



Bespoke Professional Development and Training Ltd (BePro)

End Point Assessment (EPA) Appeals Policy

Last updated: September 2019

1. Aim

BePro is committed to providing fair assessments in the End Point Assessment process. Apprentices have the right of appeal if they consider an assessment decision is unfair. A formal appeals procedure is in place, details of which can be found below. The appeals procedure covers:

- A formal system of recording appeals
- Prompt responses within clearly stated times
- Stages that give all parties the opportunity to put their case
- Clear outcomes at each stage
- Constructive feedback to the Apprentice

This guidance has been prepared by BePro and applies to all candidates undertaking End-Point Assessment. The policy also applies to examination and online tests, as well as assignment tasks that are completed independently by the candidate/apprentice as part of the End Point Assessment

Please note that the outcome of an appeal may be:

- no change to results or assessment decision
- change to results or assessment decision which could be either positive or negative.

For End-Point Assessment, an appeal may be submitted on behalf of an apprentice or a group of apprentices, with the explicit permission of that apprentice/group of apprentices.

We may charge a fee to cover administrative and re-assessment costs. If we uphold the appeal, we will reimburse this. Appeal fees will be based on our resit/retake price current at the point of the appeal being submitted.

2. Stage 1 – Assessor and Apprentice

At End-Point Assessment the assessor will make the final judgement and grading decisions, if you disagree with an assessment decision you should discuss your concerns with your assigned EPA Advisor who will liaise between you and the assessor. This discussion should take place within ten working days of receiving the assessment decision.

The assessor must consider your concerns and look again at your assessment. He/she must then provide you with a response within five working days and notify the



Internal Quality Assurance Officer, and where relevant the EPA Advisor. The response must include:

- A clear explanation, supported in writing of the original assessment decision
- A new decision or confirmation that the original decision stands

If you agree with the assessor's response, then the appeal stops at this point.

If you are still unhappy with the decision, you must tell the assessor, or EPA Advisor within ten working days, and give your reasons in writing.

Your appeal will then go to Stage 2.

3. Stage 2 – Internal Quality Assurance (IQA)

If you are still dissatisfied after stage 1, the assessor must give the IQA the following information within five working days of the appeal reaching stage 2:

- The original assessment record and the candidate/apprentice's submitted work
- The reasons given by the candidate/apprentice for appealing against the assessment
- A written explanation by the assessor and confirmation of the assessment decision.

The IQA will reconsider the assessment decision, taking account of the following:

- The candidate/apprentice's reason for appeal
- The candidate/apprentice's evidence and associated records
- The assessor's reason for their decision.

The IQA will then give the reconsidered decision, in writing, within ten working days of receiving the appeal to both the candidate and the assessor.

If you are still unhappy with the reconsidered assessment decision you must tell the IQA within ten working days.

The appeal will then go to stage 3.

4. Stage 3 - Appeals Panel

If you are still dissatisfied with the decision after stage 2, you have the right to request an Appeals panel. The assessors must arrange an Appeals panel, which will be made up of the Managing Director and the Operations Director of BePro within five working days of the appeal reaching Stage 3:

The appeals panel will review:

- The written explanation and confirmation of the assessment decision
- Assessment record sheet(s)
- Any written comments from the Internal quality assurance (including background details) and the candidate/apprentice's evidence/assignment, associated records and the



candidate/apprentice's reason for appeal

The Apprentice may speak to the appeals panel or be represented (or both), or make a written submission. The assessor who made the original decision and the IQA may be asked to attend the appeals panel and to answer any questions.

The Appeals panel will consist of between 2 Assessors who are approved by the Awarding Organisation to assess the qualification or approved by the EPAO to assess the apprenticeship Standard and the Managing Director and Operations Director

The Appeals panel will then discuss the matter in private and reach a majority decision. The decision will be sent to you within five working days. At the same time, the decision will be sent to the assessor and the IQA.

5. Stage 4 – Awarding Organisation Escalation

If you remain unsatisfied with the decision you have the right to escalate your appeal to the Awarding Organisation. At this stage, you will be charged a fee by both the Awarding Organisation and BePro to cover the costs of investigating the appeal.

The Awarding Organisation will require the following information:

- the centre name, address and number
- the candidate's name and registration number
- a clear statement of the grounds for the appeal
- all evidence needed to form a judgement (for example, the candidate's submission must be included along with mark sheet(s) and all records of assessment, IQA and details of the internal appeal process and outcome).

7. Review

This policy will be reviewed at intervals of 2 years to ensure it remains up to date and compliant with the law.

The policy was last updated September 2019 and is due for review September 2021.

The policy may also be reviewed if legislation changes or if monitoring information suggests that policy or practices should be altered.