


UHL Apprenticeship and Development Centre Appeals Policy

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Consultation	UHL Apprenticeship and Development Centre	
Version	V2	
Supersedes	V1	
Date of Original Approval	September 2018	
Next review Planned	March 2026	
Supporting Document(s)	<ul style="list-style-type: none"> • Reasonable Adjustments Policy • Complaints Policy • Recognition of Prior Learning • Withdrawal Policy • Equality, Diversity and Inclusion Policy • Safe Learning Environment Charter https://www.england.nhs.uk/long-read/safe-learning-environment-charter/	

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Document Amendment and Review Log

March 2023	V2.2 Change of name	21/03/2023	JS
April 2024	V2.3 Document branding update	23/04/2024	JS

1. Rationale

The University Hospitals of Leicester Apprenticeship and Development Centre (hereon referred to as the Centre) is committed to delivering high quality standards and qualifications in a fair, honest and consistent manner to all its learners. All learners have a right of appeal against a decision made if they are not satisfied with the outcome of an element or unit during the process of assessment or in relation to the application of Centre Policies.

2. Scope of Policy

- 2.1. Whilst every effort is made to ensure the learning experience is transparent and fair, there will inevitably be times when learners have completed a part of their programme for which the outcome is not acceptable to them. This policy therefore covers the process and timeframes for appeals against academic decisions made by the Centre or decisions made during the application of other Centre policies.
- 2.2. This policy does not cover appeals against decisions within the employer's policies. There will be separate organisational appeals policies learners can use to support such situations.

3. Process for Academic Appeals

- 3.1. The process for appeals is formed of three stages. Learners / apprentices can raise an appeal to their practitioner, facilitator or internal quality assurer (IQA). Details of the process can be found in detail on Appendix 1.
- 3.2. Should the learner disagree with the outcome of the internal investigation they may initiate stage 3 which is carried out by the awarding body; with an additional option for an independent appeals panel if required
- 3.3. Should an employee of UHL feel that they wish to take a grievance out they can do so and should follow the Trusts own grievance process.
- 3.4. Should the outcome of the appeal impact on the learner's ability to complete the apprenticeship programme, the Centre's Withdrawal Policy should be followed.

4. Process for Appeals Against Centre Policy Decisions

- 4.1. Learners / apprentices can raise concerns against the application of Centre policies within 7 working days of the decision. This should be done in writing.

- 4.2. The Centre will review and agree a response to an appeal against a Centre policy decision. The response will be final and will be shared within 28 working days in writing. It should be noted that the Centre are committed to be supportive and enable learners to develop and become the best version of themselves that they can however this will be within the boundaries and limitations which are expected from an accredited training provider.
- 4.3. The Centre will not get involved in employer policy application. However the Centre will provide advice or guidance from the training provider's requirements for the programme.
- 4.4. It should be noted that sometimes the decisions made by the Centre will impact on the learner's ability to continue with their current employment contract. Should this occur, as much support as possible will be provided to the learner by the Centre within the boundaries of resources and limitations.

Appendix 1

Process for Learners Who Wishes to Appeal Against an Assessment Decision

STAGE 1

If the learner is unsatisfied with an assessment decision made by their Facilitator, Practitioner or Internal Quality Assurer (IQA) they must inform them within 10 working days to arrange a meeting to discuss this.

This meeting should take place within 5 working days of being informed. If meeting within 5 days is not possible, a reason should be provided in writing and a future date agreed.

If the issue cannot be resolved during this meeting Stage 2 should be initiated.

If the assessment decision being appealed against was made by a Practitioner or Facilitator they must notify the Internal Quality Assurer (IQA) that this appeal is in progress within 5 days of the meeting. This must be logged by the IQA on appendix 6.

If the assessment decision being appealed against was made by the IQA they must notify the Centre Development Manager that this appeal is in progress within 5 days of the meeting. This must be logged by the Centre Development Manager on appendix 6.

STAGE 2

In the case of a Practitioner or Facilitator making the initial decision, the IQA will discuss this with them and the learner, taking into account the learner's evidence and the Practitioner/Facilitator's justification for their decision(s).

This meeting must take place within 5 working days of the IQA being notified that an appeal is in progress. If meeting within 5 days is not possible a reason should be provided in writing and a future date agreed.

The IQA can only find the learner competent if, on reflection, the Practitioner/Facilitator agrees that the evidence meets the requirements of the standard being assessed.

If agreement cannot be reached, then Stage 3 should be initiated.

In the case of the IQA making the initial decision, the Centre Development Manager will discuss this with the IQA and the learner, taking into account the learner's evidence and the IQA's justification for her/his decision(s).

This meeting must take place within 5 working days of the Practitioner/Facilitator Programme Lead being notified that an appeal is in progress. If meeting within 5 days is not possible a reason should be provided in writing and a future date agreed at that point.

The Centre Development Manager can only find the learner competent if, on reflection, the Practitioner/Facilitator agrees that the evidence meets the requirements of the standard being assessed.

If agreement cannot be reached, then Stage 3 should be initiated.

Appendix 6 should be used to record all activity to support the appeal.

STAGE 3

The learner should notify the Centre Education Manager in writing that a decision has been appealed against. This should happen within 10 days of the learner being notified of the original assessment decision.

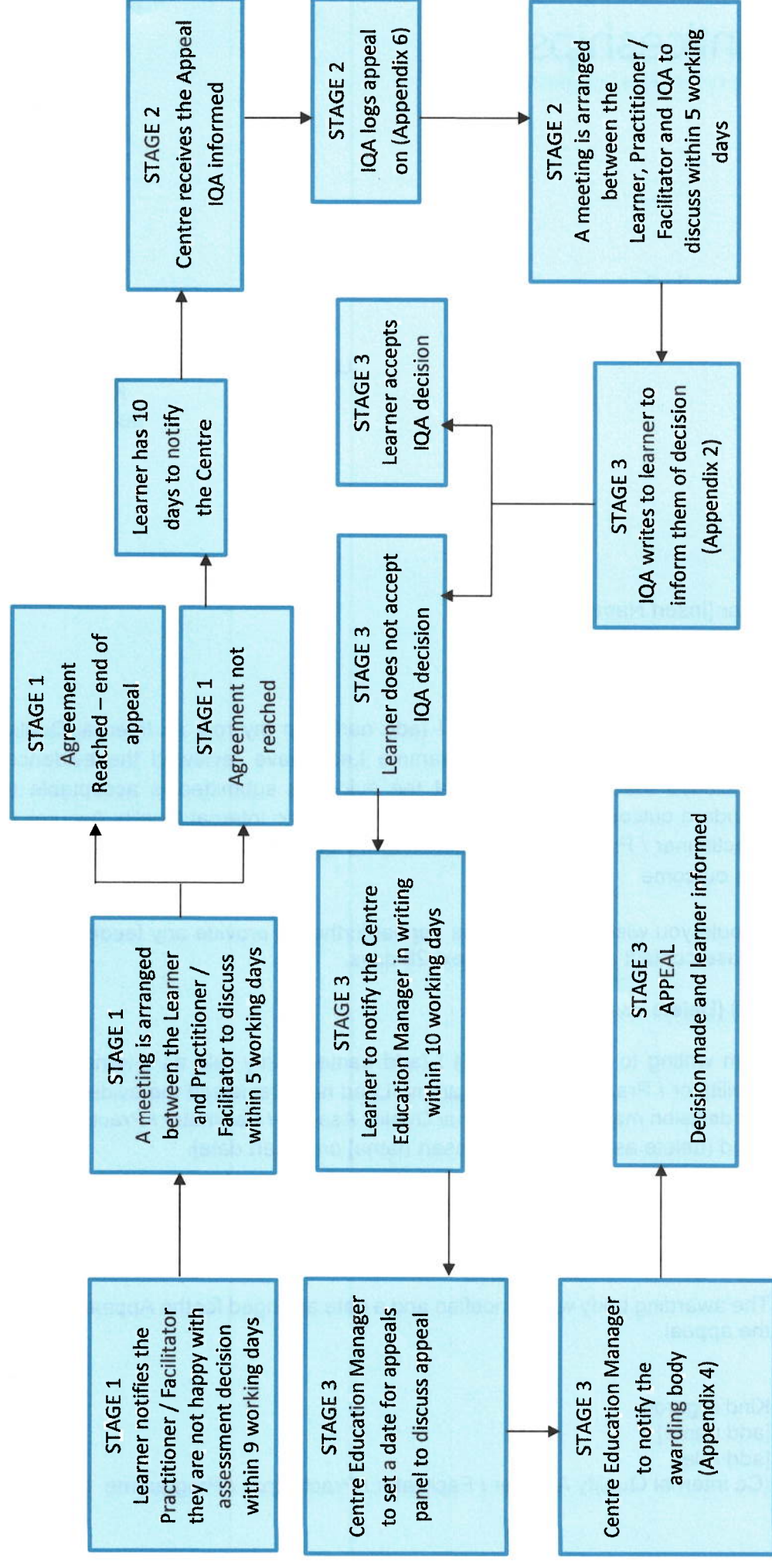
The Centre Education Manager will set a date for the appeals panel to consider the appeal. They will also notify the awarding body, who may notify the external quality assurer that an appeal has been lodged.

The outcome of this stage will be logged by the Centre Education Manager.

A letter will be sent to the learner detailing the awarding bodies' decision (Appendix 4). If the learner disagrees with the awarding body's decision they have 10 working days, from the decision being made, to notify the Centre Education Manager. The Centre Education Manager will have a further 5 working days to request an independent appeal.

Appendix 6 should be used to record all activity to support the appeal.

Flowchart showing stages 1-3 of the Appeals Process (Appeal against an assessment decision)



Appendix 2

UHL Apprenticeship and Development Centre
Knighton Street Offices
Leicester Royal Infirmary
LE1 5WW

Tel: 0116 258 6112

(Insert Date)

Dear [Insert Name]

Re: Appeals

I am writing to inform you that I (add name) in my role as Internal Quality Assurer / Facilitator / Practitioner / Programme Lead have reviewed the evidence and have concluded that I am happy that the evidence submitted is acceptable to meet the standard outcomes required. I have informed the Internal Quality Assurer / Facilitator / Practitioner / Programme Lead (delete as appropriate) [insert name] on [insert date] of this outcome.

Should you wish to discuss this appeal further or provide any feedback on the process please contact me within the next 28 days.

(Or) [Delete as appropriate]

I am writing to inform you that I (add name) in my role as Internal Quality Assurer / Facilitator / Practitioner / Programme Lead have reviewed the evidence and agree with the decision made by the Internal Quality Assurer / Facilitator / Practitioner / Programme Lead (delete as appropriate) [insert name] on [insert date].

If you do not agree with my decision you have 20 days to appeal. This will need to be in writing and addressed to the Programme Lead at the UHL Apprenticeship and Development Centre.

The awarding body will be notified and a date arranged for the Appeals Panel to consider the appeal.

Kind regards

[add name]

[add role]

(Cc Internal Quality Assurer / Facilitator / Practitioner / Programme Lead

Appendix 3

UHL Apprenticeship and Development Centre
Knighton Street Offices
Leicester Royal Infirmary
LE1 5WW

Tel: 0116 258 6112

(Insert Date)

Dear [Insert Name]

Re: Awarding Body Decision

I am writing to inform you that your appeal has been heard by the Awarding Body on [add date]. I can confirm that the decision is to uphold / revoke [delete as appropriate] the decision made by the Facilitator / Practitioner / Internal Quality Assurer [delete as appropriate].

If you wish to appeal against the Awarding Body's decision you have 10 working days after the decision was made to notify the Centre Education Manager in writing that you wish the appeal to be heard by an independent Appeals Panel. The Centre Education Manager will have a further 5 working days to notify them. Their decision will be final and there will be no further opportunity for appeal.

Kind regards

[add name]

[add role]

(Cc Facilitator/Practitioner/IQA as applicable)

Appendix 4

UHL Apprenticeship and Development Centre
Knighton Street Offices
Leicester Royal Infirmary
LE1 5WW

Tel: 0116 258 6112

(Insert Date)

Dear [Insert Name]

Re: Appeals Final Decision

I am writing to inform you that your appeal has been heard by the Independent Appeals Panel on [add date]. I can confirm that the decision is to uphold / revoke [delete as appropriate] the decision made by the Facilitator / Practitioner / Internal Quality Assurer [delete as appropriate].

This decision is final and there is no further opportunity for appeal

Kind regards

[add name]

[add role]

(Cc Facilitator/Practitioner/IQA as applicable)

Appendix 5

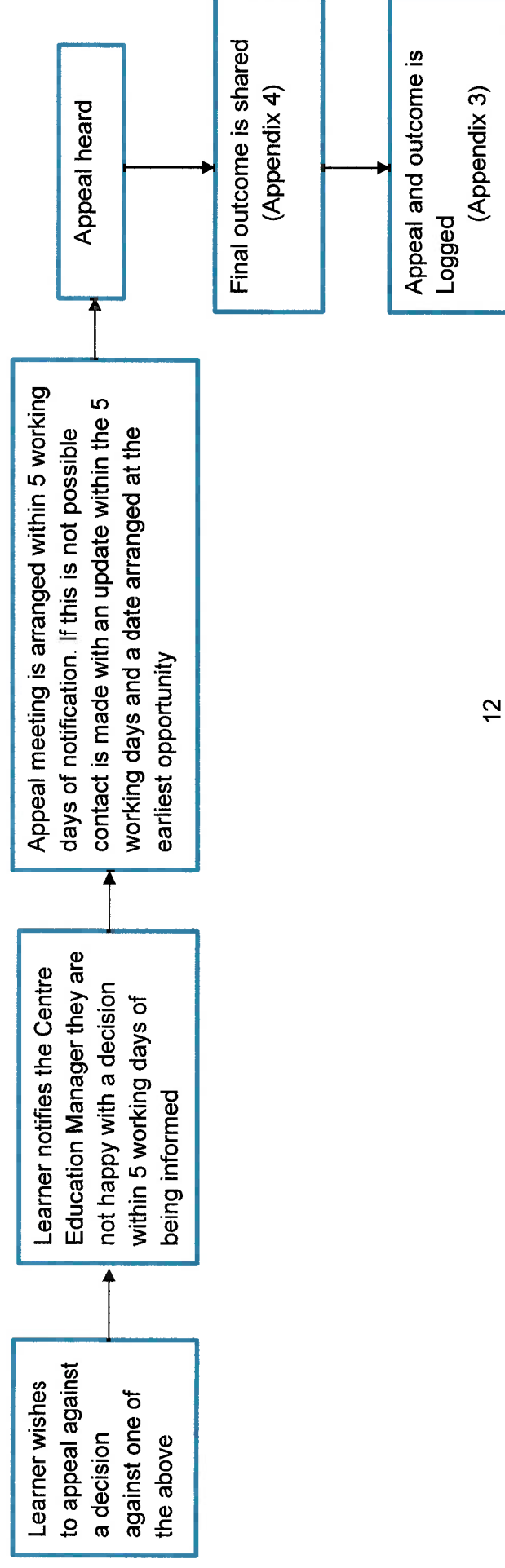
Log for Appeals

Date	Learner name	Learner number	Programme	Unit	Appeal/reason	Action taken	Date of Action

Appendix 6

Process for Appeal Against a Decision on the Following:-

- Recognition of prior learning
- Collusion
- Plagiarism
- Special considerations
- Dress code
- Unacceptable behaviour



Appendix 7

UHL Apprenticeship and Development Centre
Knighton Street Offices
Leicester Royal Infirmary
LE1 5WW

Tel: 0116 258 6112

(insert Date)

Dear [insert name]

Re: Appeals Final Decision

I am writing to inform you that your appeal has been heard by the Appeals Panel on [add date]. I can confirm that the decision is to uphold / revoke [delete as appropriate] the decision made by the facilitator / practitioner / internal quality assurer [delete as appropriate].

This decision is final and there is no further opportunity for appeal.

Kind regards

[add name]

Centre Education Manager

(Cc Facilitator/Practitioner/IQA as applicable)

