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 Business Improvement and the HEA CEO. If the appeal relates to an action of the HEA Head of Business Improvement 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 HESA Overseeing and Management Committee. 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 Business Improvement and the HEA CEO will endeavour to resolve the matter to the satisfaction of both parties first, in any event advising the HESA Overseeing and Management Committee 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 Business Improvement 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 the HESA Overseeing and Management Committee within 20 working days of receipt of the original appeal. The HESA Overseeing and Management Committee will consider the information as presented and will seek further information and take advice as required. The HESA Overseeing and Management Committee will make a decision based on the information gained 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 The decision will be communicated to both parties and the original decision reinstated, withdrawn or amended within ten working days after receipt of the HESA Overseeing and Management Committee decision. A record will be kept by the HEA Head of Business Improvement of all appeals lodged with them, the date of receipt, the date of referral to the HESA Overseeing and Management Committee (if invoked), the substance of the agreement or decision made and the date of agreement or decision. The HESA Overseeing and Management Committee will keep a record of their decisions.

Should the appellant not be satisfied with the decision made, they may make a further appeal to the HEA Council, who will consider this at their next available meeting. The HEA Council will consider the information as presented and will seek further information and take advice as required. The HEA Council will make a decision based on the information gained, such decision being final and binding on both parties. The decision will be communicated to both parties and the original decision reinstated, withdrawn or amended within ten working days after receipt of the HEA Council decision. A record will be kept by the HEA Head of Business Improvement of all appeals lodged with them, the date of receipt, the date of referral to the HEA Council (if invoked), the substance of the agreement or decision made and the date of agreement or decision. The HEA Council will keep a record of their decisions.