EUIAS Appeal and Learner Permission Form

Guidance and Instructions

Before completing this form, it is important that you have read the EUIAS Appeals Policy above.

A Centre or an Employer who wish to submit an appeal application on behalf of a learner must obtain written permission from the learner for the appeal by completing the Learner Permission Form, which is at the end of this form. The form confirms that the learner is aware that an assessment result may be affected negatively or positively following an appeal, i.e. an assessment result downgraded from a pass to a fail or upgraded to a pass from a fail.

Completing the Form

Please provide as much information as possible with regard to your appeal and complete each entry below in full:

Centre/Employer name and address	
Contact Name	
Contact Job Title	
Contact's Email Address	
Contact's Phone Number	
Qualification or End-point Assessment (EPA) Title	
Name of Learner	
Details of Appeal: Please describe the circumstances as fully as possible and provide a clear statement of the grounds for the appeal. Describe any additional evidence that you are attaching to the Appeal.	

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Declaration

I accept that EUIAS will process and store the information provided in an electronic format.

I agree that the information provided may be used for any purpose deemed relevant to this appeal and will be retained for as long as the information is required, and that EUIAS may use the personal data if required by law, or to conform to the legal responsibilities it holds to its Regulator.

Signed:		
Full name: (block capitals)		
Job Title:		
Date:		

Learner Permission

Name of Centre/Employer name	
Learner Name	

I give my permission to my Centre or Employer to submit an Appeal for the qualification or EPA listed in the Appeal Form.

In giving permission I understand that the assessment decision may be confirmed or changed which could result in a positive or negative outcome.

Signed:

Date:

Contact Details

To submit an appeal send all forms and documentation to:

- enquiries@euias.co.uk for EPA related appeals or
- qualifications@euias.co.uk for qualification related appeals.

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