

Policy No: LIEURAPP22026

Policy Name: Academic Appeals policy

1.0 Academic Appeals Procedure

The Academic Appeals Procedure should be applied in the event that you are dissatisfied with the decisions made or feedback given by a LI Europe employee (usually, but not limited to, a Trainer, Course Tutor, Cohort Manager or Development Coach) at any stage of your programme prior to completing End Point Assessment (EPA).

There are 3 stages in the appeals procedure and each stage must be followed through before proceeding to the next one. You are advised to keep your own copies of all documents used in any appeals made.

The main reasons for an appeal are likely to be (but not limited to):

- You do not understand why you are not yet deemed ready to progress to EPA from the feedback provided by the Course Tutor or other delivery staff.
- You believe you are ready to progress to EPA and that your Course Tutor has misjudged or failed to consider all the available evidence.
- You disagree with ongoing decisions/feedback relating to portfolio building or other programme criteria.
- You disagree with any internal quality assurance decisions made in relation to your programme evidence or achievement of a supporting qualification.

Please note, where an appeal relates to the outcome of an End Point Assessment, this will need to be addressed with the relevant End Point Assessment Organisation, details for which can be found at the end of this document.

1.1 Procedure

Stage 1

In the first instance and where appropriate you should try to resolve the issue with the Cohort Manager. The appeal must be in writing and clearly indicate:

- An outline of the reason for appeal.
- The evidence relating to the disputed decision or feedback and summary of your claims to the contrary.

A written response from the Cohort Manager to you will be provided within 5 working days of the appeal being received.

Stage 2

Where you are not satisfied with the outcome of Stage 1, you should progress the appeal to your Centre Manager. This should be done in writing, but you do not need to repeat the detail provided at Stage 1 as all existing documentation relating to the appeal will be forwarded to the Centre Manager.

The Cohort Manager will provide this information to you on request.

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The Centre Manager will contact you within 5 working days of receiving the Stage 2 appeal to arrange a meeting to discuss the issue(s). The issue(s) will be considered fully and the decision made will be notified to all parties within 5 working days.

Stage 3

If the appeal is not resolved at Stage 2, then you should inform the Centre Manager, who will notify the Managing Director.

The Managing Director will contact you within 5 working days of receiving the Stage 3 appeal to arrange a meeting to discuss the appeal. The appeal will be considered fully and the decision made will be notified to all parties involved within 5 working days.

This will conclude the appeals process.

2.0 End Point Assessment Appeals

Where an appeal relates to an End Point Assessment outcome, you should contact your Cohort Manager. Appeal windows vary for different EPA Organisations so this should be raised with your Cohort Manager at the first opportunity and no later than five working days after receiving the result. Where there is a valid reason for appeal, the supporting evidence will be reviewed by the Centre Manager. If the Centre Manager agrees that there are grounds for an appeal, LI Europe will support you through this process and contact the relevant EPA Organisation.

If after reviewing the evidence, the Centre Manager does not feel that there are sufficient grounds for a successful appeal, you can still proceed with an appeal with the relevant EPA Organisation. However, your decision to appeal will not be supported by LI Europe. If you decide to proceed, the appeal should then be taken up with the relevant EPA Organisation.

Details of their procedures including timeframes for appealing outcomes, can be found at the following links. If you are not sure which End Point Assessment Organisation you need to contact, please ask your Cohort Manager.

- [Occupational Awards Limited \(OAL\)](#)

If your end point assessment organisation is not listed above, please speak to your Cohort Manager who will assist you.

3.0 Other Externally Assessed Units or Exams

If your appeal is regarding an externally assessed unit or exam, the appeal will normally need to be made directly to the organisation that conducted the assessment. In such instances, guidance and contact information will be provided through your Cohort Manager.

4.0 Related Policies

LIEURAPP22001 – Apprenticeship Continuity Plan

LIEURAPP22002 – Equality and Diversity Policy

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LIEURAPP22003 – Safeguarding Adults Policy

LIEURAPP22004 – Prevent Duty Policy

LIEURAPP22005 – Health & Safety Policy

LIEURAPP22006 – Concerns, Complaints and Compliments Policy

LIEURAPP22007 – Recognition of Prior Learning Policy

LIEURAPP22008 – Quality and High Standards in Apprenticeship Training Policy

LIEURAPP22009 – Employee Professional Development Policy

LIEURAPP22011 – GDPR Policy

LIEURAPP22014 – Safer Recruiter Policy

LIEURAPP22017 – Functional Skills Subcontracting Policy

LIEURAPP22018 – Intervention Policy

LIEURAPP22019 – Plagiarism and Malpractice Policy

LIEURAPP22020 – External Speaker Policy

LIEURAPP22021 – Bullying and Harassment Policy

LIEURAPP22022 – Additional Learning Support Policy

LIEURAPP22023 – Whistleblowing Policy

LIEURAPP22024 – Malpractice in Certification and Assessment Policy

LIEURAPP22025 – Recruitment of Ex-Offenders Policy

LIEURAPP22026 – Academic Appeals Policy

LIEURAPP22027 – Apprenticeship Code of Conduct

LIEURAPP22028 – Conflict of Interest Policy

Policies are reviewed in January on an annual basis.

Company Director  _____

Date 20/10/23

