

Appeals and Enquiries about Results Policy

Policy

We welcome any appeal or enquiry about a result against decisions made in relation to the result of an Energy & Utility Skills assessment or any decision made by Energy & Utility Skills in relation to an assessment, investigation, approval, audit or dissatisfaction with an earlier enquiry about a result or appeal made to a provider or trainer.

Definition

An enquiry about results can be made in relation to:

- An individual's results relating to an Energy & Utility Skills assessment
- Energy & Utility Skills' adjustment of results following quality assurance verification

An appeal to Energy & Utility Skills can be made in relation to:

- An individual's results relating to an Energy & Utility Skills assessment
- Energy & Utility Skills adjustment of results following quality assurance verification
- A decision as a result of an Energy & Utility Skills investigation into malpractice or unfair practice
- An Energy & Utility Skills decision relating to approval – provider, trainer or an endorsed training programme
- An outcome following an appeal to a provider or trainer
- Decisions made in respect to access arrangements and / or special considerations
- The content of an Energy & Utility Skills report following an external quality assurance audit
- The outcome of an Energy & Utility Skills investigation into a complaint raised by a provider or trainer

Process

Appeals or enquiries about results must be made within 10 working days of the assessment, Energy & Utility Skills decision or event.

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We aim to:

- Acknowledge receipt of Stage 1 and 2 appeals and enquiries about results within 2 working days
- Communicate a full response within 15 working days for enquiries about results and both stages of our appeals process; in some cases, for example if the assessment decision was not made by Energy & Utility Skills, it may take a little longer to investigate and in such cases we will let you know and keep you informed on the progress of our investigation

Stage 1 Appeal

A review of the appeal will be carried out by Energy & Utility Skills' Quality Manager which may involve discussions with the appellant or a meeting with the provider and / or trainer; an independent third party, such as an external quality associate or subject expert, may also be consulted. All information and evidence will be scrutinised and a decision will be made to either uphold or not uphold the original decision or outcome. If the appellant is not satisfied with the outcome of the appeal, they can proceed to Stage 2.

Stage 2 Appeal

A second appeal must be made in writing to Energy & Utility Skills' Head of Registration Services who will form an appeal panel of two or three experts - which could include independent associates who may have appropriate subject matter expertise, other managers from within Energy & Utility Skills or external quality assurance experts. All information and evidence will be scrutinised by the panel and a decision will be made to either uphold or not uphold the original decision or outcome. The decision of the Stage 2 appeal panel will be final.

All documentation relating to Stage 2 appeals will be provided to Energy & Utility Skills' Directors for monitoring and to support a standardised approach.

Enquiries about Results

A review of the assessment decision will be carried out by Energy & Utility Skills' Quality Manager which may involve discussions with the individual being assessed or the provider / trainer who carried out the assessment; an independent third party, such as an external quality assurance or subject expert or associate, may also be consulted. If the individual enquiring about a result is not satisfied with the outcome, they can appeal.

Fees

We will not make a charge for a Stage 1 appeal or an enquiry about a result if the appeal is upheld at Stage 2. If an appeal is not upheld at Stage 2 there will be an administrative charge of £30 and an additional £200 if a visit is required.