



# NET Appeals Policy

## Document History

### Version History

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## 1 Introduction

Appeals against the results of Assessments of Occupational Competence (AOC)/End Point Assessments (EPA) provided by NET and its network of licensed assessment centres may only be made by **candidates**.

In the event a candidate wishes to lodge a formal appeal they must do so within **20 working days of notification of the result**.

Appeals will be considered if there are valid reasons related to the final result or marking decisions, such as:

- Procedural irregularity: Procedures were not followed in accordance with NET guidelines
- Perversity of judgement: the decision reached clearly breaches natural justice
- Administrative irregularity: incorrect advice being given by a responsible staff member which materially affects the outcome or decision

Valid centre-related appeals will constitute grounds for a formal investigation by NET into the centre where the assessment took place. The decision to appeal should only be taken in cases where candidates believe they can show that there was a breach of proper assessment practice or conditions.

For issues relating to NET or centre staff or operations such as discrimination, impropriety or mismanagement or poor conditions at the assessment centre please refer to the NET Complaints Policy.

## 2 Overview of the NET Appeals Process

In the first instance all candidates wishing to lodge an appeal must contact the assessment centre where they undertook their assessment, to establish whether the centre can resolve any questions or concerns the candidate may have in relation to the assessment and the candidate must have the support of their employer/training provider.

Evidence of this contact is required before NET can take the matter further. An initial appeals form will be created in the NET management systems (Stage 1) by the Centre to log this initial contact.

If a satisfactory outcome cannot be achieved during discussions with the centre, or the candidate considers approaching the Centre may be a conflict of interest, then the candidate wishing to appeal should contact NET by emailing [info@netservices.org.uk](mailto:info@netservices.org.uk) which will be logged and the appeal raised through the NET management system to maintain a record and visibility (Stage 2).

NET is committed to reviewing all appeals fairly and quickly. If the candidate is still unsatisfied with the result, this can then be escalated to Stage 3.

## **3 Appeals Procedure**

### **3.1 Centre Appeal (Stage 1)**

An application to review an assessment result must be initiated by the candidate within 20 working days from the date of notification of the result to the Centre where the assessment took place or directly with NET - with the support of the employer/training provider.

### **3.2 What Happens Next?**

If appeal is submitted to the centre The Centre Manager will contact the candidate within 5 working days to discuss the reason for the result issued and log the appeal on the Marking & Management System (MMS).

If the candidate is satisfied with the explanation, then the Centre Manager will state appeal is complete on the MMS. If the candidate is not satisfied with the explanation, then the appeal is referred to NET via the MMS.

### **3.3 NET Appeal (Stage 2)**

The NET Appeal will only be carried out when the appeal has been through the Centre Appeal process or there is a valid conflict of interest where the candidate has submitted the appeal directly to NET.

An appeal to NET is received via the Marking & Management System or by email and the candidate will receive an e-mail notification to inform them that the appeal has been received and that it is now at Stage 2.

NET will appoint an Appeal Manager (Technical Development Manager - TDM)

The NET Appeal process will be carried out by the Appeal Manager (Technical Development Manager - TDM).

The TDM appointed to the appeal will consider the validity of the process carried out at the Centre Appeal stage. The TDM will decide whether the correct procedures were followed during the process and whether the procedures were applied properly and fairly in arriving at the judgement given.

If it is found that the correct procedures were not followed during the Centre Appeal, the matter will be discussed with the centre manager and results amended as necessary.

### **3.4 Appeals Process Stage 2**

- The Marking & Management System (MMS) notifies NET that there is an appeal on the system.

- NET appoints a TDM to review the appeal
- The Appeal Manager (TDM) will investigate the appeal by contacting the centre to speak to all relevant staff. If necessary, the candidate will also be contacted.
- For appeals regarding sections other than the on-line exam – the Appeal Manager (TDM) will check the assessor’s marking to ensure marks recorded for each section have been allocated correctly.
- For appeals regarding the on-line exam – the Appeal Manager (TDM) will check the candidate’s completed answers against the records held in the NET system.
- The Appeal Manager (TDM) will then check to ensure the correct result was awarded.
- The Appeal Manager (TDM) will notify the candidate of the outcome within 20 working days of the escalation.

## Outcomes

For a Stage 2 appeal there are two possible outcomes:

- The appeal is upheld because the correct processes, procedures and/or policy documents were not followed. The Appeal Manager (TDM) will inform all parties in writing of this decision. Where appropriate, replacement documentation will be issued.
- The appeal is rejected because the correct processes, procedures and/or policy documents were followed. If this is the case, the Appeal Manager (TDM) will inform all parties in writing of this decision and inform the candidate. If the candidate is unsatisfied with the outcome of the stage 2 appeal details of how to move to a Stage 3 appeal with NET will be communicated at this stage.

### 3.5 NET Appeals Panel (Stage 3)

The NET Appeals Panel will only consider an appeal when it remains unresolved having been through the NET Appeal (Stage 2) process.

An appeal to the NET Appeals Panel can only be invoked by the Appeal Manager (TDM), via the MMS.

The NET Appeals Panel will consist of 3 people, 1 NET Board Member, 1 Occupationally Competent person and 1 Electrotechnical Union representative. The panel will be supported by the NET Quality and Verification Manager who may also be the technically competent person. The Panel members may be revised or changed with respect to availability without prior notice.

The NET Appeals Panel considers only the validity of the processes carried out during the NET Appeal (Stage 2). The panel will decide whether the correct procedures were followed during the assessment and with the appeals process and whether they were applied properly and fairly.

If the panel finds the correct procedures during the assessment and the NET Appeal (Stage 2) were not followed properly and fairly, the findings will be discussed with the NET Quality and Verification Manager and results amended as necessary.

### 3.6 Appeals Process Stage 3

The Appeals Panel review process may involve:

- A discussion with the candidate, centre and/or NET personnel
- A request for further information from the candidate, the centre and/or NET personnel
- A centre visit by authorised NET personnel

The Appeals Panel will review the appeal and advise the Quality and Verification Manager of their findings.

- Quality and Verification Manager will then check to ensure result is correct.
- Quality and Verification Manager will notify the candidate of the outcome within 20 working days of the escalation to the Appeals Panel.

### 3.7 Outcomes

The Appeals Panel's decision is final.

The centre & candidate will be notified of the decision in writing. Where appropriate, replacement documentation will be issued.

## 4 Contact us

If you have any queries about the contents of this policy, please contact NET on 0207 250 8510 or via email to [info@netservices.org.uk](mailto:info@netservices.org.uk) or submit in writing to NET, CAN Mezzanine, 49-51 East Road, London, N1 6AH

## 5 About NET

National Electrotechnical Training (NET) is an independent charity (Registered charity number: 1068863), which provides End Point Assessments for apprenticeship standards and assessments of occupational competence (AOC) in support of industry recognised qualifications utilised by the electrical installation, electrical maintenance and electrical engineering industries throughout the UK. More information about NET and its activities can be found on our website, [www.netservices.org.uk](http://www.netservices.org.uk)

## 6 Equal Opportunities

We are fully compliant with equal opportunities legislation and this is reflected in all activities under our control and in our published material. A copy of our equal opportunities policy statement is



available on our website.

## **7 Review Arrangements**

NET will review the policy annually as part of our self-evaluation arrangements; Amendment and review may also be in response to feedback requests or good practice guidance issued by Regulators, to align with their appeals and complaints process.



## 8 Appeals Process Flowchart

