



**The Chartered Institution of  
Building Services Engineers**  
Registered Charity No. 278104

## **CIBSE End Point Assessment - Appeals Policy**

**All CIBSE appeals policies and procedures will be prominently displayed on CIBSE's website.**

**All policies and procedures will be reviewed at least every two years.**

**Policy and procedures reviews will be led by the Executive Team, endorsed by the Education, Training and Membership Committee and signed off with a statement of assurance from the Board of CIBSE to confirm that the review has taken place.**

To submit an appeal which relates to the outcome of your end point assessment and its result, please complete and return the EPA Appeal Form

An official appeal must be submitted in writing to the EPA team within three months of receiving your result.

### **Appealing against results of Assessments**

The grounds on which you can make an appeal are:

- Administrative procedures were not followed by CIBSE.
- The interview was conducted inappropriately.
- An unforeseen event occurred prior to or during the interview/assessment.

Your appeal will need to substantiate one of the above grounds. The Panel will be looking to understand the nature of your appeal and why due process was not followed in its normal robust way. Please note, if applicable, your appeal may be sent to the interviewers/assessors for their comment.

CIBSE's appeals process does not allow for you to appeal against the interviewers' judgement of your competence as demonstrated during the assessment process.

Note: If your appeal regarding results does not meet the above requirements it will not be taken further.

## **Appealing decisions regarding Reasonable Adjustments and Special Consideration**

### **Reasonable Adjustments**

CIBSE expects all Reasonable Adjustments to be agreed in advance with the Learner. However, there may be cases where post-process, a Learner may consider that the adjustments agreed were not implemented correctly. Grounds for appeal:

- Administrative procedures were not followed by CIBSE which meant the reasonable adjustments were not implemented appropriately
- The interview did not take proper account of the reasonable adjustments
- An unforeseen event occurred prior to or during the interview/assessment which meant the adjustments agreed were insufficient

### **Special Consideration**

A learner may appeal a decision on Special Considerations, which are applied after an assessment process.

### **Appealing decisions relating to any action to be taken against a Learner following an investigation into malpractice or maladministration**

A learner may appeal a decision taken following an investigation into malpractice or maladministration.

## **In all Appeals**

### **What happens next?**

If your appeal meets one of the grounds, your appeal form, original application and any additional documentation (such as interview documentation) will be reviewed and further information may be requested.

If it is deemed that a case exists, all documentation will be sent to an Appeals Panel for review.

The Appeals Panel will be made of at least three members from the Membership & Registration Panel. The members of the Membership and Registration Panel will not have moderated the initial results. In the case of an appeal of Reasonable Adjustments or Special Considerations, a member of CIBSE's Inclusivity Panel will be on the Appeals Panel

The findings of the Membership and Registration Panel will be sent along with all documentation to the independent Internal Auditor, who is external to the CIBSE team. The auditor will monitor all process in the CIBSE Executive Team. The final decision will be taken by the Independent Auditor who will report its findings to the Executive team.

### **The Result**

The final decision of the Auditor will be sent in writing within two months of receipt of your written appeal. The result will be one of three options:

#### **1. Re-interview / Re-assessment**

If a re-interview / re-assessment is awarded, it will be arranged by CIBSE HQ.

Note: No additional interview/assessment fees will be charged.

#### **2. No grounds for appeal**

If it is decided that there are no grounds for appeal, the Panel's decision will be final and the file will be closed.

#### **3. Uphold the appeal**

If the appeal is upheld, your status will be updated and the appropriate documentation will be sent.

### **Failure in Assessment Process**

If in the investigation of an appeal and in the event of an appeal being upheld, a systemic failure or other issue is identified that will have affected other learners, CIBSE will take steps to:

- Identify any other Learners who may have been affected by that failure.

- Correct or mitigate as far as possible the effect of the failure
- Ensure that the failure does not recur in the future.

Assessment of this will be undertaken by the Executive Team with input from members of the Membership and Registration Panel and or Auditor, where required. Reports will be made to Standing Committees of CIBSE's Board and the full Board in some instances. The full process for this can be found in CIBSE End Point Assessment Appeal/Complaint After Process dated December 2021

### **Appeals and Ofqual Processes**

This policy shall be superseded at any point by any process established by Ofqual. Under those circumstances, should CIBSE identify or discover a failure in its assessment process. It will

- Identify any learner who has been affected by that failure
- Correct or mitigate as far as possible the effect of the failure
- Ensure that the failure does not recur in the future.

Should Ofqual notify CIBSE of failures that have been discovered in the assessment process of another awarding organisation, CIBSE will review whether or not a similar failure could affect its own assessment processes.

Where the awarding organisation identifies such a potential failure, it must take the same action as if a failure has been discovered in relation to it by virtue of the application of Ofqual's appeals and complaints process.

### **Updates and reviews of this policy**

This policy will be reviewed in January 2019 and then at least every 2 years thereafter. It was last reviewed in January 2024.

Version – January 2024