



ENERGY &
ENVIRONMENT
AWARDS

Enquiry about Results and Appeals Policy

Version 1
April 2026

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1. Purpose	3
2. Scope.....	3
3. Process.....	4
3.1 Stage 1 – Enquiry about results.....	4
3.2 Stage 2 – Appeal to Appeals Committee	5
3.3 Outcomes	6
3.4 How to submit.....	7
3.5 Timescales.....	7
4. Policy Review Arrangements.....	8
Appendix 1 – Stage 1 process.....	9
Appendix 2 – Stage 2 process.....	10

1. Purpose

The purpose of the Energy and Environment Awards enquiry about results and appeals policy is to provide information to learners, centres and employers relating to an enquiry about results and the ability to appeal decisions where they feel Energy and Environment Awards may not have applied their policies, processes or procedures in a fair and consistent way. This process is designed to be clear and transparent, setting out our approach, ensuring all enquiries and appeals are handled consistently and fairly, whilst maintaining the integrity of Energy and Environment Awards qualifications and assessments.

In line with regulatory requirements, if the investigation of an enquiry about results or appeal leads to the identification of a failure in the assessment process, Energy and Environment Awards would take all reasonable steps to:

- Identify any other learner who has been affected by the failure,
- Correct or where it cannot be corrected, mitigate as far as possible the effect of the failure, and
- Ensure that the failure does not re-occur in the future.

2. Scope

The policy is intended for the use of learners and apprentices who are taking or have taken externally marked and / or externally quality assured Energy and Environment Awards assessments or qualifications and Energy and Environment Awards centres or employers. The following types of decisions are in scope of this policy:

- The result of an assessment or component.
- An overall qualification or end-point assessment (EPA) grade.
- Outcome following an application for a reasonable adjustment or special consideration.
- Outcome and actions taken following an investigation into malpractice or maladministration.
- Decisions and actions related to a sanction applied to a Centre.
- Outcome and actions following an External Quality Assurance visit / activity.

For internally assessed decisions, this policy does not cover an appeal for an Energy and Environment Awards assessment which has not already been subject to a centre's appeals process.

3. Process

Energy and Environment Awards offers a two-stage appeals process. The first stage is an enquiry about results and the second stage is an independent review.

In order to undertake an appeal relating to an assessment decision (either an EPA assessment, EPA overall grade or a qualification assessment result), the process must begin at stage 1 before progressing to stage 2 of the process. An enquiry about results can only be carried out for assessment decisions made by Energy and Environment Awards.

All other appeals, for example, the outcome of a reasonable adjustment application or the outcome of an external quality assurance visit will begin at stage 2 of the process.

Appeals relating to an internally assessed assessment decision, must go through the centre's appeals process before it can be escalated to Energy and Environment Awards appeals process. An appeal of this nature will also begin at stage 2 of the process.

If you remain dissatisfied following the outcome of stage 1 of the process, a stage 2 appeal may be submitted, which is an appeal to the Appeals Committee.

Please refer to the fee list located on our website for the fees associated with the appeal process.

3.1 Stage 1 – Enquiry about results

Stage 1 of the process is an enquiry about results which consists of an administrative check and where relevant, a review of the assessment evidence by another technical expert. Note, the re-mark is not applicable for multiple choice question knowledge tests; therefore, for these assessments the enquiry about results will consist of the administrative checks only.

The process includes but is not limited to:

- checking the addition of marks on a knowledge test
- checking the allocation of a knowledge test grade based on the mark achieved
- checking the marks gained on practical observations and technical interviews have been added up correctly
- checking that marks 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.

Where a review of the assessment evidence is being carried out, Energy and Environment Awards may require access to additional information, for example the apprentice's portfolio (e.g. if the enquiry about results relates to a technical interview supported by portfolio). If the enquiry about results relates to a practical observation, the assessor will base their review on the documentation submitted by the original assessor.

If you remain dissatisfied with the outcome of an enquiry about results, a stage 2 appeal may be submitted, which consists of an independent review.

3.2 Stage 2 – Appeal to Appeals Committee

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

The Committee members will have the appropriate competence, will not have been involved in the original decisions or processes, or at stage 1 (if applicable), and will not have a personal interest in the appeal outcome.

The Appeals Committee does not make judgements about the grades that should be awarded, decisions about grades remain with Energy and Environment Awards and are based on the requirements set out in the qualification specification. The Committee will consider whether Energy and 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 qualification precedents (if applicable).

3.3 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.

3.3.1 Stage 1

There are two possible outcomes following an enquiry about results:

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

Energy and Environment Awards will inform the centre of the outcome and where necessary, the employer will also be informed.

If required, Energy and Environment Awards will amend all required records and will notify third parties including the regulator and / or any relevant quality assurance body.

3.3.2 Stage 2

An appeal outcome will be sent by e-mail to the centre 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 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 centre will be notified.

The Committee'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.

3.4 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 learner's written permission to do so. Alternatively, a learner may make an appeal directly, in which the learner will be required to provide a copy of photographic ID.

An application form located on our website [here](#), must be completed and submitted to compliance@energyenvironmentawards.co.uk. Centres must submit the Learner Permission Form with the application form, which confirms 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.

The form must be completed as fully as possible, including any supporting evidence.

3.5 Timescales

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

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

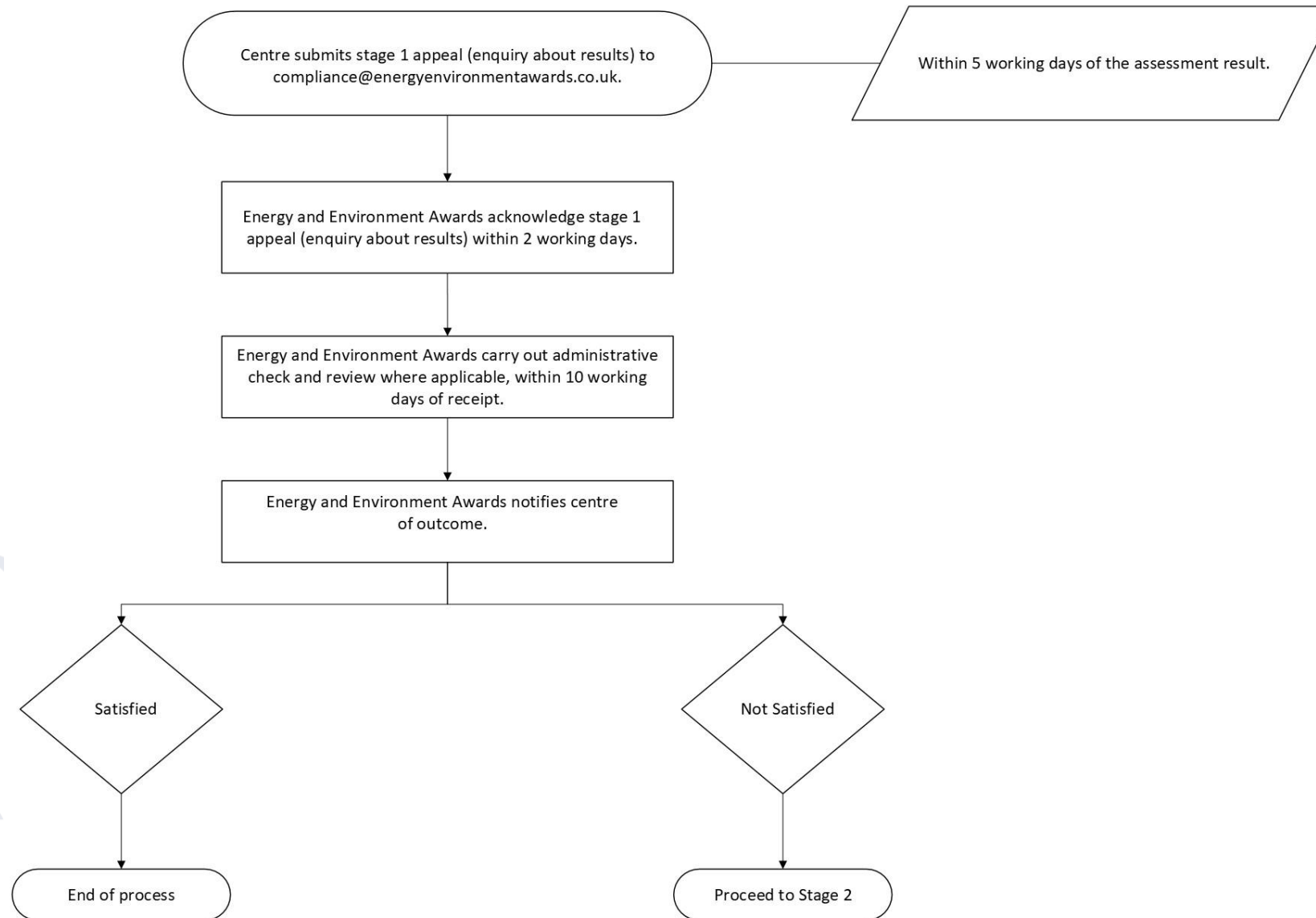
Alternatively, if the appeal relates to a decision that is not subject to stage 1 of the appeals process, the appeal application must be submitted within 20 working days of the original decision. Energy and Environment Awards will acknowledge receipt of the Stage 2 appeal within 2 working days.

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.

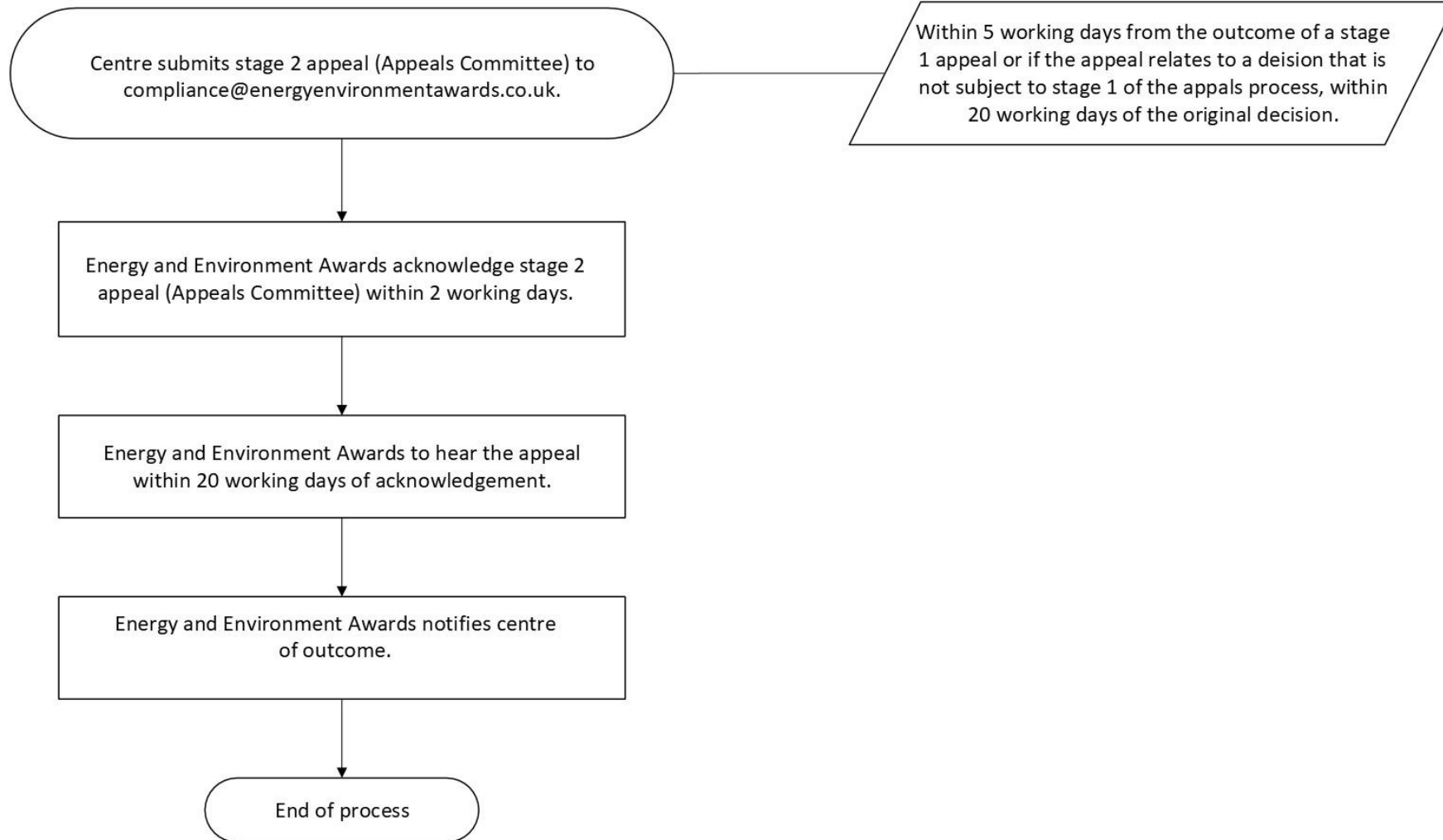
4. Policy Review Arrangements

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

Appendix 1 – Stage 1 process



Appendix 2 – Stage 2 process



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