**Apprenticeship End-Point Assessment: Complaints and Appeals Procedure**

**Introduction**

Highways Training UK is committed to providing a high-quality end-point assessment service. We continually improve our assessment quality and decision-making; however, we recognise situations can arise where an apprentice considers that they may have grounds for an appeal against a decision related to their end-point assessment. This document sets out our complaints and appeals procedure which should be followed by apprentices, providers, employers or members of the public if they have queries or concerns about an end-point assessment delivered by Highways Training UK.

**Scope**

This policy only covers complaints and/or appeals that apprentices, members of the public, providers or employers may wish to make in relation to the end-point assessment services delivered by Highways Training UK. This policy is not to be used to cover enquiries or complaints about other qualifications or services offered by Highways Training UK.

**Provider Responsibility**

It is the responsibility that all staff involved in the delivery of end-point assessments to ensure apprentices are aware of the contents of this policy. All apprenticeship providers involved in the on-programme training delivery for apprentices should have a complaint handling procedure and appeals process in place to deal with complaints about end-point assessment services.

**Procedures**

Highways Training UK distinguishes between complaints and appeals. A complaint is an expression of dissatisfaction with facilities or services provided as part of an end-point assessment. Appeals are specific challenges to judgements made in relation to an assessment. It is Highways Training UK’s policy to ensure that all complaints and appeals are thoroughly investigated and given fair consideration, with findings communicated within agreed timescales. There are three procedures contained within this document:

* End-point assessment complaints procedure
* End-point assessment result enquiry procedure
* End-point assessment appeals procedure

**End-Point Assessment Complaints Procedure**

All Highways Training UK’s staff have been trained to support learners: any complaints made to trainers/ assessors will be fed back to the training centre. We will log a complaint if the complainant states that s/he wishes to make a complaint whether this be verbally or in writing.

We would advise you to resolve any issues at the earliest opportunity by complaining to the assessor of your endpoint assessment. If you feel this is not appropriate or you are dissatisfied with their response, you may escalate your complaint to a lead endpoint assessor. Our lead endpoint assessors are:

* William Button [will@highways-training.com](mailto:will@highways-training.com) 07875 559412
* Derek Crawley [derekcrawley@btinternet.com](mailto:derekcrawley@btinternet.com) 07960330615

If you are not satisfied by the response of one of our lead endpoint assessors, please send a written complaint to our Training Centre Complaints Manager, by post or email (contact details below). Complaints about endpoint assessment should normally be submitted to Highways Training UK by the provider or the employer, however, apprentices may make a direct complaint in exceptional circumstances when they feel the complaint has not been resolved by the employer or provider.

When making a complaint to Highways Training UK, please provide:

* 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 relevant to the complaint

Highways Training UK will appoint an investigating officer to investigate all complaints; the investigating officer will gather all evidence relevant to the complaint. We aim to investigate all complaints within agreed timescales. At the end of the investigation, Highways Training UK will communicate the findings of the investigation to the complainant normally 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.

Complaints should be sent to:

Training Centre Complaints Manager,

Highways Training UK Ltd,

The Barns,

400 Biddulph Road,

Brindley Ford,

Stoke on Trent,

Staffordshire,

ST8 7QW

jessica@highways-training.com

**End-Point Result Enquiry Procedure**

This procedure should be followed in the event of an apprentice, provider or employer:

* being dissatisfied with end-point assessment results
* having reason to suspect results may not be accurate
* having concern that correct procedures have not been followed

The apprentice, employer or provider should complete the result enquiry form found in appendix 1 of these procedures and return it by post or email to:

Quality Manager,

Highways Training UK Ltd,

The Barns,

400 Biddulph Road

Brindley Ford,

Stoke on Trent,

Staffordshire,

ST8 7QW

jessica@highways-training.com

If the enquiry concerns the independent endpoint assessor’s decisions on either the workplace observation or professional discussion, the original assessor will review the recorded evidence from the relevant elements of the endpoint assessment, namely any photographic and/or video evidence from the workplace observation and the audio recording from the professional discussion and produce a detailed report to be reviewed by the Quality Manager. Upon reviewing this report, the Quality Manager will communicate the enquiry’s findings and information about any further action, usually within 21 days. If the end-point assessment result is found to be incorrect and the result uplifted, Highways Training UK will issue new results and a new certificate. If other end-point assessment decisions may be affected by the result of such an enquiry, all similar results will be recalled and reviewed in the same way.

**End-Point Assessment Appeals Procedure**

This procedure should be used in the event of an apprentice, provider or employer being dissatisfied with the outcome of their end-point assessment results enquiry.

An appeal should be submitted in writing, using the appeals form in appendix 2:

Awarding Manager

Highways Training UK Ltd,

The Barns,

400 Biddulph Road

Brindley Ford,

Stoke on Trent,

Staffordshire,

ST8 7QW

The awarding manager will convene an end-point assessment review panel of industry experts, consisting of an end-point assessor who is independent of Highways Training UK and/or a trailblazer employer, involved in the creation of the apprenticeship standard and end-point assessment plan. Any trailblazer employer sitting on this panel must be independent of the appeal. The panel will review the results enquiry report and any relevant photographic, video or audio evidence from the end-point assessment.

If the end-point assessment result is found to be incorrect and the result uplifted, Highways Training UK will issue new results and a new certificate. If other end-point assessment decisions may be affected by the result of such an appeal, all similar results will be recalled and reviewed in the same way. Highways Training UK will usually communicate the findings of appeals within 28 days of receipt. The decision of the review panel is final.

**Fees**

Highways Training UK charges a fee of £25.00 per apprentice for a results enquiry. The fee will be refunded if the results enquiry is successful in changing the apprentice’s grade.

Highways Training UK charges a fee of £250 for an appeal against the outcome of a results enquiry. Fees will be refunded if the appeal is successful (upheld).