EPA Extensions, Re-Sits, and Assessment Review and Appeals Policy and Procedure

Introduction

The Chartered Institute of Procurement & Supply (CIPS) is a recognised and regulated EPA Organisation for End Point Assessments. The EPA Organisation (EPAO) is committed to high levels of quality assurance and policies that are open, transparent and free from bias.

Overview

This document sets out the policy adopted by the EPAO for dealing with extensions, re-sits, reviews and appeals following assessment decisions within the EPA. The policy set out below is designed to ensure that such requests are dealt with in a fair and consistent way and are in line with the standards assessment plan.

The EPAO aims to:

- Provide a transparent procedure for dealing with requests for extensions, reviews and appeals
- Deal with any requests for extensions, reviews and appeals in a fair and timely manner and keep the Training Provider appropriately informed of the progress of the investigation
- Notify the Training Provider of the outcome which has been reached and where appropriate, what further action, if any, is to be taken
- Monitor and track reviews and appeals to identify trends and patterns to be included in annual reports

Extensions, Transfers and Resubmissions

Extensions cannot be granted by tutors or employers. Applications by apprentices for an extension must be made in writing and submitted to the EPAO via their Training Provider. These will then be considered by CIPS EPAO. The application for an extension should be completed at least 7 days before the submission deadline date.

All reasons for extensions require independent corroboration, usually from the employer or, in the case of medical problems, doctor. There are some circumstances which are regarded as acceptable reasons for granting an extension and some which are not.
Examples are:

**Acceptable reasons –**

- Significant medical conditions
- Compassionate (e.g. family bereavement)
- Significant natural disaster

**Unacceptable reasons:**

- Workload
- Unawareness of the submission deadline
- Computer problems

If a submission deadline is missed for acceptable reasons and the full notification period has been adhered to; the apprentice may submit their assignment no more than 5 working days later. If longer is required then the apprentice will be required to join a later opportunity.

If a submission deadline is missed for unacceptable reasons, and/or policy has not been adhered to then the apprentice will be required to join a later opportunity and may have their grade capped as a ‘PASS’ only.

If an apprentice wishes to transfer Opportunities after Gateway has closed then they will need to provide an acceptable reason as they would for an extension. If the reason is deemed unacceptable then the apprentice will be unable to transfer and will be liable for a re-submission fee:

- The fee for resubmitting the Project Report Proposal (Title and Scope Agreement) is £150.
- The fee for resubmitting the Project Report for marking and feedback is £300.
- The fee for resubmitting the Presentation and Questioning is £570.

All the additional costs can be found in the EPA Product Specification Guide.

**Re-Sits**

Apprentices who fail one or more assessment method will be offered one opportunity to take a re-sit. A re-sit does not require further learning.

The apprentice’s employer will need to agree with the EPAO that a re-sit is an appropriate course of action. Apprentices should have a supportive action plan to prepare for the re-sit.

The assessments must be passed within 6 months of each other; otherwise the entire EPA must be retaken.

Apprentices who re-sit an assessment will not be eligible for the overall award of a **DISTINCTION**, unless the CIPS identifies extenuating circumstances accounting for the **FAIL**, in which case the apprentice maybe approved to be able to re-sit the assessment and the grade will not be capped.
Reviews and Appeals

Reviews and appeals fall into two categories:

- **Category A** those relating to the fairness of the assessment questions, tasks or process
- **Category B** those relating to the marking outcome of an assessment

In each case, Stage 1 deals with reviews and Stage 2 deals with appeals.

**Category A – Reviews and Appeals relating to assessment tasks or processes**

**Stage 1 – Category A Reviews**

A Training Provider wishing to make a challenge relating to Category A should send a written request for a review (by e-mail) to the CIPS EPAO **no later than one week after the assessment date.**

**Contact details:**

Email: epa@cips.org

- The Training Provider should identify the reasons for the review request and provide supporting evidence
- There is no charge for this type of investigation
- On receipt of the review request, an acknowledgement will be sent to the Training Provider within one week.

**Consideration of the Review**

- The EPAO will investigate the matter and communicate the outcome in writing to the Training Provider. Wherever possible, this will be completed within one month of the date the review request was received.
- Where the outcome of this process indicates a failure in assessment processes that might affect other apprentices, the EPAO will take steps to correct or mitigate the effect on them as far as possible, and to ensure that such a failure does not occur again.
Stage 2 – Category A Appeals

- If the Training Provider does not agree with the outcome of the review, they have the right to take the process to Stage 2, which would involve independent scrutiny of the case. Training Providers must request an appeal by writing to the CIPS EPAO within two weeks of receiving the review outcome. There is a fee for Stage 2 appeals (£52), which would be refunded if the appeal were successful.
- Stage 2 appeals do not re-investigate the circumstances of the original review. An appeal at Stage 2 will only be considered if the appellant can show that the EPAO did not apply procedures consistently during the original investigation, or that procedures were not followed properly and fairly.
- The outcome of a Stage 2 appeal will be communicated to the appellant within one month of the date the appeal was received.

Consideration of the Appeal

Appeals will be considered, and decisions taken, by individuals who have no personal interest in the decision(s) being appealed. Appeal decisions will only be made by persons with appropriate competence. At least one decision-maker involved in this process will be an individual who is not employed by CIPS, is not an assessor working for CIPS, and is not otherwise connected to CIPS.

Category B – Reviews and Appeals relating to the marking outcome of an assessment

Stage 1 – Category B Reviews

Training Providers requesting a review of an assessment under Category B must do so within one week of the assessment result release date.

- Training Providers should complete the Review & Appeal Application Form giving a reason* for the request. The completed form should be sent (by e-mail) to the CIPS EPAO (epa@cips.org) together with the appropriate fee (£52). Most of the fee is paid to the assessor for the review. A small percentage is retained to help offset administration costs.
- On receipt of the application form, an acknowledgement letter will be sent to the Training Provider within one week.
- The EPAO will return the fee to the Training Provider if the grade is subsequently changed as a consequence of the review.
*Reasons such as illness, or something that the candidate believes affected their performance during an assessment, cannot be considered under this policy. If a candidate believes that their performance in an assessment has been affected, they must notify CIPS EPAO (epa@cips.org) within one week of the assessment date, under the Special Considerations section of the Reasonable Adjustments Policy.

**Consideration of the Review**

The CIPS EPAO will investigate the review request, which will include:

- Review of the assessment against the grading criteria by an assessor not involved in the original marking.
- Remark of any assessments where the second assessor believes the original marks allocated were incorrect.
- The EPAO will communicate the outcome in writing to the Training Provider. Wherever possible, this will be completed within four weeks from the last date of when the review request can be accepted.
- Where the outcome of this process indicates a failure in assessment processes that might affect other apprentices, the EPAO will take steps to correct or mitigate the effect as far as possible, and ensure that such a failure does not re-occur.

**Stage 2 – Category B Appeals**

- If the Training Provider does not agree with the outcome of the review, they have the right to take the process to Stage 2, which would involve an independent scrutiny of the case. Training Providers must request an appeal by writing to EPAO within two weeks of receiving the review outcome. There is a fee for Stage 2 appeals (£125), which would be refunded if the appeal were successful.
- Stage 2 appeals do not review the content of the apprentice’s assessment. An appeal at Stage 2 will only be considered if the appellant can show that the EPAO did not apply procedures consistently during the original investigation, or that procedures were not followed properly and fairly.
- Stage 2 appeals will scrutinise the assessment processes and procedures to ensure they have been consistently followed.
- If the appeal is successful, the EPAO will review the apprentices’ assessment; however the original mark may be upheld.
- The outcome of a Stage 2 appeal will be communicated to the appellant within one month of the date the appeal was received wherever possible.

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