

COMPLAINTS AND APPEALS POLICY FOR END-POINT ASSESSMENT

Purpose

Excel Me is dedicated to delivering outstanding end-point assessment services and enhancing the quality of assessments and decision-making. We acknowledge that occasionally, circumstances may lead an apprentice to believe they have grounds for an appeal regarding an end-point assessment decision. This document outlines our complaints and appeals procedure, providing guidance for apprentices, providers, employers, or members of the public who have queries or concerns about an end-point assessment conducted by Excel Me.

This policy only covers complaints and/or appeals that apprentices, members of the public or providers or employers may wish to make in relation to the end-point assessment services.

Procedure

Excel Me differentiates between complaints and appeals. A complaint pertains to dissatisfaction with the facilities or services provided during an end-point assessment. In contrast, an appeal is a specific challenge to the decisions made concerning an assessment. Excel Me is committed to thoroughly investigating all complaints and appeals, ensuring they receive fair consideration, with results communicated within the established timelines. This document includes three procedures:

- End-point assessment complaints procedure
- End-point assessment enquiry about results procedure
- End-point assessment appeals procedure.

End-point Assessment Complaint Procedure

Excel Me is committed to promoting fairness and equality of treatment to all. We welcome positive or negative feedback from any individual that has been directly affected by our services. We strive to think our members and learners have confidence that we will listen to their views and act upon them accordingly. All written correspondence will be acknowledged by us within 7 working days, any dissatisfaction received will be treated as a complaint.

Excel Me staff have been trained to help our customers, so you should first try to sort out any problem at the earliest opportunity by speaking to one of our customer support team members. If you wish to escalate your complaint, you can ask to speak to the Head of Apprenticeships. If you are not satisfied with the help, please send a written complaint either by post or email (contact details below), normally within 28 days of the event you are complaining about. Complaints about any aspect of the end-point assessment service should normally be submitted to Excel Me by the employer or provider, however, apprentices can make the complaint directly to Excel Me in exceptional circumstances where they feel the complaint has not been satisfactorily handled by the training provider or their employer.

When making a complaint to Excel Me, please provide us with:

- Copies of any correspondence between the apprentice and the provider regarding the complaint
- A statement of the circumstances surrounding the complaint
- Any other supporting documents or evidence relevant to the complaint.

We aim to investigate all complaints within agreed timescales. At the end of the investigation, Excel Me will communicate the findings of the investigation to the complainant within 28 days of the date of receipt of the complaint and we will outline any resolutions or further actions planned as a result of the findings.

End-point Assessment Enquiry about Result Procedure

If an apprentice, training provider or employer is dissatisfied with end-point assessment results, has reason to suspect they may not be accurate or is concerned that correct procedures have not been followed; the first step is to make an Enquiry About Results (EAR), using the form attached in Appendix 1.

The EAR form should be submitted to Excel Me using the contact details provided below within 14 days of receiving the results. For enquiries about an Apprenticeship Assessor's practical assessment decision, the original Assessor will produce a detailed report, which Excel Me will review to determine if result moderation is necessary. Excel Me will examine the enquiry and communicate the findings and any required actions within 21 days. If the end-point assessment result is deemed incorrect and subsequently adjusted, Excel Me will issue new results and a new certificate. If this enquiry affects other end-point assessment decisions, all similar results will be recalled and reviewed accordingly.

End-point Assessment Enquiry Appeals Procedure

If doubts about the accuracy of the end-point assessment results persist following the EAR process, the apprentice, training provider, or employer should submit an appeal in writing using the procedure outlined here. The appellant must complete the Appeals Form in Appendix 2 and send it to Excel Me within 14 days of receiving the EAR outcome. Excel Me will then convene the Compliance Panel to review any additional evidence. If the end-point assessment result is found to be incorrect and subsequently adjusted, Excel Me will issue new results and a new certificate.

The Compliance Panel may, at its discretion, direct the apprentice to undertake another end-point assessment with a different Apprenticeship Assessor at either their own provider centre or an alternative host centre (where available) as agreed by Excel Me. If other end-point assessment decisions are potentially affected by the outcome of the appeal, all similar results will be recalled and reviewed similarly. Excel Me will communicate the findings of all appeals within 28 days of receipt. The decision of the Compliance Panel is final.

If any part of a complaint or appeal is upheld, Excel Me will respond to the complainant accordingly and consider how to improve our services and procedures. In cases where a successful complaint or appeal reveals a failure in our end-point assessment processes, we will take appropriate actions, such as:

- Identifying any other apprentices affected by the failure
- Correcting the issue or, if it cannot be corrected, mitigating its impact as much as possible
- Implementing improvements to prevent the failure from recurring in the future.

Fees

Excel Me charges a fee of £15.00 per apprentice for an Enquiry About Results (EAR). The fee will be refunded if the EAR is successful in changing the apprentice's grade. Excel Me charges a fee of £150 for an appeal against the outcome of an Enquiry About Results (EAR). Excel Me will not be responsible for any travel, equipment or product costs associated with an end-point assessment re-sit. All fees and reasonable travel and subsistence costs arising from an end-point assessment re-sit (where necessary) will be refunded if a subsequent appeal or EAR is upheld.

Excel Me Contact Details

Excel Me, Anchor House, Birch Street, Walsall, West Midlands, WS2 8HZ

Tel: 01922 645097

Opening Hours: Monday to Friday 8.00-16.00

Website: www.excelme.co.uk

Email: info@excelme.co.uk

Appendix 1 - Enquiries about Results (EAR) form

Enquiries about results form

This form is to be completed should you (the apprentice) wish to make an enquiry about your End Point Assessment result after your grade has been issued.

Once the form has been submitted, there are two possible outcomes:

1. Your original mark will not change as it is confirmed correct
2. Your mark will change, and will be adjusted

To proceed with the enquiry, and to give us consent to make the enquiry you must complete and sign the form below:

Apprentice Name

Apprentice Number

EPA standard

EPA assessment component enquiry related to

Reason for EAR

Excel Me charges a fee of £15.00 per learner per unit for an Enquiry About Result (EAR). The fee will be refunded if the EAR is successful in changing the apprentice's grade.

I consent to Excel Me undertaking an enquiry about the result of the above-listed End-point Assessment. I understand that the final grade awarded to me after the Enquiry About Results process may be lower, higher, or the same as the originally awarded grade.

Apprentice Name

Apprentice Signature

Date

Once completed, please email this form to info@excelme.co.uk

Appendix 2 - End Point Assessment Appeals form

End Point Assessment Appeals form			
Name of employer organisation		Contact details	
Name of training provider and contact		Contact details	
Name of apprentice		Apprentice Number	
When submitting your appeal, please: <ul style="list-style-type: none"> • Provide relevant evidence and documentation • Provide a statement outlining why the appeal is being made including a timeline (if relevant) 			
Appellant name			
Appellant Signature			
Once completed, please email this form to info@excelme.co.uk			