

Appeals procedure

Introduction

An 'appeal' can be made when a CB (Certification Body) rejects an apprenticeship certification claim and the claimant disagrees with the decision.

An 'appeal' should not be used where the claimant has a grievance or complaint regarding the certification process. There is a separate complaint form and process available for this.

On submission of an 'appeal' the full circumstances of the situation are investigated.

Where an appeal **IS** upheld, the decision of the CB concerned is overturned. In this instance ACW certification procedures or best practice were not followed. The CB concerned is informed of the decision and where appropriate corrective action is put in place to avoid a re-occurrence.

Where an appeal **IS NOT** upheld then the certification bodies' rejection decision remains. At the discretion of FISSS and the CB concerned, a concession may be made which relaxes ACW evidence requirements after taking into account the full circumstance of the claim. Sometimes alternative or additional evidence may be allowed to provide a solution.

In all cases the decision made by FISSS is final.

Appeal Process

1. Certification claim is rejected by the CB.
2. Claimant seeks guidance from the CB on the reason for the rejection. This information is contained within the rejection note from the body; however, before appeal the claimant **MUST** gain direct clarification from the CB of the reason for rejection and advice on how best to resolve the problem.
3. If the claimant is still dissatisfied, an appeal can be made.
4. Contact the ACW team and ask for an appeals form. Brief details of the circumstances of the appeal are discussed, and it is confirmed that the claimant has contacted the CB but has been unable to resolve the situation.
5. An ACW appeals form is issued and logged.
6. Appeals form is completed by the claimant or apprentice capturing the ACW reference number and circumstances of the appeal.
7. Completed appeals form is returned to FISSS office. Receipt is logged and the relevant CB is informed that an appeal has been received.
8. A copy of the appeal form is sent to the relevant body for comment. The CB completes the CB section of the form and returns to FISSS within 5 working days.
9. FISSS reviews the appeal and recommends a decision. The decision is ratified internally by a senior manager.

10. Decision is notified to the claimant and CB within 10 days of receipt.
11. Where an appeal **IS** upheld, the decision of the CB concerned is overturned. In this instance ACW certification procedures or best practice were not followed. The CB concerned is informed of the decision and where appropriate corrective action is put in place to avoid a re-occurrence.
12. Where an appeal **IS NOT** upheld then the certification bodies' rejection decision remains. At the discretion of FISSS and the CB concerned, a concession may be made which either relaxes ACW evidence requirements after taking into account the full circumstance of the claim. Sometimes alternative or additional evidence may be allowed to provide a solution.
13. The decision date and outcome is logged by FISSS and a copy of the completed appeals form is uploaded to the relevant ACW record.