



ENERGY &
ENVIRONMENT
AWARDS

Skills for a greener world

Appeals Policy

Version 10 August 2025

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1. Purpose

The purpose of the appeals policy is to provide an opportunity for stakeholders to appeal Energy & Environment Awards (EEA) decisions where they feel EEA may not have applied policies, processes or procedures in a fair and consistent way. The appeals process is designed to be clear and transparent, setting out our approach which ensures all appeals are handled consistently and fairly, whilst maintaining the integrity of EEA qualifications / assessment.

2. Scope

The policy is intended for the use of learners / apprentices who are taking or have taken EEA assessments or qualifications and EEA approved centres / employers. It applies to the delivery of regulated qualifications, including end-point assessments and the following types of appeals are in scope:

- The results of an assessment or overall qualification / EPA grade
- Decisions following an application for a reasonable adjustment or special consideration
- Decisions and actions taken following an investigation into malpractice or maladministration
- Decisions and actions related to a sanction applied to a Centre.

This appeals policy does not cover a complaint for an Energy & Environment Awards qualification which has not already been subject to a Centre's appeals process.

3 Process

EEA's offers a two-stage appeals process. The first stage being an enquiry about results (EAR) and the second stage being an independent review.

An appeal relating to an assessment decision (either an EPA assessment, EPA overall grade or a regulated qualification assessment result) must complete stage 1 before progressing to stage 2 of the process. An EAR can only be carried out for assessment decisions made by EEA.

All other appeals will begin at stage 2 of the process.

Commented [GC1]: Any other decisions in scope?
Outcome of EQA visit for quals?

Commented [BZ2R1]: Yes, I would include

Commented [DT3R1]: I agree

Commented [GC4]: Should we include fees here or at least reference fees are charged?

Commented [BZ5R4]: I would refer to our fees list

Commented [BZ6]: We need to think about this - we have effectively absorbed our EAR process into this appeals process, with two levels. I agree the EAR needs two levels. Is a two level appeals process with two levels at stage one too complex?



Each stage of the process will include at least one decision maker who is not an employee of EEA, an assessor working for it or otherwise connected to it.

3.1 Stage 1 – Enquiry about results

There are two levels of enquiry about results, which are set out below:

- Level 1 – an administrative check which includes activities such as,
 - checking the addition of marks on a knowledge assessment
 - checking the allocation of a knowledge assessment grade based on the mark achieved
 - checking the marks gained on practical observations (trade tests) and technical interviews have been added up correctly
 - Checking that grades have been allocated correctly to arrive at a component grade
 - Checking that the rules of combination to arrive at the final grade have been applied correctly.
- Level 2 – the assessment to be re-marked by another assessor **NB. This is not applicable for multiple choice question knowledge tests**

Where a Level 2 EAR is being carried out, EEA may require access to the apprentices' portfolio where relevant (e.g. if the EAR relates to a technical interview supported by portfolio). If the EAR relates to a trade test or practical observation, the assessor will base their review on the documentation submitted by the original assessor.

3.2 Stage 2 – Independent review

An appeal will be conducted by a panel consisting of an Energy & Environment Awards member of staff, a technical expert and an independent person.

The panel members will have the appropriate competence, will not have been involved in the original decisions or processes, or at an enquiry stage (if applicable), and will not have a personal interest in the appeal outcome.

The Panel will consider whether Energy & Environment Awards has consistently and fairly applied their relevant policies, processes and procedures in light of the evidence presented, any readily available Regulator's advice on similar matters (if



applicable), and any readily available qualification, including EPA precedents (if applicable).

3.3 How to submit

A Centre or an Employer can submit an appeal on behalf of an individual learner or a group of learners, with the learners' written permission to do so. Centres must submit the Learner Permission Form with the Appeal Form.

Alternatively, a learner may make an appeal directly.

To submit an appeal, the appeal form in Appendix A must be completed and submitted to:

- enquiries@energyenvironmentawards.co.uk for appeals relating to EPA or
- qualifications@energyenvironmentawards.co.uk for appeals relating to all other regulated qualifications.

The appeal form must be completed as fully as possible, including the basis of your appeal and any supporting evidence.

3.4 Timescales

A request for a Stage 1 appeal (EAR) must be submitted to EEA within 5 working days from receipt of the assessment result. On receipt of a stage 1 request, EEA will acknowledge the application within 2 working days and respond within 10 working days.

If you remain unsatisfied, the request to progress to a Stage 2 appeal must be submitted within 5 working days from the outcome of a Stage 1 appeal.

Alternatively, if the appeal relates to a decision that is not subject to stage 1 of the appeals process, the appeal application must be submitted within 20 working days of the original decision. EEA will acknowledge receipt of the Stage 2 appeal within 2 working days.

We aim to hear an appeal within 20 working days of acknowledgement. If this is not possible, for example due to the availability of the independent person, then we will let you know the timescales and reason(s) why.

Commented [GC7]: Check you are happy with these timescales.

I am proposing to shorten the window to submit an EAR, otherwise the process will become too long

Commented [BZ8R7]: Are we asking the customer to choose whether they opt for Level 1 or Level 2?

Commented [GC9]: Would it be helpful to include either a table or flow chart here?

Commented [BZ10R9]: Probably.

3.5 Outcomes

An appeal may be rejected if it does not meet the scope of this policy.

An assessment result may be affected negatively or positively following an appeal, i.e. an assessment result downgraded from a pass to a fail or upgraded to a pass from a fail.

3.5.1 Stage 1

There are two possible outcomes following an EAR:

- Assessment decision stands and is unchanged
- Assessment decision is changed (as above, either negatively or positively).

EEA will inform the appellant of the outcome and where necessary, the training provider and employer will also be informed.

If required, EEA will amend all required records and will notify third parties including the Regulator and / or relevant EQA organisation.

3.5.2 Stage 2

An Appeal Outcome Report will be sent by e-mail to you within 5 working days of the decision being made and detail the outcome, either 'appeal upheld' or 'appeal not upheld'.

An outcome of 'appeal upheld' will have found that we have not consistently or fairly applied our policies, processes and procedures. The Appeal Outcome Report will detail the remedial actions to be completed and appropriate timescales for completion.

An outcome of 'appeal not upheld' will have found that we have consistently and fairly applied our policies, processes and procedures and the appellant will be notified. The Panel's decision is final, and no further appeal will be accepted.

Where the appeal relates to our actions or decisions regarding a regulated qualification, including EPA, and you remain dissatisfied, you may contact the UK qualifications Regulator, Ofqual. Ofqual will require evidence that you have fully exhausted our appeals procedure.

4. Policy Review Arrangements

This policy is subject to a three-year review cycle, or earlier should any feedback or concern be brought to the attention of Energy & Environment Awards, to ensure it remains fit for purpose and the process and its outcomes are deliverable.

5. Contact Details

- enquiries@energyenvironmentawards.co.uk for EPA related appeals or
- qualifications@energyenvironmentawards.co.uk for qualification related appeals.

Commented [GC11]: I think its best to remove this section as we include the email addresses to write to in section 3.3

Commented [DT12R11]: agree

Appendix 1 – Energy & Environment Awards Appeal and Learner Permission Form

Guidance and Instructions

Before completing this form, it is important that you have read the Energy & Environment Awards Appeals Policy above.

A Centre or an Employer who wish to submit an appeal application on behalf of a learner, must obtain written permission from the learner for the appeal by completing the Learner Permission Form, which is at the end of this form. The form confirms that the learner is aware that an assessment result may be affected negatively or positively following an appeal, i.e. an assessment result downgraded from a pass to a fail or upgraded to a pass from a fail.

Please provide as much information as possible regarding your appeal and complete each entry below in full:

Centre/Employer name and address	
Contact Name	
Contact Job Title	
Contact's Email Address	
Contact's Phone Number	
Qualification or End-point Assessment (EPA) Title	
Name of Learner / Apprentice	
Details of Appeal: Please describe the circumstances as fully as possible and provide a clear statement of the grounds for the appeal. Describe any additional evidence that you are attaching to the Appeal.	

Commented [GC13]: NOCN require either a signed declaration by learner from a centre or if a learner is directly appealing, a copy of photographic ID - do we want to implement this? It feels like it would strengthen the process in ensuring it is the actual apprentice appealing

Commented [BZ14R13]: Agree

Commented [DT15R13]: agree



Declaration

I accept that Energy & Environment Awards will process and store the information provided in an electronic format.

I agree that the information provided may be used for any purpose deemed relevant to this appeal and will be retained for as long as the information is required, and that Energy & Environment Awards may use the personal data if required by law, or to conform to the legal responsibilities it holds to its Regulator.

Signed:		
Full name: (block capitals)		
Job Title:		
Date:		

Learner Permission

Name of Centre/Employer name	
Learner Name	

I give my permission to my Centre or Employer to submit an Appeal for the qualification or EPA listed in the Appeal Form.

In giving permission, I understand that the assessment decision may be confirmed or changed which could result in a positive or negative outcome.



Signed:

Date:

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