

Complaints and appeals policy

Introduction

British Marine is committed to providing an excellent End-point Assessment service. British Marine supports improvement in assessment quality and decision-making, however we recognise that from time to time situations arise where an apprentice considers that they might have grounds for an appeal against a decision related to that End-point Assessment. This document sets out our complaints procedure and appeals procedure which should be followed by apprentices, providers, employers or members of the public if they have queries or concerns about an End-point Assessment delivered by British Marine.

Scope

This policy only covers complaints and/or appeals that apprentices, providers, members of the public or employers may wish to make in relation to the End-point Assessment services delivered by British Marine. This policy is not to be used to cover enquiries or complaints about other qualifications or services offered by British Marine. This policy is not a grievance or complaints procedure for staff of British Marine, who are asked to refer to the staff handbook.

Provider responsibility

It is the responsibility that all staff involved in the delivery of marine apprenticeships or British Marine End-point Assessments, and apprentices are aware of the contents of this policy. All apprenticeship providers should have a complaint handling procedure and appeals process in place to deal with complaints about End-point Assessment services.

Review

British Marine will review this policy and its associated procedures as part of our internal quality assurance arrangements and revise it as and when necessary in response to customer, apprentice or regulatory feedback and any trends that may emerge in the subject matter of complaints received.

Procedures

British Marine distinguishes between complaints and appeals.

- A *complaint* is an expression of dissatisfaction with facilities or services provided as part of an End-point Assessment.
- An *appeal* is a challenge of the decision in an End-point Assessment.

There are three procedures contained within this document:

- End-point Assessment Complaints procedure
- End-point Assessment Enquiry About Results procedure
- End-point Assessment Appeals procedure

The procedure applies to apprentices, training providers and employers.

End-point Assessment complaints procedure

This procedure must not be used to appeal against the decision of an End-point Assessment. If dissatisfied with the findings of an End-point Assessment, please refer to the End-point Enquiry about Results procedure in the first instance.

Most complaints can be resolved quickly and informally through discussion with a staff member in the British Marine End-point Assessment /training team. All British Marine staff have been trained to help our customers resolve any issues at the earliest opportunity. If you wish to escalate your complaint, you can ask to speak to the British Marine End-point Assessment Administrator. If a complaint is not resolved informally, the formal procedure below may be followed.

Complaints about any aspect of the End-point Assessment service should normally be submitted to British Marine by the employer or provider. In exceptional circumstances an apprentice may make a complaint where they feel the complaint has not been handled satisfactorily by the training provider or their employer.

A formal complaint should be put in writing and submitted to the British Marine Head of Training either by post or email (contact details below). The complaint should be submitted within 28 days of the complained about event. The written complaint should set out the nature of the complaint, including any relevant facts, dates, and names of individuals involved so that we can investigate it. The written complaint should be provided along with:

- Copies of any correspondence between the apprentice and the provider regarding the complaint,
- A statement of the circumstances surrounding the complaint, and
- Any other supporting documents relevant to the complaint.

British Marine will appoint an investigating officer to investigate the written complaint. The investigating officer may request further information to consider the complaint. At the end of the investigation, British Marine will communicate the findings of the investigation to the complainant and outline any resolutions or further actions planned as a result of the findings.

If the complainant is not satisfied with the findings and resolution of the complaint by British Marine, they may appeal the outcome. To do this, please contact the British Marine Head of Training (contact details below).

This procedure may be amended at any time and we may depart from it depending on the circumstances of any case.

End-point Assessment Enquiry About Results procedure

An apprentice, training provider or employer may make an Enquiry About Results (EAR), using the application form attached in Appendix A if:

- They are dissatisfied with end-point assessment results,
- They have reason to suspect the results may not be accurate, or
- They are concerned that correct procedures have not been followed.

The EAR form must be submitted to the British Marine End-point Assessment Administrator using the contact details below within 14 days of the results being provided.

The End-point Assessment Administrator will consider the enquiry to ensure it has been brought within the time frame and has been filled out correctly.

If the enquiry about an End-point Assessor's practical assessment decision has been filed correctly, a report will be produced by the original End-point Assessor.

The British Marine Head of Training will review the report and determine if:

- Moderation of the End-Point Assessment is necessary,
- A further End-point Assessment with another End-point assessor is required, or
- No further action is required or if moderation is necessary.

The British Marine Head of Training will communicate the decision within 21 days.

If either moderation is undertaken or a further assessment is required and the End-point Assessment result is found to be incorrect, British Marine will issue new results and a new certificate. If other End-point Assessment decisions are affected by the result of such an enquiry, all similar results will be recalled and reviewed in the same way. Please note that the result of moderation may result in an increase, decrease or no change to the End-point Assessment result.

This procedure may be amended at any time and we may depart from it depending on the circumstances of any case.

End-point Assessment Appeals procedure

If following the EAR process there remain doubts about the accuracy of the End-point Assessment result; the apprentice, training provider or employer (the 'Appellant') may submit an appeal in writing using this procedure.

The Appellant should write to the British Marine Head of Training using the End-point Assessment Appeal Form in Appendix B, within 14 days of receipt of the outcome of the EAR. If the appeal has been filed correctly, the British Marine Head of Training will convene the British Marine End-point Assessment Panel to review any additional evidence.

The British Marine End-point Assessment panel may at its discretion:

- Uphold the End-point Assessment result
- Direct the apprentice to undertake another End-point Assessment with a different End-point Assessor either at his/her place of work, provider Centre or an alternative host Centre (where available) as agreed by British Marine.

If other End-point Assessment decisions may be affected by the result of such an appeal, all similar results will be recalled and reviewed in the same way.

British Marine will communicate the findings of all appeals within 28 days of receipt. The decision of the British Marine End-point Assessment Panel is final.

This procedure may be amended at any time and we may depart from it depending on the circumstances of any case.

Fees

British Marine charges a fee of £10.00 per apprentice for an Enquiry About Results (EAR). The fee will be refunded if the EAR is successful in changing the apprentice's grade.

British Marine charges a fee of £100.00 for an appeal against the outcome of an Enquiry About Results (EAR).

British Marine will not be responsible for any travel, equipment or product costs associated with an End-point Assessment re-sit. All fees and reasonable travel and subsistence costs arising from an End-point Assessment re-sit (where necessary) will be refunded if a subsequent appeal or EAR is successful (upheld).

Contact details

British Marine Head of Training: Blue Davies

- **Telephone:** 07584 563343
- **Email:** adavies@britishmarine.co.uk

British Marine End-point Assessment Administrator: Ulrika Lawrence

- **Telephone:** 07557 016923
- **Email:** ulawrence@britishmarine.co.uk

Address: Tagus House, 9 Ocean Way, Ocean Village, Southampton, Hampshire. SO14 3TJ

Appendix A

Enquiry about results application form			
<p><u>Part 1 – Apprentice consent form</u></p> <p>Information for apprentices:</p> <p>If you make an Enquiry About Result from your End-point assessment after your End-point assessment grade has been issued, there are three possible outcomes:</p> <p>Your original grade</p> <ul style="list-style-type: none"> is confirmed as correct, and there is no change to your grade. is changed, so your final grade may be higher or lower than the original grade you received. is nullified and a further assessment is required. <p>In order to proceed with the Enquiry About Results, you must sign the form below. By doing so you confirm that you have understood what the outcome might be, and that you give your consent to the Enquiry About Results being made.</p>			
Apprentice ULN:		Apprentice name:	
Apprenticeship standard name:		Date of End-point assessment:	
<p>Consent statement:</p> <p>I give my consent to make an enquiry about the result of the End-point assessment listed above. In giving consent, I understand that the final subject grade awarded to me following an Enquiry About Results may be lower than, higher than, or the same as the grade which was originally awarded for this subject.</p> <p>Apprentice signature: _____</p> <p>Centre name: _____</p> <p>Date: _____</p>			

Part 2: Centre consent form

Information for Centres:

British Marine charges a fee of £10.00 per learner for an Enquiry About Result (EAR). The fee will be refunded if the EAR is successful in changing the apprentice's grade.

Details of enquiry

Please state the reason for your enquiry below.

Centre number:

Centre name:

Reason for enquiry:

Signature on behalf of Centre: _____

Name: _____

Date: _____

This form should be retained on the Centre's files for at least 6 months following the outcome of the Enquiry About Results.

Once completed, please email this form to:

Centre Contact Information

Email address: _____

Phone number: _____



Appendix B

End-point assessment appeal application form	
Centre and apprentice details	
<u>Centre name:</u>	<u>Email address:</u>
<u>Centre number:</u>	<u>Telephone number:</u>
<u>Apprentice name:</u>	<u>Date appeal submitted to centre:</u>
<u>Apprentice ULN:</u>	
<p>Please submit evidence of the following:</p> <ol style="list-style-type: none"> 1. Evidence to support your appeal. <ul style="list-style-type: none"> • Statements from colleagues or peers where appropriate • Statements from clients where appropriate 2. A statement outlining why you are unhappy with the outcome of the endpoint assessment Enquiry About Results. 3. Please attach this form to the front of your documents when submitting by mail or complete electronically and attach it to the email with all supporting evidence. <p>Once completed, please email this form to: adavies@britishmarine.co.uk</p> <p>Or post to: FAO: Blue Davies, Head of Training (EPAO). British Marine, Tagus House, 9 Ocean Way, Ocean Village, Southampton, Hampshire. SO14 3TJ</p>	<p>Outline of appeal:</p>
Please provide the information requested below	
<u>Appellant name:</u>	
<u>Appellant signature:</u>	
<u>Apprentice signature (if not the appellant):</u>	
<u>Date:</u>	