

UNITED APPRENTICESHIPS

# Appeals Procedure

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SLT member in charge	CLJ		

## Contents

Introduction.....	3
Scope .....	3
Definitions .....	3
Roles and Responsibilities .....	3
Learners (and supporting schools / employers) .....	3
Assessment team / tutors.....	3
Senior leadership .....	3
How to Appeal.....	4
Before you appeal .....	4
Stage 1 - Review by the assessment team.....	4
Stage 2 - Formal appeal.....	4
Stage 3 - Independent review .....	4
Grounds for taking an appeal further .....	5
End-Point Assessment (EPA) appeals .....	5
If the learner is still not satisfied.....	5
Support and reasonable adjustments.....	5
Related Policies and Documents .....	5
Monitoring and Review .....	5
Document History.....	6

## Introduction

United Apprenticeships is committed to fair, accurate and consistent assessment for every learner. We recognise that there may be times when a learner does not agree with an assessment decision or grade they have been given.

This procedure explains how a learner can appeal an assessment decision, what will happen at each stage, and how long each step should take. It is written so that learners, and the schools and employers supporting them, can follow it easily. Appealing is a learner's right, and no learner will be treated unfairly for raising an appeal in good faith.

## Scope

This procedure applies to:

- Learners and apprentices on programme with United Apprenticeships who wish to appeal an assessment or grading decision.
- Schools and employers supporting a learner through an appeal.

This procedure covers assessment and grading decisions only. The following are dealt with elsewhere:

- Concerns about service, support or treatment are handled under the Complaints Policy.
- Concerns about a learner's safety or welfare must be raised with the Designated Safeguarding Lead (DSL) straight away.
- End-Point Assessment (EPA) results are marked by the End-Point Assessment Organisation (EPAO) and must be appealed through the EPAO's own process, not United Apprenticeships (see Policy Detail below).

## Definitions

- Assessment decision - a mark, grade or judgement given for a piece of work or activity on programme.
- Appeal - a formal request to have an assessment decision looked at again.
- Working days - Monday to Friday, not including weekends or bank holidays.
- EPA / EPAO - the End-Point Assessment, and the independent organisation that marks it.

## Roles and Responsibilities

Everyone has a part to play in making sure appeals are handled fairly.

### Learners (and supporting schools / employers)

- Raise an appeal within the timescales set out below, explaining clearly why they disagree with the decision.
- Provide any evidence that supports the appeal.

### Assessment team / programme leads / tutors

- Explain how a decision was reached when asked.
- Take part in reviews and provide assessment records when an appeal is made.

### Senior leadership

- Make sure this procedure is followed fairly and consistently.
- Provide independent decision-makers for the formal and review stages.

- Monitor appeals to identify any patterns or improvements needed.

## How to Appeal

There are three stages. Most appeals are resolved at Stage 1, and a learner only moves to the next stage if the appeal has not been settled. An appeal should normally be started within 10 working days of being told the assessment decision, and each later stage started within 10 working days of the previous outcome.

### Before you appeal

In the first instance, the learner should talk to their programme lead, assessor or tutor and ask them to explain how the decision was reached. This often resolves the matter without a formal appeal.

### Stage 1 - Review by the assessment team

The learner puts the appeal in writing (email is acceptable) to their programme lead, tutor, trainer or assessor, stating their name and programme, the decision being appealed and its date, the reason for the appeal, and what they would like to happen.

1. United Apprenticeships acknowledges the appeal within 5 working days.
2. Someone not involved in the original decision reviews it. They may re-check the work, how it was marked, and speak to the learner and assessor.
3. United Apprenticeships responds in writing with the outcome and reasons, normally within 15 working days.

### Stage 2 - Formal appeal

If the learner does not agree with the Stage 1 outcome, they may request a formal appeal in writing within 10 working days, explaining why they remain dissatisfied.

1. United Apprenticeships acknowledges the appeal within 5 working days.
2. A manager, independent of the decision so far, reviews the appeal. This may include a meeting, at which the learner may be accompanied by a supporter such as a family member, friend, school or employer representative.
3. United Apprenticeships responds in writing with the outcome and reasons, normally within 15 working days. If more time is needed, the learner is told why and given a new date.

You can submit your formal appeal using our online appeals form:

[Click here also to access the form](#)

Or scan the QR code to open the form on your phone:



### Stage 3 - Independent review

If the learner has completed Stage 2 and still believes the appeal has not been handled fairly, it can be reviewed independently. The learner writes to United Apprenticeships within 10 working days of the Stage 2 outcome.

1. The appeal is reviewed by an senior leader independent of those involved so far.
2. The review considers whether the procedure was followed correctly and the outcome was reasonable. It is not a fresh marking of the work.
3. United Apprenticeships issues a final written decision, normally within 15 working days. This is the end of the United Apprenticeships appeals process.

### Grounds for taking an appeal further

A learner may move an appeal to the next stage where they believe that:

- the correct process was not followed, and this affected the outcome;
- not all of the information provided was properly considered;
- new information is now available that was not available before;
- the outcome is unreasonable based on the facts.

### End-Point Assessment (EPA) appeals

End-Point Assessment results are marked by the End-Point Assessment Organisation (EPAO), not United Apprenticeships. Appeals about an EPA result must be made to the relevant EPAO under their own appeals process. United Apprenticeships cannot change an EPA grade but will help the learner identify the correct EPAO process and support them through it.

You can also find the appeals process on your EPAO's or awarding organisation's own website, where they are required to publish it. If you are not sure who yours is, check your handbook or learning agreement, or ask your programme lead or tutor.

### If the learner is still not satisfied

Once all stages are complete, the United Apprenticeships decision is final. Where the appeal relates to a regulated qualification and the learner believes it has not been handled properly, they may escalate to the awarding organisation and, ultimately, the qualification regulator. United Apprenticeships will provide the current contact details and any time limits at that point.

### Support and reasonable adjustments

A learner may be supported through an appeal. United Apprenticeships will provide this procedure in alternative formats and make reasonable adjustments so that learners can take part fully, including where a learner has a disability or where English is not their first language.

### Related Policies and Documents

- Complaints Policy
- Safeguarding Policy
- Assessment Malpractice and Maladministration Policy
- Equality and Diversity Policy

### Monitoring and Review

This procedure has been made in accordance with the most recent legislation and awarding organisation requirements. It will be administered fairly and impartially. Appeals and how they are handled are monitored by senior leadership, and this procedure is reviewed in line with the review

period set out above, or sooner if the law, regulatory requirements or our practice change. The owner named above is responsible for the review.

## Document History

Version	Review
1.2	June 2026
1.1	April 2025
1	April 2024