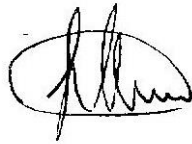


# Time2Train Ltd

## Appeals Procedure

*Signed:*



*Director:* John Young

*Date:* 26/05/2023

*Next review Date:* 26/05/2024

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## PURPOSE

The purpose of an appeals procedure is to provide a route for apprentices who disagree with the decision of a training officer. This often means when evidence or a portfolio has been submitted for assessment, either part, or all of it, does not meet the Assessment Criteria as interpreted by the training officer and/or the standard assessment plan.

An apprentice may appeal against:

- Evidence in a portfolio being concealed because of poor referencing.
- The evidence does not meet the requirements of knowledge as per Assessment Plan.
- The portfolio/evidence does show skills in the scope required by the Performance Criteria.
- Conduct of Assessment Procedures.
- The management and/or loss of any assessment materials.
- Access of opportunity to assessment.

## PROCESS

In all cases the following procedures apply:

1. Any apprentice has the right of appeal against any assessment decision.
2. An apprentice may appeal on the grounds that an assessment decision is inconsistent or fair.
3. In the first instance the apprentice should ask for a verbal explanation of the decision from the assessor.
4. If an apprentice is dissatisfied with this explanation they should appeal in writing, with full details, to the Internal Verifier within 30 days from the original assessment being made.
5. The Internal Verifier must review the assessors' decision and revise it if necessary. The apprentice and the assessor will be notified in writing within 30 days from the receipt of the appeal.

You can contact us via:

Telephone: 0191 543 8995

Email: [admin@time2train.org.uk](mailto:admin@time2train.org.uk)

Write to us at:

Time2Train Ltd.  
Bizspace, Design Works  
Williams Street

Felling, Gateshead  
NE10 0JP

This will be the final route of escalation within our company. Therefore, if you remain unhappy after following our own internal appeals procedure then please contact the End Point Assessment Organisation (EPAO) directly. Our EPAOs are Highfield Awarding Body for Compliance (HABC) for Team leading and Besafe-Training for all other apprenticeships. HABC's appeals policy can be located on their website: [www.highfieldabc.com](http://www.highfieldabc.com). Alternatively, please speak to the HABC team on 0845 2260350. Besafe Training Ltd's policy can be found at [https://besafe-training.co.uk/pdfs/Doc18\\_Complaints\\_Appeals.pdf](https://besafe-training.co.uk/pdfs/Doc18_Complaints_Appeals.pdf) or they can be contacted on 07446149334.

Should you address your appeal to the End Point Assessment Organisation and remain unhappy with the outcome you may then raise your appeal to the relevant qualification regulator. Either a representative of Time2Train, HABC or Besafe Training Ltd will be able to offer you guidance on the appropriate qualification regulator in each instance and provide contact details.

If you are not satisfied with the outcome you can appeal to The Office of Qualifications and Examinations Regulation (Ofqual) who regulate qualifications, examinations and assessments in England. If you go to <https://www.gov.uk/government/organisations/ofqual/about> and follow the links you can make an appeal/complaint on line. Alternatively, you can mail:

Earlsdon Park  
53-55 Butts Road  
Coventry  
CV1 3BH

You may also Contact the Education, Skills and Funding Agency who fund your programme. Their contact details are:

Complaints Team  
Education and Skills Funding Agency  
Cheylesmore House  
Quinton Road  
Coventry  
CV1 2WT

Alternatively for further information you can access the website <https://www.gov.uk/government/organisations/education-and-skills-funding-agency/about/complaints-procedure#:~:text=For%20complaints%20about%20schools%20or,the%20the%20ESFA%20enquiry%20form.>

### REVIEW

This policy will be reviewed annually as part of our quality assurance procedures. Reviews will also take place when there are changes, legislative updates and updates defined by the ESFA and IfATE.