

Appeals Policy

Introduction and scope

1. progress minded is an Assessment Organisation (AO) recognised by Ofqual.
2. As a recognised AO, progress minded is subject to external quality assurance by Ofqual on behalf of the Department for Education.
3. Assessments are also delivered in accordance with UK Equalities Law.
4. progress minded aims to ensure that equality of opportunity is promoted in access to apprenticeship assessments and that unlawful or unfair discrimination, whether direct or indirect, is eliminated.
5. The purpose of this policy is to set out the process for submitting and handling an appeal.

Definitions

6. An appeal is defined as a formal request from apprentices, training providers or employers to review the result of their assessment.
7. An appeal on the grading decision can be made for the following reasons:
 - a. If you believe any assessment processes or procedures were not followed properly and fairly in relation to the assessment.
 - b. If you disagree with any part of the grading decision.
 - c. Where we have declined applications for reasonable adjustments and special considerations.
 - d. If you disagree with the outcome of a grading decision.
8. An appeal does not refer to issues regarding activities that do not affect the grade awarded.
 - a. This should be raised as a complaint instead.
9. When we refer to subject matter experts, these may be internal or external stakeholders.

Submitting an appeal

10. Appeals should be submitted within 10 working days (unless there are proven extenuating circumstances).
11. Appeals should be submitted to the EPA Team: epateam@progressminded.co.uk
 - a. If the appeal is in relation to a grading decision, the appeal must be submitted both in writing and on ACE360.
12. When submitting an appeal, you should provide as much detail and supporting evidence as possible and keep all evidence relating to the case.
13. 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.

Handling an appeal

Stage one

14. We will acknowledge receipt within three working days

15. An appeal decision will be given within 10 working days after the acknowledgement.
16. The process will involve an IQA or a subject matter expert reviewing all evidence.
17. There are three possible outcomes to an appeal:
 - a. The assessment result is upgraded.
 - b. The assessment result stays the same.
 - c. The assessment result is downgraded.

Stage two

18. If you disagree with the outcome of stage one, you have three working days in which to request that the stage two appeal take place.
19. We will acknowledge receipt within three working days
20. An appeal decision will be given within 20 working days after the acknowledgement.
21. The stage two appeal will be completed by a panel of individuals not involved in the original assessment or the stage one appeal.
22. The panel will include the Head of Quality and a subject matter expert.
 - a. If the Head of Quality is unavailable, the Managing Director will replace them.
23. The possible outcomes of the hearing are as follows:
 - a. The assessment result is upgraded.
 - b. The assessment result stays the same.
 - c. The assessment result is downgraded.
24. If the appeal identifies any errors within our procedures, we will:
 - a. Correct any errors.
 - b. Produce and implement an action plan to alleviate any further risks or issues.
 - c. Provide feedback/further training and development to relevant individuals.
 - d. Review assessment documentation.
 - e. Identify and take any necessary steps to support any other apprentice who may have been affected.
25. The outcome of the appeal will be the final decision.

Fees

26. We do not charge for stage one appeals.
27. The charge for stage two appeals is £300.
28. If your stage two appeal is upheld, the fee will be reimbursed/waived.

Version control

| Version | Date | Change | By whom |
|---------|------------|--|-------------------------------|
| V2.1 | 07.07.2025 | Add a version control table. Updated terminology in line with funding rules 2025. | Cherie Heaven Owen Twidale |
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