

# Enquiries policy and Procedure

<b>Regulatory References</b>	D4, I2
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## **Purpose**

The purpose of this policy is to outline the steps a learner/apprentice/centre must take when making an enquiry.

## **What is an enquiry**

If you are unsure if you want to officially appeal or whether you have the grounds to appeal against a result or decision we encourage you to make an **enquiry**. The Compliance team can give you advice and opinions on what has occurred and what your next steps could be.

## **Who and when does this policy/procedure apply to?**

Enquiries can be made by the Head of Centre on behalf of the centre or individual learner/apprentice, or a cohort of learners/apprentices. Individual learners undertaking qualifications can enquire, provided they have already exhausted the centre enquiry and appeals process. Apprentices can enquire regarding the End-point assessment (EPA) process or results.

## **When to use this policy**

This policy is aimed at our centres and learners/apprentices, who are using, or have used, any of the products or services offered by Innovate Awarding, and wish to make an enquiry regarding:

- The process or results of EPA
- The results of assessments
- Decisions regarding Reasonable Adjustments and Special Considerations
- Decisions relating to any action to be taken against a learner or a centre following an investigation into malpractice or maladministration, or decisions relating to Recognition of Prior Learning

## The Policy

### Response times

We will usually acknowledge receipt of all enquiries the same day, and within two working days. A decision will be made and communicated to you within a maximum of 21 working days.

### Where other learners/apprentices may be affected by Innovate Awarding decisions

In cases where the result or outcome of an enquiry may affect other learners/apprentices or centres, then appropriate action will be taken dependent upon the nature of the enquiry.

This action could include a full review of standardisation procedures or processes, training for Innovate Awarding or centre staff, additional sampling of learner assessments or additional quality assurance support to the centre.

We will always keep learners and centres informed of our actions.

### How to make an enquiry

The enquiry must be made within 10 working days of the centre or learner/apprentice being informed of the decision or outcome.

Apprentices who wish to make an enquiry about the EPA process or decision should do so in writing and submitted via email.

## The Process

An enquiry form must be submitted in writing to Innovate Awarding using the Apprentice-Learner Enquiry Form or the Provider Enquiry Form. Both forms can be downloaded from epaPRO, QuartzWeb and our website, [www.innovateawarding.org](http://www.innovateawarding.org). Please complete the form in full and email it to [compliance@innovateawarding.org](mailto:compliance@innovateawarding.org).

The forms prompt the centre or learner for the information we require, and these forms and any supporting documentation should be sent to Innovate Awarding.

### Next steps

The enquiry will be reviewed by the Compliance Event Manager, who may ask for additional information.

If a learner/apprentice/centre is not satisfied with the outcome of the enquiry, an appeal may be made to Innovate Awarding's appeals panel. Please see our Appeals Policy and Process.

### **Help and guidance**

If you would like to talk to an Innovate Awarding member of staff about any aspect of this policy and process, then please email us at [contactus@innovateawarding.org](mailto:contactus@innovateawarding.org) or telephone 0117 314 2800.

### **Associated policies/documents**

- Appeals Policy and Process
- Apprentice-Learner Enquiry Form
- Provider Enquiry Form
- Apprentice-Learner Enquiry Form
- Apprentice-Learner Appeal Form
- Provider Enquiry Form
- Provider Appeal Form
- Qualifications Reasonable Adjustments and Special Considerations Policy and Procedure
- Reasonable Adjustments Process for Providers - EPA
- Recognition of Prior Learning Policy
- Malpractice and Maladministration Policy and Procedure
- Complaints Policy
- Complaints Procedure