

NSAN EPA Policies & Procedures

Owner: Quality Manager

Function: Apprenticeships

Title: EPA Appeals policy

Change history

Rev No.	Nature of change	Author	Approved By	Date
1	First Issue	S Vickers	Z Whittington	13/6/23
2	Updates to section 7.0	S Vickers	Z Whittington	25/4/24
3	Addition of MOET, PCP & PCT to section 6.2	S Vickers	Z Whittington	30/7/24
4	Updated to new branding	A Wallbank	M Kinsella	10/10/24
5	Removal of EAR process and new process charts added	S Vickers	Z Whittington	12/5/25
6	epaPRO re-branded to Proficient	S Vickers	Z Whittington	10/3/26

Summary

Key Activities and Interfaces

Compliance with Ofqual General Conditions of Recognition – condition I1

Associated Processes and/or Forms

- EPAO Invoicing and Fees policy
- EPAO Complaints policy
- EPAO Reasonable Adjustments & Special Considerations policy
- EPAO Malpractice/maladministration policy

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1.0 - Policy purpose

This policy forms part of NSAN's quality assurance suite to ensure valid and reliable outcomes in relation to an apprentice's End Point Assessment (EPA).

The purpose of the policy is to allow training providers, on behalf of an apprentice, to submit an appeal against a decision made by NSAN if they believe that NSAN have failed to make a fair and/or valid decision, and/or failed to apply their policies and/or procedures in a fair and consistent manner in relation to a decision they have made, including, but not limited to, decisions about:

- Assessment decisions
- Reasonable Adjustments
- Special Considerations
- Malpractice/maladministration
- Complaints

This policy should be read in conjunction with forms, policies, guidance and/or processes related to the decision that is being appealed.

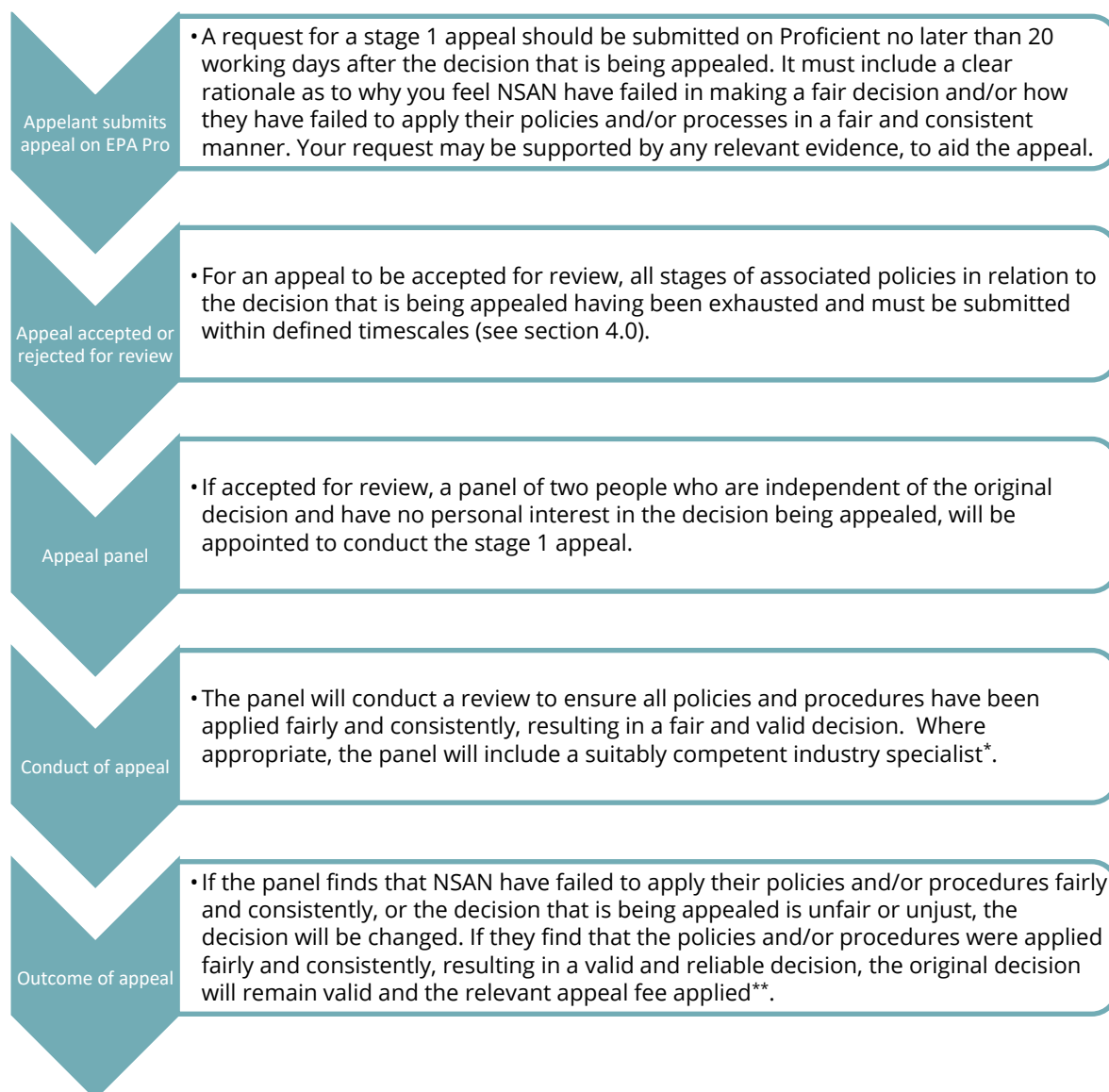
All stages of associated policies and/or guidance in relation to the decision that is being appealed must have been exhausted, prior to submitting an appeal.

2.0 - Stages and process of appeals

2.1 - Stage 1

A stage 1 appeal allows you to appeal against any decision made by NSAN, if you feel that NSAN have failed to apply their policies and/or processes in a fair and consistent manner, resulting in an unfair or unjust decision.

Stage 1 process



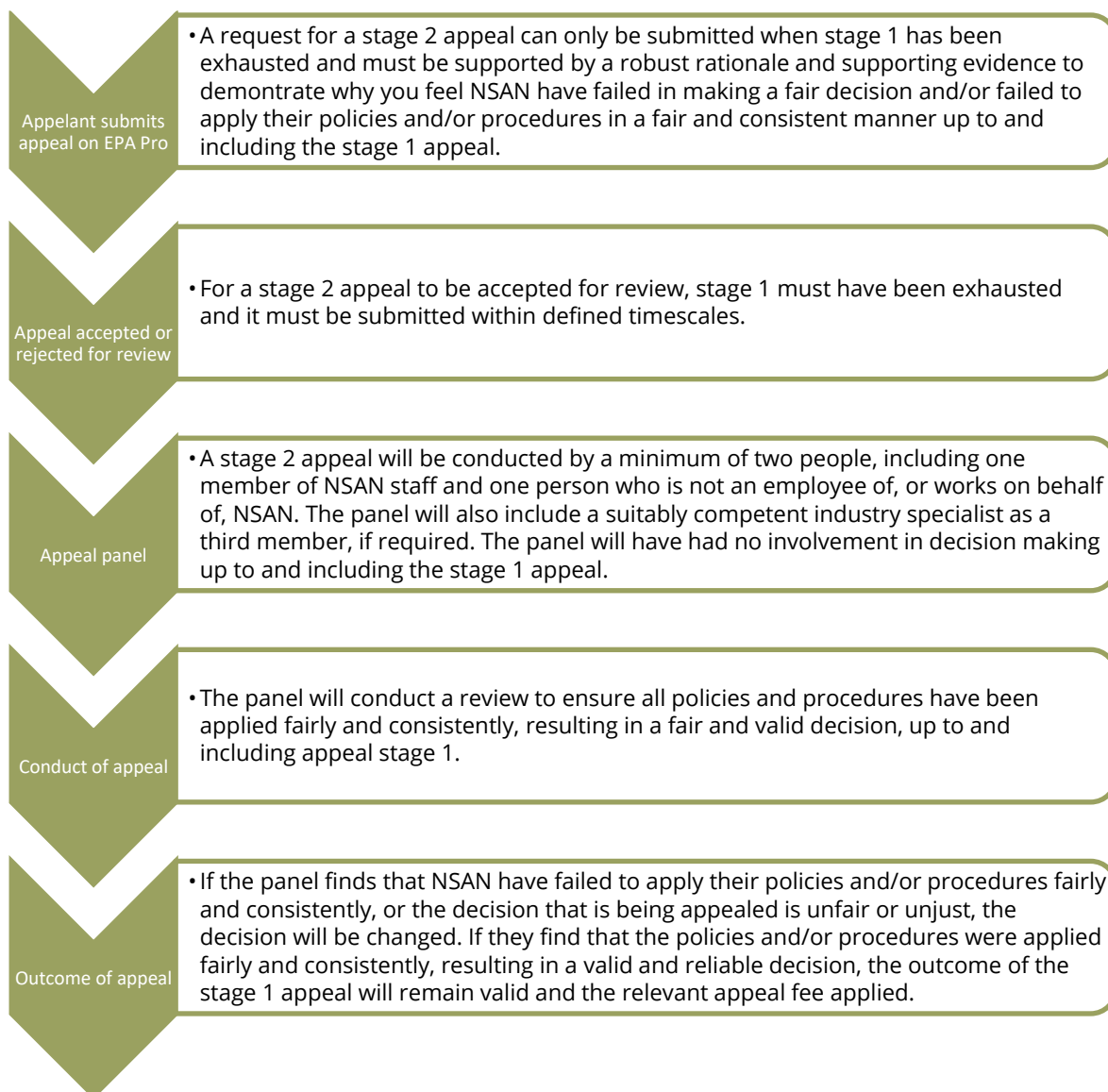
* For appeals against an assessment decision, one of the panel will be a sector expert who will conduct a full re-mark of the assessment, without sight of the original marking.

**Refer to section 6.0 for details of fees

2.2 - Stage 2

If you have exhausted stage 1 and remain dissatisfied with the outcome, you may submit a stage 2 appeal.

Stage 2 process



A stage 2 appeal concludes NSAN's EPA Appeals process, and the outcome is final.

If you remain dissatisfied with the outcome of a stage 2 appeal, you have the right to complain. Refer to section 8.0

3.0 - Who can submit an appeal?

Appeals must be submitted by the Training Provider, on behalf of the apprentice.

4.0 - Timescales

Action		By whom	Timescale
Stage 1 Appeal	Submission	Training Provider	Within 20 working days of the decision that is being appealed
	Acknowledgement	NSAN	Within 5 working days of receipt
	Outcome	NSAN	Within 20 working days* of receipt
Stage 2 Appeal	Submission	Training Provider	Within 10 working days of stage 1 outcome
	Acknowledgement	NSAN	Within 5 working days of receipt
	Outcome	NSAN	Within 90 working days* of receipt

*Should we be unable to meet the defined timescales, we will keep you updated of progress.

5.0 - Outcome of an appeal

The outcome of the appeal will be any of the following:

- No change to decision
- Positive change to the decision
- Negative change to the decision

The appeal will be declined for review if any of the following apply:

- Associated policies in relation to the decision that is being appealed have not been exhausted in the first instance
- The appeal has not been submitted within defined timescales

In all instances, where the application of the appeals process leads NSAN to discover a failure in its processes, we will take all reasonable steps to:

- identify any other apprentices who have been affected by the failure
- correct or, where it cannot be corrected, mitigate as far as possible the effect of the failure
- ensure that improvements are put in place to prevent the failure from occurring again.

6.0 – Details of Fees

6.1 – No fee applied

If the outcome of the appeal is either of the following, there will be **no fee** applied to the appeal:

- The appeal is declined
- We make a change to the original decision

6.2 – Fee payable

If we make no change to the original decision, the relevant fee will be applied as detailed below:

Appeal relating to			Stage 1 fee	Stage 2 fee
Any decision/outcome that does not involve an assessment decision			£50	£50
Assessment decision relating to:	L5 Nuclear Technician	Report	£500	£500
		Interview	£275	
	L2 Nuclear Operative	MCT	£200	
		Interview	£425	
	L2 Nuclear Health Physics Monitor	Written test	£100	
		Practical test	£275	
		Panel review	£275	
	L3 Maintenance & Operations Engineering Technician	Knowledge test	£200	
		Practical observation	£275	
		Interview	£425	
	L6 Project Controls Professional	Technical Assignment, Report & Presentation (TARP)	£500 / £425	
		Professional Discussion	£425	
	L3 Project Controls Technician	Knowledge test	£200	
		Practical test	£275	
		Interview	£425	

6.3 – Fee refunded

If the outcome of an appeal overturns any earlier decisions that have had a fee applied, any fees that have been paid will be refunded, or the PO cancelled.

7.0 – How to submit an appeal

The submission of an appeal must also be supported by a purchase order (PO) for the relevant fee associated with the service you are requesting (refer to 6.2).

If the fee is not applied to the outcome of the appeal, the PO will be cancelled. If an appeal is submitted without a PO, the process will be paused until the PO is received.

Appeals must be submitted via the apprentice's assessment profile on Proficient. Further instructions are available on the Proficient User Guidance.

8.0 - Complaints

If you are dissatisfied with the service you have received at any stage of the EPA, have evidence that NSAN have failed to apply their policies and/or procedures fairly, accurately or consistently, or that NSAN has not delivered the EPA in accordance with the relevant assessment plan, you also have the right to complain. Please refer to NSAN's EPA Complaints policy.

You also have the right to contact Ofqual, as the regulator for End Point Assessment; however, Ofqual would require evidence that all stages of NSAN's internal processes have been exhausted.