



# 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 appeals may 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 demonstrate 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, candidates should review the information given on their results notification as this will provide initial feedback on where they did not meet the required standard.

If the candidate feels they have grounds for appeal they must start the appeals process via the NET website at [www.netservices.org.uk/appeals](http://www.netservices.org.uk/appeals). The candidate must have the support of their employer/training provider, if an apprentice.

Once an appeal has been submitted through the online process, the ability for the candidate to book further assessments will be blocked. Bookings will be permitted once the appeal has been resolved. The appeal raised will be logged and the appeal raised through the NET management system to maintain a record and visibility. This will be allocated to the appropriate Technical Development Manager (TDM) who may contact the candidate and centre to investigate.

NET is committed to reviewing all appeals fairly and quickly.

## 3 Appeals Procedure

### 3.1 Candidate 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 NET - with the support of the employer/training provider (if an apprentice).

A re-sit must not be booked before an appeal is submitted, during the appeal timeframe, or until it has been reviewed, completed and the outcome has been issued to the candidate.

If a re-sit has been booked and the candidate wishes to appeal, NET will be unable to process the appeal until the re-sit has been cancelled by the candidate directly via their assessment centre.

Once an appeal is submitted to NET using the appropriate form, the candidate must put as much detail as possible and the section of the assessment the candidate is appealing against. On receipt the detail is uploaded to the MMS system and the appeal is allocated to the TDM/IQA for that centre, where an investigation will be carried out within **10 working days**. On completion of the investigation the result is conveyed to the candidate on the appeal decision via email. If an appeal is upheld, then the ability to book will be restored from the date the feedback email has been received.

### 3.2 NET Appeal (Stage 2)

The NET Appeal (Stage 2) will only be carried out when the appeal has been through the Candidate Appeal process (Stage 1) and candidate has confirmed in writing that they disagree with the Stage 1 decision, stating the reason why within 5 working days of receipt.

The appeal will then be re-opened to log the second stage appeal.

The candidate will receive an email notification to inform them that the appeal has been received and that it is now at Stage 2.

NET will appoint an Appeals Manager.

The NET Stage 2 Appeal process will be carried out by the Appeals Manager, within 20 working days.

The Appeals Manager will consider the validity of the process carried out at the Candidate Appeal stage. The Appeals Manager 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 Candidate Appeal, the matter will be discussed with the allocated TDM who carried out Stage 1.

The results will be amended as necessary and the candidate will receive the notification via email.

### **If the Stage 1 process was carried out correctly:**

The Appeals Manager will investigate the appeal by contacting the TDM who handled Stage 1 and contact all relevant centre staff and the candidate, if necessary.

- For appeals regarding sections other than the on-line exam – the Appeals Manager will assign an independent TDM team to verify the assessor’s marking to ensure marks recorded for each section have been allocated correctly.
- For appeals regarding the on-line exam – the Appeals Manager will assign the independent TDM team to check the candidate’s completed answers against the records held in the NET system.
- The independent TDM team will then check to ensure the correct result was awarded.
- The appeal will be discussed the whole TDM team and an outcome agreed.
- The candidate will be notified 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 Appeals Manager will inform all parties of this decision. Where appropriate, replacement documentation will be issued and/or the ability to rebook will be restored.
- The appeal is rejected because the correct processes, procedures and/or policy documents were followed. If this is the case, the Appeals Manager will inform all parties by email 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.

### **3.3 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. The NET Appeal (Stage 3) will only be carried out when the appeal has been through the Appeal process (Stage 2) and candidate has confirmed in writing that they disagree with the Stage 2 decision, stating the reason why within 5 working days of receipt. The appeal will then be re-opened to log the third stage appeal.

An appeal to the NET Appeals Panel can only be invoked by the Appeals Manager/Quality and Verification Manager, 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 Appeals Manager/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 Appeals Manager/Quality and Verification Manager and results amended, as necessary.

### **3.4 The Appeals Panel Process**

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 Appeals Manager/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.

### **3.5 Outcomes**

The Appeals Panel's decision is final.

The candidate will be notified of the decision by email. Where appropriate, replacement documentation will be issued and following confirmation the ability to rebook will be restored if applicable.

## **4 Contact Us**

If you have any queries about the contents of this policy, please contact NET on 0207 250 8511 or via email to [support@netservices.org.uk](mailto:support@netservices.org.uk).



## **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 Equality & Diversity**

We are fully compliant with equality and diversity legislation and this is reflected in all activities under our control and in our published material. A copy of our 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.