

# Appeal against assessment decisions **process**

An apprentice may appeal if they disagree with the results of their assessment.

The following are valid reasons for disagreeing with an assessment decision (this list is not exhaustive)

- believe that assessment procedures were not properly applied, or assessment arrangements were not appropriate
- believe that the information about the assessment was misleading
- believe that an assessor's judgment was biased in reaching an assessment decision
- believe that mitigating circumstances were not taken into consideration, affecting the assessment decision
- believe that administrative errors may have occurred in recording the assessment decision correctly

An apprentice, or an employer or training provider on behalf of an apprentice, may appeal against an assessment decision. Appeals must be made **within 25 working days** of an apprentice receiving the results of their end-point assessment.

## **Fees**

Note that there are fees attached to this process. Stage 2 is chargeable at £100. Stage 3 is chargeable at £200. If the appellant's appeal is upheld, these charges are refunded.

**If you wish to raise an appeal, please follow the process below.**

EPAO acknowledges receipt of an appeals form within **3 working days**

Request an **appeal against reasonable adjustment decisions form** from [assessment@archaeologists.net](mailto:assessment@archaeologists.net) and return it to this address once completed.

Your completed form must be received within **25 working days** of receiving your result.

The EPAO will:

- enter details of the appeal on a dedicated tab in the risk register
- set up a dedicated folder (soft copy) for the case

All information will be subject to the ClfA EPAO GDPR management policy and will be kept securely in the OneDrive.

Within 10 working days of the EPAO acknowledging receipt of the appeal form

## Stage 1: informal meeting – no fee

The assessment centre manager (ACM) arranges an informal meeting to discuss the rationale behind the assessment decision and to give the apprentice feedback.

This meeting could include:

- the head of professional development and practice
- the relevant IQA
- the relevant assessor
- the apprentice
- a representative from the training provider
- a representative from the employer

Where an appellant wishes to proceed to the next stage, the appeal moves to stage 2: formal review

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## Stage 2: review - £100 fee

### Investigation plan

The PDP head, supported by the ACM, will lead an investigation. Where the PDP head has taken on the assessor role, they will appoint a senior member of the ClfA staff to oversee the investigation and sign-off its results.

An investigation plan is developed by the ACM, signed off by the DPD head. It will include:

1. **expected timescale**
2. relevant staff/stakeholders to be involved
3. evidence to be gathered and scrutinised. Evidence could include:
  - a) reviewing assessment evidence and records
  - b) seeking a second opinion from an IQA
  - c) interviewing other candidates/members of staff/employer representatives
  - d) examining product/service evidence

**The timescale is shared with the appellant and any relevant stakeholders**

### Review decision

The PDP head investigates the appeal and reaches a decision on whether to uphold it. The PDP head writes to the appellant:

- a) to inform them of their decision on whether to uphold the appeal. This is supported with a full rationale and any relevant evidence
- b) to ask them whether they are satisfied with the PDP decision
- c) to ask them to confirm in writing whether they are satisfied with the PDP decision or whether they wish to proceed the appeal to the next stage

Where an appellant wishes to proceed to the next stage, the appeal moves onto stage 3: appeals panel

Within 30 working days of the EPAO receiving written confirmation from the appellant to proceed to panel

## Stage 3: appeal panel - £200 fee

1. The PDP head convenes a panel to scrutinise the evidence and reach a decision on the appeal. The panel consists of:
  - two members of ClfA's Advisory Council who are not assessors
  - an independent assessor who is familiar with the relevant qualification/standard
  - one independent person with appropriate assessment experience (either from the Institute of Conservation or the Institute of Historic Building Conservation)
2. The panel will agree on whether to uphold the appeal
3. The panel meeting is recorded
4. The DPD head writes to the appellant:
  - a) to inform them of the panel's decision on whether to uphold the appeal. This is supported with a full rationale and any relevant evidence
  - b) to ask them whether they are satisfied with the panel decision
  - c) to ask them to confirm in writing whether they are satisfied with the panel decision or whether they wish to proceed with an appeal to the regulator (Ofqual)

### **Appeal to the regulator (Ofqual)**

You will need to contact Ofqual direct if you wish them to review your appeal. Please note that you can only ask Ofqual for a review once you have received the outcome of your appeal from the EPAO.