



## AIM Assessment

### EPA Results and Appeals

## Document version history

Version Number	Date	Description
1	April 2020	- Document created
2	November 2020	- Updated layout ( <i>see pages 1 - 8</i> ) - Updated Appendices ( <i>see pages 6 - 8</i> )

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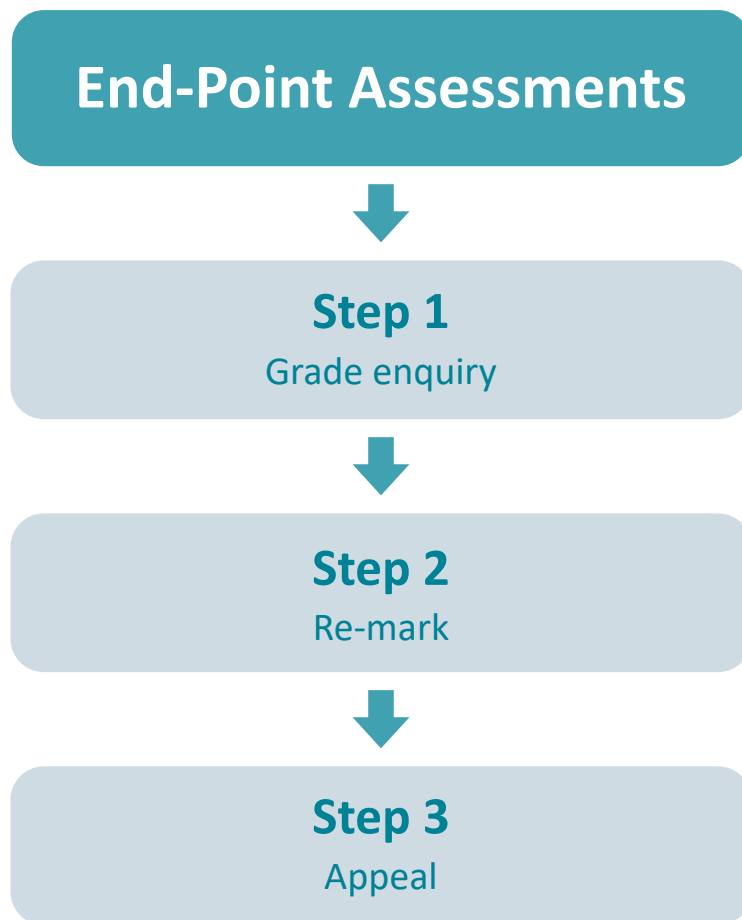
# Introduction

AIM Qualification and Assessment Group are an end-point assessment organisation approved on the [government register](#) for a range of apprenticeship standards. AIM Group are also a regulated Awarding Organisation and Access Validating Agency.

This document is intended for apprentices that are registered on or have taken an AIM Group end-point assessment and employers who wish to make an enquiry or appeal in regards to our end-point assessment work. It sets out the process that should be followed when submitting appeals to AIM Group and the process AIM Group will follow when responding to appeals.

## Enquiries about results

AIM Qualification and Assessment Group offer the following services for enquires about end-point assessment results:



## Step 1 and 2 - Grade enquiry and re-mark

### Process for making an enquiry

1. An **Enquiry about results form**, which can be found in [appendix 1](#) of this guide, (and on our website at [www.aim-group.org.uk/eparesources](http://www.aim-group.org.uk/eparesources)) should be submitted by email to [assessment@aim-group.org.uk](mailto:assessment@aim-group.org.uk). This will be directed to our specialist team who will acknowledge receipt within five working days. If we are unable to continue to process your enquiry about results, we will seek further information from either the appellant and/or any other parties.
2. We will review the application and respond with the outcome within 10 working days.

#### End-point Assessment results enquiry

**Grade enquiry** – We will provide further feedback from the apprentice’s assessments, including a breakdown of each assessment criteria.

**Re-mark** – This service allows you to request a re-mark of your apprentice’s assessment. This will be completed with a different assessor to the original. Please note there are additional charges for this service that can be found within our [end-point assessment additional charges policy](#) on our website. Note that grades can go down as well as up as a result of a re-mark or appeal.

**All requests must be made within 25 working days of release of results to:**

[assessment@aim-group.org.uk](mailto:assessment@aim-group.org.uk)

## Step 3 - Appeal

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### Appeals

This appeals policy covers:

- appeals from apprentices and their employers in relation to an assessment decision on the basis that AIM did not apply procedures consistently or that procedures were not followed properly and fairly
- appeals from apprentices relating to an AIM decision to decline a request to make reasonable adjustments or give special considerations
- appeals from apprentices relating to a decision made by AIM following an investigation into a complaint

### Process for making an appeal

1. An **Appeals form**, which can be found in [appendix 2](#) of this guide (and on our website at [www.aim-group.org.uk/eparesources](http://www.aim-group.org.uk/eparesources)), should be submitted by email to: [assessment@aim-group.org.uk](mailto:assessment@aim-group.org.uk). This will be directed to our specialist team who will acknowledge receipt within five working days. If we are unable to continue to process your appeal, we will seek further information/documentation from either the appellant and/or any other parties.
2. We will consider the evidence and respond within 10 working days.
3. The appellant will be invited to comment on the factual accuracy of the initial conclusion within 10 working days.
4. All decision makers involved in an appeal will have no personal interest in the decision being appealed.
5. In conjunction with appropriate internal staff, we will consider any additional information before reaching a final conclusion which will be communicated to the appellant within 10 working days.

Apprentices and their employers have 25 working days from the date that they were notified of the appeals decision in which to lodge a further appeal.

Apprentices who wish to appeal about their assessment results or about a related decision should be supported by their employer/provider. If an employer/provider is appealing on behalf of their apprentice(s), they must ensure that they have obtained written permission from the apprentice(s) concerned. Grades/results can go down as well as up as a result of an investigation.

## Outcomes of an appeal

If the outcome of an appeal brings into question the assessment process that affects one or more apprentices, we will take all reasonable steps to identify all apprentices that have been affected then correct or mitigate the effect of the failure and ensure it does not recur in the future.

## Fees and charges

Details of the fees for each of these services can be found in our [end-point assessment additional charges policy](#) which is available on our website.

# Appendices and Links

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Select an appendix or link from the list below to view the document.

## Appendix Title

Appendix 1 - [Enquiry about results](#)

Appendix 2 - [Appeals](#)

## Useful Links

Link 1 - [End-point assessment additional charges policy](#)

Link 2 - [Government register](#)

Link 3 - [EPA resources](#)





## Enquiry about results

You should complete and submit this form to [assessment@aim-group.org.uk](mailto:assessment@aim-group.org.uk) All requests must be made within **25 working days** of results being issued to apprentices.

**\*Grade Enquiry:** we will provide further feedback from the apprentice's assessments.

**\*Re-Mark:** this service allows you to request a re-mark of your learner(s)/apprentice(s) examination paper.

<b>Employer name</b>	
<b>Contact email address</b>	

Standard title	Assessment device	Service required*	Apprentice name

Details of the fees for each of these services can be found in our additional charges document which is available on our website.



# Enquiry about results

## Declaration

I confirm that the information provided above is accurate and the payment for this service will be made.

<b>Name</b>	
<b>Signature</b>	
<b>Date</b>	
<b>Contact number</b>	

For use by AIM					
Application received		Application acknowledged		Application agreed	
<b>Further action required</b>					



You should complete and submit this form for each apprentice requesting an appeal with supporting evidence to [assessment@aim-group.org.uk](mailto:assessment@aim-group.org.uk)

We will consider your application and give you a decision within 10 working days. We will inform you if we are unable to reach a decision in this time-scale.

Please note if this form is not completed in full, it may delay the approval of any adjustment

<b>Apprentice name</b>	
<b>Employer name</b>	
<b>Contact email address</b>	
<b>Standard</b>	

Reason for appeal			
<b>Evidence supplied?</b>	Yes / No	<b>Evidence type</b>	

## Declaration

I confirm that the information provided above is accurate.

<b>Appellant name</b>	
<b>Appellant Signature</b>	
<b>Date</b>	

For use by AIM					
Application received		Application acknowledged		Application agreed	
<b>Further action required</b>					



**AIM**

Qualifications and Assessment Group



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