

APPRENTICE ASSESSMENT APPEALS POLICY

Version: 5.0

Approved by: Head of Quality

Last Approved: 10/02/2026

Confidentiality level: Confidential

Change History

Version	Date	Author	Description of change
V1	21/05/2021	Janet Miles	Review and update
V2	13/09/2022	Wendy Lees	Review
V3	06/10/2023	Jane Perez-Ugarte	Review
V4	30/12/2024	Joanna Harrison	Review and update
V5	10/02/2026	Joanna Harrison	Review and update

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1. Purpose

This policy outlines the principles and procedures that Davies Learning Solutions (DLS) follows when managing appeals relating to End-Point Assessment (EPA) and Functional Skills assessment decisions. Its purpose is to ensure a transparent, fair, and consistent process for all apprentices and employers.

1.1 Grounds for appeal may include:

- procedural error
- assessor error or inconsistency
- evidence of bias
- incorrect application of grading criteria
- factual inaccuracy in the assessment decision

If the appeal is considered a complaint the apprentice should follow the Davies Learning Solutions, [Complaints Policy](#)

Those handling an appeal should refer to relevant quality assurance, assessment information, and/or course documentation. This could be provided by the qualification awarding organisation or other stakeholders such as the Institute for Apprenticeships and Technical Education (IFATE) or Skills England.

The principle we follow in appeals is to enable the apprentice to re-present their assessment evidence and to give apprentices the best opportunity for successful completion, as soon as possible after an assessment decision is made.

A further principle, in the case of a dispute over result, is to offer the apprentice the opportunity to retake the relevant component, subject to the relevant assessment plan. It is noted that some assessment plans do not permit a retake or place a restriction on the time frame which a retake may be undertaken.

This policy covers appeals relating to:

- End-Point Assessment decisions delivered by DSW (our contracted End-Point Assessment Organisation – EPAO).
- Functional Skills qualification decisions delivered by Highfield Qualifications (our contracted awarding organisation for Functional Skills).

Each awarding organisation maintains its own formal enquiries and appeals process, which may supersede the internal process outlined in this document.

Davies Learning Solutions follows the appeals processes of the relevant awarding organisation. For End-Point Assessment decisions, the external process is governed by

DSW's EPAO Appeals Policy. For Functional Skills assessments, the external process is governed by Highfield Qualifications' Enquiries and Appeals Procedure.

Where an appeal does not fall within Davies Learning Solutions' internal remit, the apprentice will be directed to the appropriate external awarding organisation process.

2. Responsibilities

Apprentice / Employer:

- Submit appeal on time with clear rationale

Davies Learning Solutions:

- Provide guidance and support
- Ensure appeals are logged and tracked

DSW (EPAO):

- Conduct EPA appeal reviews according to their policy

Highfield Qualifications:

- Lead and conclude Functional Skills enquiries and appeals

3. Processes

3.1 EPA Appeals Process (DSW)

An apprentice, their employer or other representative may appeal against the decision of an End-Point Assessment within 15 working days of the final component of the End-Point Assessment. The appeals procedure will follow the process as per the policy and procedure of the End Point Assessment Organisation – see below links.

The appeal must follow the two stages outlines below:

Stage 1 – Review by the Independent Assessor

- Apprentice submits appeal within 15 working days of the final EPA component.
- Appeal must clearly state the grounds and identify the assessment component.
- IA reviews all evidence and reconsiders the decision with reference to the EPA plan.
- IA responds within 10 working days (or within DSW's timeframe).

Stage 2 – Escalation to DSW

- If dissatisfied, apprentice/employer may escalate within 10 working days.
- DSW conducts an independent internal review.
- Outcomes are communicated directly to the apprentice/employer.
- If unresolved, the apprentice may seek support from the Institute for Apprenticeships & Technical Education (IFATE)
<https://www.instituteforapprenticeships.org/about/complaints-procedure/>

3.2 Highfield Appeals Process (Functional Skills)

Appeals relating to Functional Skills (English and Maths) must follow Highfield Qualifications' Enquiries and Appeals Procedure. An Enquiry About Results must be submitted within 10 working days of the result being issued.

Highfield will complete a clerical and assessment review and respond within 10 working days. If the apprentice remains dissatisfied, they may request a further independent review by Highfield. Highfield is the final decision-maker for Functional Skills outcomes, and the matter may only be escalated beyond Highfield to the qualification regulator.

Davies Learning Solutions will support apprentices in submitting requests but does not influence Highfield's decision-making.

Stage 1 – Enquiry About Results (EAR)

An Enquiry About Results may be submitted when the apprentice or training provider believes:

- the Functional Skills result is incorrect, or
- there may have been an administrative, marking, or procedural error

Process:

- The enquiry must be submitted to Highfield within 10 working days of the result being released
- The request must clearly outline what the apprentice/provider wants Highfield to review
- If submitted by the provider, apprentice consent must be given
- Highfield will:
 - conduct a clerical check
 - check whether assessment criteria were applied correctly
 - review the original assessment decision
- Highfield aims to respond within 10 working days of a valid enquiry

Outcome may be:

- no change to the grade, or
- a change to the grade (this may be higher or lower)

A fee applies but is refunded if the decision is changed in favour of the Apprentice.

Stage 2 – Appeal (Independent Review)

If the apprentice or employer remains dissatisfied with the EAR outcome, they may request an appeal.

Process:

- Highfield carries out an independent review of the assessment decision.
- This may include:
 - a further review of marking,
 - checks against assessment criteria,
 - confirmation that correct procedures were followed

Highfield’s Stage 2 review represents their final internal decision

Escalation Beyond Highfield

If the apprentice remains dissatisfied after completing Highfield’s appeals stages, they may escalate the matter to the relevant qualification regulator in line with Highfield’s guidance.

4. EPAO and Awarding Organisation Appeals Process Links

DSW – EPA Appeals Policy - [Appeals Policy.pdf](#) [Appeal Forms.docx](#)

Highfield Qualifications – Functional Skills Enquiries & Appeals Procedure - <https://assets-eu-01.kc-usercontent.com/700ff344-6ab2-01f1-86c7-c19e1bd655bb/b386b9f6-f268-4967-a415-be6253e4a012/Highfield%20Enquiries%20and%20Appeals%20Procedure.pdf>