



Appeals Process – Highway Electrical Skills Academy

This appeals process relates to decisions made on behalf of the Highway Electrical Skills Academy (HESA), which is part of the HEA, regarding the Highway Electrical NVQ Practical Performance (PPA) and PPA Centres and regarding Approved Training Organisations and Approved Trainers. This appeals process is available for HESA Approved PPA Centres and for HESA Approved Training Organisations (ATO).

In the first instance, it is recommended that the party considering lodging an appeal (the appellant), seeks to resolve this without recourse to this process. If this is not possible, then the appellant may appeal formally to the HEA Head of Learning & Development and the HEA CEO. If the appeal relates to an action of the HEA Head of Learning and Development and the appellant does not wish to appeal to them, they may appeal solely to the HEA CEO. In the unlikely event that the appellant has concerns over appealing to the CEO, then they may appeal in writing to the HEA Directors – marking their correspondence for the attention of the HEA Directors. The appellant should set out the decision they are appealing against, the reasons why the appeal is being made and a contact name, number and email address. Whilst the appeal process is taking place, any decision will be suspended.

The Head of Learning and Development and the HEA CEO will endeavour to resolve the matter to the satisfaction of both parties first, in any event advising the HEA directors of the matter and the progress and resolution agreed.

In the event that resolution cannot be agreed by both parties, or if the HEA CEO acting alone or with the HEA Head of Learning and Development believe that it is in the best interests of both parties to adopt the following process without seeking a resolution first, the appeal shall be referred to an appeals panel within 20 working days of receipt of the original appeal. The appeals panel shall consist of 2 out of 3 HEA directors and the HEA CEO and if required, the Training Committee Chair (unless the latter is involved in the appeal in which case another member of the Training Committee shall be asked to provide specialist advice if required). Any HEA director involved with the PPA Centre or ATO lodging the appeal shall not take part in the appeals panel.

The appeals panel will consider the information as presented and will seek further information and take advice as required. The appeals panel will make a decision based on the information gained, such decision being final and binding on both parties. The appeals panel will make their decision within 20 working days of the appeal being referred to them. The decision will be communicated to both parties and the original decision reinstated, withdrawn or amended within ten working days after receipt of the appeals panel decision. A record will be kept by the HEA CEO of all appeals lodged with them, the date of receipt, the date of referral to the appeals panel (if invoked), the substance of the agreement or decision made and the date of agreement or decision. The appeals panel will keep a record of their decisions.