



DSW Appeals Policy



Appeals Policy

Table of Revision

Date	Version	Who	Purpose	Result
Oct 2018	1.0	Alison Lyon	Removal of complaints process	Approved
Oct 2019	2.0	Internal auditor	Annual review	Approved
March 2020	2.1	David Pearson	Clarified stages of appeal	Approved
Nov 2020	2.2	Corrine Francis	Clarified stages of appeal & grounds for appeal	Approved
Sept 2022	3.0	Jemma Lister	Fee for Stage 1 appeal added	Approved

Introduction

Following an end point assessment an apprentice can appeal against a decision or outcome. The appeal can be made following the outcome of an individual assessment component or at the end of the full assessment.

The grounds for appeal are as follows:

- Appeals against a malpractice or maladministration decision
- Appeals against decisions made on the basis of administrative decisions, including but not limited to failed ID checks, re-calculation of scores, mapping of scores to grades
- Appeals against decisions related to reasonable adjustments and special considerations
- Appeals against the marking or grading of an assessment

The apprenticeship appeal process cannot be used to gain further feedback or advice. Points raised in the appeal will be reviewed and responded to, feedback will not be given on any aspect of the assessment outside of the points raised in the appeal.

How to Appeal

Appeal requests must be made within 15 working days of final results being issued by DSW to the training provider. Appeal requests received outside of 15 working days will be rejected unless there are proven extenuating circumstances.

The apprenticeship appeal form can be found on EPA Pro, this should be completed by the apprentice and submitted to DSW by the training provider, via EPA Pro. Instructions are provided in the guidance for submitting appeals document which can be found on EPA Pro.

There are two stages to the appeals process:

Stage 1 Appeal – Internal

A stage 1 appeal will be completed by a DSW member of staff. This individual will be a qualified assessor who was not directly involved in the original assessment. Appeals are conducted based on the evidence that was provided at the time of the original assessment and new evidence cannot be submitted for consideration during an appeal.

Should the person carrying out the appeal require further information or clarification, they will contact the training provider.

The outcome of the appeal will be communicated in writing and a dialogue cannot be entered into with the apprentice, employer or training provider in relation to the outcome.

Should an apprentice wish to escalate the appeal following the outcome of a stage 1 appeal then a stage 2 appeal should be submitted.

Stage 2 Appeal – Panel

A stage 2 appeal will be completed by a panel of individuals not involved in the original assessment. The panel will include a qualified assessor, a member of the DSW apprenticeship team and an independent subject matter expert. The subject matter expert will be drawn from a pool of individuals who are not directly employed by or connected to DSW.

Appeals are conducted based on the evidence that was provided at the time of the original assessment and new evidence cannot be submitted for consideration ahead of or during an appeal.

Should the panel require further information or clarification, DSW will contact the training provider.

The outcome of the appeal will be communicated in writing and a dialogue cannot be entered into with the apprentice, employer or training provider in relation to the outcome.

The decision of the panel is final.

Response Times

DSW will acknowledge receipt of all appeals within two working days.

A decision will be made and communicated to the training provider within a maximum of:

- 10 working days from receipt of a completed apprenticeship appeals form for stage 1
- 20 working days from receipt of a completed apprenticeship appeals form for Stage 2

Fees

- Stage 1 - Internal

A fee of £100 is charged to conduct a stage 1 appeal

- Stage 2 - Panel

A fee of £400 is charged to conduct a stage 2 appeal

- If an appeal is upheld any appeal fees will be waived