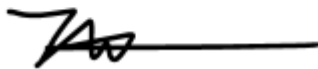


PfP Thrive Academy

Appeals Policy

Document History: to be reviewed on at least an **annual basis** or sooner if there are significant changes required.

Approval should be the Academy Director or a relevant member of the Academy Governing Board.

Approved by	Tom Arey
Position	PfP Thrive Academy Director
Signed	<p>Tom Arey PfP Thrive – Director</p> 
Date	December 2024
Next review date	December 2025

Contents

TITLE	PAGE
1. INTRODUCTION	3
2. REASONS FOR AN APPEAL	3
3. PROCEDURE	3
4. END POINT ASSESSMENT APPEALS	4
5. POLICY REVIEW AND VERSION CONTROL	5

1. Introduction

The Appeals Procedure should be applied in the event that you are dissatisfied with the decisions made or feedback given by a PfP Thrive employee (usually, but not limited to, a Skills Coach/Tutor or Internal Quality Assurer) at any stage of your programme prior to completing the Assessment.

There are three stages in the appeals procedure and each stage must be followed through before proceeding to the next one. You are advised to keep your own copies of all documents used in any appeals made.

2. Reasons for an appeal

The main reasons for an appeal are likely to be (but not limited to):

- You do not understand why you are not yet deemed ready to progress to End Point Assessment from the feedback provided by the Skills Coach or other delivery staff.
- You believe you are ready to progress to EPA and that your Skills Coach has misjudged or failed to take into account all the available evidence.
- You disagree with ongoing decisions/feedback relating to portfolio building or other programme criteria.
- You disagree with any internal quality assurance decisions made in relation to your programme evidence or achievement of a supporting qualification.
- You disagree with the result of an Assessment.

Please note: where an appeal relates to the outcome of an End Point Assessment, this will need to be addressed with the relevant End Point Assessment Organisation, details for which can be found at the end of this document.

3. Procedure

Stage 1

In the first instance and where appropriate you should try to resolve the issue with the Skills Coach/Tutor. The appeal must be in writing and clearly indicate:

- An outline of the reason for appeal
- The evidence relating to the disputed decision or feedback and summary of your claims to the contrary

A written response from the Skills Coach to you will be provided within five working days of the appeal being received.

Stage 2

Where you are not satisfied with the outcome of Stage 1, you should progress the appeal to your Skills Coach's Internal Quality Assurer. This should be done in writing, but you do not need to repeat the detail provided at Stage 1 as all existing documentation relating to the appeal will be forwarded to the Internal Quality Assurer.

The Skills Coach will provide this information to you on request.

The Internal Quality Assurer will contact you within five working days of receiving the Stage 2 appeal to arrange a meeting to discuss the issue(s). The issue(s) will be considered fully and the decision made will be notified to all parties within five working days.

Stage 3

If the appeal is not resolved at Stage 2, then the Internal Quality Assurer will notify the Head of Apprenticeship Development or Head of Technical and Future Skills.

The relevant leader will contact you within five working days of receiving the Stage 3 appeal to arrange a meeting to discuss the appeal. The appeal will be considered fully and the decision made will be notified to all parties involved within five working days.

In the majority of cases this will conclude the appeals process. The exception to this is where the appeal relates to evidence towards an approved qualification that is certificated through an awarding organisation such as City and Guilds or the Chartered Housing Institute. In these instances, the appeal could be escalated to the awarding organisation. If you are not satisfied with the outcome of Stage 3 and wish to escalate the appeal, all details will be provided on request.

4. End point assessment appeals

Where an appeal relates to an End Point Assessment/External Awarding Body outcome, you should contact your Skills Coach. Appeal windows vary for different organisations so this should be raised with your Skills Coach at the first opportunity and no later than five working days after receiving the result.

Where there is a valid reason for appeal, the supporting evidence will be reviewed by the Head of Apprenticeship Development and Academy Teaching Team.

If they agree that there are grounds for an appeal, PfP Thrive will support you through this process and contact the relevant EPA organisation.

If after reviewing the evidence the Team does not feel that there are sufficient grounds for a successful appeal, you can still proceed with an appeal with the relevant EPA organisation. However, your decision to appeal will not be supported by PfP Thrive. If you decide to proceed, the appeal should then be taken up with the relevant EPA organisation.

Details of their procedures including time frames for appealing outcomes, can be found at the following links. If you are not sure which End Point Assessment organisation you need to contact, please ask your Talent Coach.

- [City & Guilds](#)
- [CIH](#)
- [NET](#)

If your End Point assessment organisation is not listed above, please speak to your Skills Coach who will assist you.

Other externally assessed units or exams

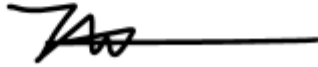
If your appeal is regarding an externally assessed unit or exam, the appeal will normally need to be made directly to the organisation that conducted the assessment. In such instances, guidance and contact information will be provided through your Skills Coach or Tutor.

5. Policy Review

This Policy will be reviewed annually or in the event of changes in rules or to take into account changes in working practices that may result from incidents.

Date of Publishing:
 Review Date:
 Policy/Process Owner:

December 2024
 December 2025
 Apprenticeship Leadership Team

Signed by	Tom Arey, Director of PfP Thrive
Signature	<p>Tom Arey PfP Thrive – Director</p> 
Date	23/12/2024

Version Control

Version	Date	Action	Amended By	Reviewed By
V1.0	December 2024	New Policy Creation	Rebecca Edwards Academy Consultant	Tom Arey PfP Thrive Director