



ENERGY &
UTILITY SKILLS

Skills for a greener world

Enquiry About Results Policy

Version 1.0

November 2021

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Purpose

This policy sets out our process for dealing with Enquiries About Results (EAR).

The purpose of this policy is to provide a formal procedure for Training Providers and Employers to submit an EAR to us regarding assessment outcome(s).

There are two levels of Enquiry About Results:

- An EAR (Level 1) is a request to check the administrative (clerical) processes carried out by EUIAS between the completion of an assessment component and the confirmation of the outcome of that assessment.
- An EAR (Level 2) is a request for the assessment to be re-marked by another assessor.

Scope

This policy covers the delivery of End-Point Assessments (EPA) by EUIAS.

Enquiries About Results

Where a Training Provider or Employer believe that there may have been an administrative error in the recording of results, a request for an EAR (Level 1) can be submitted. Enquiries may be about the results of individual end-point assessment components or about final grades.

Upon receiving a Level 1 enquiry, EUIAS will conduct the relevant EAR activities to ensure that learner response have been recorded and reported accurately.

EAR (Level 1) activities include:

- Checking the addition of marks on a knowledge assessment
- Checking the allocation of a knowledge assessment grade based on the mark achieved
- Checking that marks gained on practical observations (trade tests) and technical interviews have been added up correctly

- Checking that grades (and points if relevant) have been allocated correctly to arrive at a component grade
- Checking that the rules of combination to arrive at the final grade have been applied correctly

Where a Training Provider or Employer believe that there may have been an error in carrying out the assessment, such as not considering all the evidence, a request for an EAR (Level 2) can be submitted. Enquiries may be about the results of individual end-point assessment components or about final grades.

Upon receiving a Level 2 enquiry where the assessment was carried out by an independent assessor or an employer assessor, EUIAS will arrange for another competent and independent assessor to review the assessment evidence. In the case of a technical interview supported by portfolio, we will require access to the portfolio, and the assessor will review the portfolio and the recording of the interview, where available.

In the case of a trade test or practical observation, the review assessor will base their review on the assessor documentation submitted by the original assessor. In the case of a knowledge test EUIAS will appoint a suitably qualified person to conduct a manual re-mark of the test.

An EAR must be requested within 10 working days from receipt of assessment results

On receipt of the request, EUIAS will acknowledge within 2 working days and respond within 5 working days for a Level 1 and 10 working days for a Level 2.

Enquiry Outcomes

There are two possible outcomes following an EAR:

- The assessment decision is confirmed
- The assessment decision is changed, which could result in a positive or negative outcome, i.e. fail to pass or pass to fail, or a change of grade.

EUIAS will notify the Training Provider or Employer of the outcome and amend Training Provider, Employer and Learner records accordingly and, if necessary, dependent on the outcome, make changes to its processes and systems. Where relevant, EUIAS will notify third parties including the Regulators, relevant EQA Organisation.

Training Providers and Employers can submit an EAR on behalf of an individual learner or a group of learners.

To apply for an Enquiry about Results, contact your Service Delivery Coordinator in writing with the details of the assessment and apprentice that you are enquiring about.

Subsequent to an EAR, a Training Provider or Employer may choose to submit an appeal against the assessment decision, following the EUIAS Appeals Policy

Who Conducts Enquiries?

EARs are conducted by the EUIAS Quality and Compliance team and other appropriate EUIAS employees, who were not involved in the original decision(s) and who do not have a personal interest in the outcome. They will be experienced in all applicable processes, procedures and policies.

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