



PART OF **nocn** GROUP

**Appeals
Procedure**



Appeals Procedure

1. Scope

1.1 This procedure sets out **NOCN's** process for considering an appeal. **An appeal can only be raised by the apprentice.**

2. Purpose

2.1 This procedure is intended to deal with an appeal against an assessment decision fairly and effectively. **NOCN** aims to resolve appeals promptly. However, these matters can be complex and may require scrutiny of extensive documentation. **NOCN** will aim to reach its conclusion within 25 working days of receiving the written appeal.

2.2 The appeals procedure may be used to:

- Appeal against a decision concerning an **NOCN** Assessment Instrument
- Appeal against a grading decision
- Appeal against an outcome of a malpractice investigation and
- Appeal against an outcome of a plagiarism investigation.

3. Documentation

3.1 Please complete the online appeals procedure form which can be found by following the link - <https://forms.office.com/r/d7eEUvQzWb>

3.2 **The specific documents required to be submitted by the apprentice, to begin the formal appeals process:**

- Proof of identification of the individual apprentice, either a copy of the apprentices Birth Certificate or a copy of the photo page of their Passport and
- Any information or paperwork associated with the appeal to assist with investigation of the appeal.

The appeal support documentation should be sent to:

End Point Assessment Team **NOCN**
Acero Building
1 Concourse Way
Sheaf Street
Sheffield
S1 2BJ

4. Timeline of Response

4.1

- Appeals must be made within 25 working days of the published assessment result
- The Assessment Team or representative of **NOCN** will consider the appeal within 5 working days of receipt.

- The apprentice must be informed that the appeal is in or out of scope within 10 working days of receipt of the appeal.
- Appeals must be completed within 25 working days of receipt of the appeal by **NOCN**.
- Where an appeal is of severe or complexed nature, **NOCN** reserve the right to extend the time period for concluding an appeal and
- If the appeal cannot be resolved by **NOCN** then it will be referred to the appointed External Quality Assurer for each Apprenticeship Standard.

4.2 If the appeal is unresolved or if the apprentice is dissatisfied with the decision, the apprentice may request that the appeal is referred to an appointed Director within **NOCN**, for independent review.

5. Outcomes of an Appeal

5.1 Where the outcome of an appeal against an assessment decision will bring into question the accuracy or results of other apprentices in the same assessment, **NOCN** will take appropriate steps to protect the interests of all apprentices and the integrity of the Apprenticeship Standard.

5.2 **NOCN** will report to the **NOCN** Board of Trustees on the operation of its appeals arrangements, including any enquiries. This report will cover the number and nature of enquiries and appeals and their outcomes.



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