

# Appeals Policy, Procedure and Process

## Quality Statement

Quest is committed to providing a high quality customer services to apprentices, learners, employers and stakeholders. We are committed to ensuring our Appeals Policy, Procedure and Process is accessible to all stakeholders, and that any appeals are dealt with professionally, to a satisfactory conclusion.

## Overview

Quest Training's Appeals Policy, Procedure and Process enables apprentices/learners, who are unhappy with the outcome of an assessment, to make enquires about their outcome and appeal the result.

This Policy sets out the process an apprentice/learner should follow when submitting appeals to Quest, and the actions we will take following receipt of the appeal. We aim to deal with all appeals in a timely and consistent manner.

Quest Training also has a Complaints Policy, Procedure and Process, which should be used if the apprentice/learner, or employer is dissatisfied with any other aspect of their programme, other than an assessment result.

This Policy, Procedure and Process is accessible to all stakeholders on the Quest website, and is provided to all apprentices/learners undertaking an apprenticeship, or qualification with Quest Training.

## Appeals Procedure and Process

Our appeals process enables the apprentice/learner to appeal the assessment decision in relation to an individual assessment where applicable. When the appeal relates to a controlled assessment e.g. Functional Skills exam, prior to instigating the appeals process the apprentice should go through the "Enquiries regarding Results" process first (see below).

Apprentice/learners must submit the following information with their appeal request:

Employer organisation name, address and number;

- your name(s)
- the date of the assessment
- the date(s) the apprentice/learner received notification of our assessment decision
- the nature of the service affected, and/or the title and number of the qualification affected
- the full nature of the appeal which must set out clearly why you think we did not apply or follow our procedures consistently or fairly

Please email or post the completed appeal request to Quest Training with any supporting evidence to us as soon as possible. The latest time we will accept an appeal is 10 working days from the date of assessment, or when you received the result. Whichever is the latest.

## 1<sup>st</sup> Stage - Procedure for the Appeal

Quest Training will acknowledge receipt of the appeal within 72 hours. We aim to carry out the first stage of the appeals process (i.e. an initial review of the potential appeal) and respond in full within 10 working days. However, in some cases the review processes may take longer. In such instances, we will contact all parties concerned to inform them of the likely revised timescale.

The initial review will be carried out by Quest Quality Team, which consists of:

- Independent Quality Assurer
- Independent Assessor
- Curriculum Quality Manager

Following the initial review of the appeal we will write to the appellant with details of our decision to either:

- amend our original decision in light of the new rationale/evidence being put forward, or
- confirm that we stand by our original decision and stating the rationale for this decision.

In instances where we advise the apprentice/learner that we stand by our original decision, we will ask them to respond, within 10 working days, whether they now accept this decision or if they wish to proceed to the next stage of our appeals process which will be carried out by the Quest Appeals Panel.

## 2<sup>nd</sup> Stage

If an apprentice/learner is not satisfied with the decision following the initial review stage, and wants to proceed to the next appeal stage, we will arrange for an Appeals Panel to be set up.

The stage 2 review will be carried out by 3 members of the Quest Appeals Panel, which consists of:

- A member of the Governance Committee
- A Quest Director
- An Independent Quality Assurer
- Quality and Compliance Manager

Following the stage 2 review of the appeal we will write to the appellant with details of our decision to either:

- amend our original decision in light of the new rationale/evidence being put forward, or
- confirm that we stand by our original decision and stating the rationale for this decision.

In instances where we advise the apprentice/learner that we stand by our original decision, we will ask them to respond, within 10 working days, whether they now accept this decision or if they wish to proceed to the next stage of our Appeals Process.

## 3<sup>rd</sup> Stage – Appealing to the Awarding Organisation

If the apprentice/learner is still dissatisfied with the outcome of the appeal, the apprentice/learner may appeal to the relevant awarding organisation:

BIIAB  
NCFE/Cache  
Pearson  
Highfield

Apprentice/learners should be aware there will be a cost to this service.

Quest Training will provide the apprentice/learner with the contact details and Appeals Policy and Procedure of the relevant awarding organisation.

## Fees

We may charge our apprentice/learners a fee to cover administrative and re-assessment costs. If we charge and subsequently uphold your enquiry, we will reimburse you the original charge. Our fees are available from Quest Training.

## Continual Improvement following an Appeal

If your appeal is upheld the result will also feed into our Continual Improvement process to ensure that we use the outcome to improve the experience of future apprentice/learners using our services.

This Policy and Procedure will be reviewed as part of Quest Training's quality assurance cycle and process

## Related Policies, Procedures and Processes

- Complaints Policy, Procedure and Process

I confirm that this Policy is authorised and approved by Elaine Wain – Managing Director.

Date of next review – April 2023

Date: 26<sup>th</sup> April 2022

