

## EMPI AWARDS APPEALS PROCEDURE

### ***Grounds for Appeal***

An apprentice may appeal against an End Point Assessment decision if he/she believes that the decision is unfair or unreasonable. Normally an appeal can be made on any one of the following grounds:

- Relevant EP assessment criteria have been met but not acknowledged
- The EP assessments were not conducted in accordance with the EMPI Award’s regulations
- EP Assessment procedures, including examinations, were not conducted fairly
- The IQA was presented with incorrect or inaccurate End Point Assessment information
- The apprentice disagrees with decisions regarding Reasonable Adjustments and Special Considerations
- There was unfairness or impropriety on the part of one or more of the EP Assessors/examiners
- The apprentice was unjustifiably excluded from an examination or an End Point Assessment opportunity
- The apprentice has reason to believe that malpractice/maladministration has occurred
- The apprentice is not satisfied with the use of language or stimulus materials used in the End Point Assessment
- The apprentice does not agree with the final grading of the End Point Assessment

### ***Timeframe & Procedure***

Stage	Apprentice Action	To Whom	Centre Action	Timeframe	
1. Informal	Disagreement discussed and resolved by the EP Assessor	Apprentice to discuss with EP Assessor within 3 working days of receipt of assessment decision	EP Assessor	EP Assessor to discuss and seek to resolve	5 working days
2. Formal	Appeal referred to and resolved by the IQA	Apprentice appeal in writing to IQA within 10 working days	QA	IQA to have evidence re-assessed by a different assessor	10 working days
3. Formal	Appeal referred to EPAO Independent Appeals Chair	Apprentice appeals in writing to IAC if dissatisfied with decision at stage 3 within 10 working days	IAC	Assessment decision investigated by IAC as set out in the Terms of Reference. Decision is final & binding	30 working days

Where the apprentice fails to invoke an appeal within the stated time-frame, access to subsequent stages may not be possible. The apprentice will be reminded of the opportunity to appeal if required at the end of the End Point Assessment visit(s).

All appeals received in writing must be accompanied by a detailed, written, rationale explaining the nature of the appeal along with the grounds and/or evidence for appeal.

Where the application of an appeals process in the case of an apprentice leads EMPI Awards to discover a failure in its end point assessment process, it will take all reasonable steps to –

- (a) Identify any other Apprentice who has been affected by the failure,
- (b) Correct or, where it cannot be corrected, mitigate as far as possible the effect of the failure, and
- (c) Ensure that the failure does not recur in the future.

Where Ofqual notifies an awarding organisation of failures that have been discovered in the assessment process of another awarding organisation, EMPI Awards Board of Governors will review whether or not a similar failure could affect its own assessment process.