

## **Appeals Policy and Procedures**

### **Responding to your concerns In line with End Point Assessment & Awarding Body Organisations**

It is our aim to treat each appeal case fairly and consistently.

The apprenticeships standards require an End Point Assessment Organisation (EPAO) to conduct an independent assessment on the work apprentices submit on completion of their programme.

An awarding organisation (AO) will assess work not only at the end but also whilst on programme.

TDM coaches and trainers are qualified and trained to help learners progress through the learner journey, undertake on programme examinations and will guide them to complete their best work they can possibly do within the given programme timeline, before submit their work to the EPAO or AO.

The EPAO will make the decision on whether your work meets the standard, exceeds the standard or if it needs to be referred back because it does not meet the standard, in view of their evaluation. TDM do not have influence over the grading made by the EPAO, this is an independent assessment.

The AO will also make judgement on whether the learner has passed or not passed their examination and graded, if appropriate.

TDM work with different EPAOs & AOs depending on the standard & qualification that is being pursued, therefore TDM has to follow each EPAO & AO policy and procedure for any appeals.

If you disagree with a decision an EPAO or AO has made, you can appeal against that decision.

Currently we work with the following End Point Assessment Organisations & Awarding Organisations:

- Accelerate People
- Association of Sales Professionals
- British Computer Society
- City and Guilds

- NOCN

Following due process outlined below, TDM will guide you through the EPAO or AO process to appeal if you require the support of TDM to do so. This needs to be confirmed in writing to TDM.

Apprentices can also request a copy of their policies and procedures from their website or via contacting the TDM support team.

## **Appeals Process**

### **Step 1**

Assessment and/or Examination results

If you would like to appeal against a grading decision made by the EPAO please contact TDM

Academic Delivery manager:

1. Stuart O'Rourke [stuart@tdm.co.uk](mailto:stuart@tdm.co.uk)
2. Subject of the email should read: APPEAL TO ASSESSMENT EXAMINATIONS RESULT Explain the grounds for appeal.
3. TDM will aim to respond to you within 5 working days of your email.
4. You should do this as soon as possible so you can go through your case with the Internal Quality Assurer (IQA).
5. If the IQA agrees with you, they will take the necessary action. (See step 2)

### **Step 2**

If the IQA believes there are grounds for the appeal TDM will tell you of the next steps for appeal with the EPAO or AO.

TDM will send you the information on how to appeal directly or, at your request in writing, you may appoint TDM to represent you in the appeal.

The appeal process may incur an extra fee from the EPAO or AO, and this will need to be paid by the apprentice or the apprentice's employer.

You have the right to appeal directly to the AO within 20 working days of the assessment if you are not satisfied with the outcome of the appeal raised with TDM

### **Step 3**

Once the appeal is submitted to the EPAO or AO they will conduct their review and will respond in line with their appeals policy and processes that are current at the time of submission.

### **Payment of Appeal Fees**

TDM will not charge for the IQA work on checking on your appeal to see if we agree with the grounds for appeal.

However, if the decision is made that there are grounds for appeal, TDM will let the apprentice and their employer know of the fee payable to continue the appeal process with the EPAO. The fee must be paid for in advance of the appeal being made.

The current fee for appealing a BCS decision is £300.

The current fee for appealing a Accelerate People decision is £300

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