




APPRENTICE APPEALS PROCEDURE 2018-2019

Prepared By:	Authorised by
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Date Sanctioned	November 2018
SIGNATURE/S:	

Board Signatures

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PAUL DREW

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MARK FITCHEW

Appeals Procedure

From time to time An Apprentice may feel aggrieved about not having reached the standard of competency expected.

Should an Apprentice wish to appeal, they should follow the Appeals Procedure set out below:

Stage One

1. When an Apprentice feels that an assessment has been unfair, this must be conveyed to their Development Coach within five days.
2. The Apprentice will complete the Appeals Form, which they can obtain from their Development Coach, and present it to their Development Coach within five days.
3. Apprentify's Internal Quality Assurer will investigate the matter within 14 calendar days of receipt and respond accordingly. The decision will be noted on the Appeal Form. If resolved, the matter ends here.
4. The completed form is then placed in the Apprentice's file and a copy sent to Apprentify's Head of Quality for monitoring purposes.

If the matter remains unresolved, Stage 2 of the Appeals Procedure will be invoked.

Stage Two

1. A completed Appeals Form indicating that the matter is unresolved should be sent to Apprentify's Head of Quality by the Internal Quality Assurer.
2. Within 7 working days of the Form being registered with the Head of Quality, arrangements will be made for an Appeal Hearing date.
3. A panel of three people made up of Apprentify's Managing Director, Head of Quality, and an independent Internal Quality Assurer, will hear the Appeal, and a decision will be reached and communicated to the Apprentice.
4. If an Apprentice is still not satisfied and believes that Apprentify has not conducted the appeal in the agreed way, they can then take up the matter with the relevant Awarding Organisation. (Full details will be provided).

Review:

This policy will be reviewed annually.