

# CANDIDATE APPEALS PROCEDURE 2025 - 2026



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## Our Mission Statement

Aim to deliver an engaging, positive learning experience every time.

## Our Values

Our values encompass the achievement of all of our learners. Our values are HONESTY, INTEGRITY, SUPPORT, ETHICAL BUSINESS AND EQUALITY OF OPPORTUNITY FOR ALL. We support PREVENT, SAFEGUARDING, BRITISH VALUES, EQUALITY, DIVERSITY & INCLUSION and this policy is at the heart of and supports these core values in aiming to safeguard staff and learners.

## Our Vision

To be the provider of choice for apprentices and clients, creating bespoke education and training that maximises opportunity and investment, both for now and in the future.

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## 1 - Introduction and Overview

We aim to give everyone an excellent experience when dealing with The NVQ Training Centre and The Apprenticeship Centre.

We welcome your comments, suggestions and feedback about the service you have experienced. Although many issues can be dealt with less formally, this policy provides a formal route for dealing with a decision with which you disagree. Learners will be informed of the appeals procedure during their induction process. We aim for all appeals to be handled fairly, transparently and consistently.

### **We aim to ensure that:**

Making an appeal is as easy as possible

The review is conducted in a fair, reasonable and legal manner, ensuring that all relevant information is considered without bias

We deal with it as promptly as possible, politely and, when appropriate, confidentially

We respond in the right way, for example, by giving you an explanation or an apology where we have got things wrong, and letting you know what action we've taken

We learn from appeals that were upheld and use them to improve our service

### **Appeals may be made against a range of issues relating to The NVQ Training Centre/The Apprenticeship Centre decisions:**

Results of assessments – decisions made by the Centre or by the EPA Centre

Results of assessments – decisions made by the centre

A Highfield/Pearson or other awarding body that the learner is registered with decisions

The centre or awarding body decision to decline a request for reasonable adjustment, special considerations, or the use of a language other than English, Welsh or Irish

External Verifier's decision(s) in external quality assurance (EQA) of a Centre assessed learner work

## 2 - Rationale and Scope

- All candidates have the right to challenge the assessment decision made by an assessor on a unit of competence.
- All candidates have the right to challenge a functional skills final grade made by an awarding body.
- This procedure is applicable to all S/NVQ candidates on all S/NVQ and Apprenticeships. This procedure also includes learners undertaking ILM qualifications via the Centre.

## 3 - Roles and responsibilities

Our SMT (senior management team) take overall responsibility for the provision of all policies within the centre. The directors, Mark Webber and Peter Carey, take overall responsibility for this policy, its application and sharing of appropriate information. Centre IQA's will also take responsibility for maintaining this process.

## 4 - How this Policy will be Communicated

- Our SMT will review policies and update as required
- Our policy will be made available on our website if applicable
- Our policy documents will form part of the induction for all staff to the centre
- When suitable, policies will be uploaded to OneFile resources for access by all appropriate users
- Training for all staff will be implemented where required, with training matrix and CPD's updated accordingly
- Acceptable use agreements to be held on learner files, or signed on OneFile as required
- We may email policy updates to staff as required or use OneFile system announcements
- Staff should review the employee handbook in relation to staff behaviour.

## 5 - Complaints

Any complaints in relation to this policy or relating to this policy or conflicts of interest should be made to the SMT or the Directors, who can be contacted via our Head Office on 08452235020 or email [info@apprenticeship-centre.co.uk](mailto:info@apprenticeship-centre.co.uk). Kirsty Ryan can be contacted on the same number or email [Kirsty@apprenticeship-centre.co.uk](mailto:Kirsty@apprenticeship-centre.co.uk)

## 6 – Appeals Procedure

The following steps are to be followed if a candidate wishes to appeal against an assessment decision:

- a. The candidate should first discuss the reason for appeal with the Assessor or Tutor if possible. The candidate should not go straight to the awarding body. The candidate should first refer to their assessor or internal verifier. Details of a learner's Assessor and Internal Verifier are contained within their portfolio or on OneFile.
- b. If the candidate is not satisfied with the assessor's final decision an appeal should be made using the Appeals Form at Annex A.
- c. The Internal Quality Assurer (IQA) should inform the Quality Assurance Coordinator (QAC) that an appeal has been lodged within 5 working days.
- d. If the candidate is not satisfied with the findings of the IQA (findings to be given to the candidate in writing within 10 working days of receipt) then the appeal may be referred to the appeals panel who will be made up of individual/s within the company who are in a position to be objective about the situation.
- e. If the situation cannot be resolved the QAC should inform the External Verifier (EV) that an appeal has been lodged within 5 working days of receipt and provide them with a written account of the appeal and subsequent actions.
- f. The EV will examine the evidence and if deemed necessary speak to all concerned and then notify the QAC, IV, Assessor and Candidate in writing, of any decisions made.
- g. Please be aware that some awarding bodies charge a fee to consider escalated complaints. Please check the website for the relevant awarding body.
- h. The appellant may bring to the appeal a colleague or other representative upon agreement with the Centre and in accordance with correct protocol and procedure

## 7 – Guidelines

**Some things that cannot be appealed include:**

Items submitted to us more than 30 working days after the key date (depending on the nature of the appeal, e.g. after completion of an internal appeals procedure; or after the EV has reported EQA decisions; or after the result has been sent to the Centre  
Issues that took place before the Centre received the learner's registration or after the learner's registration period has expired  
That is or should be dealt with under an employer's disciplinary or grievance procedure  
Issues involving another training provider  
Issues involving points of law

## 8 – Who Should You Contact?

**Appeals should first be made in writing to:**

The Head of Learning and Development, The NVQ Training Centre, Hastingwood Business Park, Wood Lane, Birmingham, B24 9QR using the form in Annex A.

Appeals should first be sent to the address below for the NVQ Training Centre or The Apprenticeship Centre. Appeals can also be made via email to [info@nvq-centre.co.uk](mailto:info@nvq-centre.co.uk) and must be clearly marked as such.

Any appeal can be escalated to the awarding body for whom the learner is registered (Pearson Edexcel/ILM/City and Guilds as appropriate) and, in the case of assessment of a regulated qualification, can subsequently be escalated to the appropriate regulator.

## Candidate Appeal Form (Annex A)

Centre name:	<u>The Apprenticeship Centre/The NVQ Training Centre</u>									
NVQ/SVQ/Apprenticeship/ ILM course title and level:										
Units of competence:										
Date of assessment decision:										
Candidate name:										
Assessors name:										
Internal Quality Assurers' name:										
Appeals panel name/s										
External verifier name:										
<b>Candidates Summary of reason for appeal (Copy of assessment plan and evidence attached)</b> <b>- To be completed by the Candidate</b>										
Candidate Signature:							Date:			
Assessors summary of situation - to be completed by the assessor/tutor										
Assessor Signature:							Date:			
Internal Quality Assurers' comments – to be completed by the IQA										
IQA Signature:							Date :			
Appeals panel comments – to be completed by a member of the Appeals Panel										
Appeals Panel Signature:							Date :			
External Verifier Signature:							Date:			

We welcome your feedback. Please feel free to contact our head office on 0845 223 5020 or email [info@apprenticeship-centre.co.uk](mailto:info@apprenticeship-centre.co.uk).