



Skills Funding  
Agency

# Register of apprentice assessment organisations – pre-application guidance

**March 2017**

Of interest to organisations who wish to offer independent end-point assessment for apprenticeship standards developed by Trailblazers

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## Introduction

1. Employers are working together to design new standards and assessment plans for apprenticeships. The standard describes the skills, knowledge and behaviours an individual needs to be fully competent in an occupation. The assessment plan sets out how the apprentice will be assessed at the end of their apprenticeship to demonstrate that they have met the standard.
2. The sole purpose of the **register of apprentice assessment organisations** (the register) is to provide employers with a list of organisations who have shown us that they are capable of delivering independent end-point assessment against a particular standard. **The register is not for the training elements of the apprenticeship.** If you are interested in training apprentices, you should refer to our recent **guidance**.
3. The register will enable the delivery of end-point assessments and help employers select who should deliver their end-point assessment. Employers can only select organisations to conduct end-point assessment from the register.
4. Because the decision to select an organisation will be made by the employer, we will not be contracting with organisations on the register. Being on the register does not guarantee that an organisation will be selected to deliver end-point assessment. Once the employer selects their end-point assessment organisation they will confirm this with their training provider.
5. There is no link between this register and other registers such as our **register of training organisations**, **register of apprentice training providers** or Ofqual's **register of regulated qualifications**.

## About end-point assessment (EPA)

6. Although each standard has an employer designed synoptic EPA, the nature and approach to assessment varies across standards. The detail of the assessment is set out explicitly in each assessment plan.

7. The EPA is separate to any qualifications or other assessment that the apprentice may undertake during training. The apprentice will not be able to achieve the apprenticeship without passing their EPA.
8. As well as being separate to the delivery of the apprenticeship, the EPA must be independent. Employers have an important role in assessing competency, and we expect many will want to play a supportive role in determining whether apprentices are occupationally competent. However, we are clear that there needs to be independence in the EPA and an independent third party must carry out the end assessment to ensure that those bodies that make judgements about whether or not an apprentice has passed have nothing to gain from the outcome. Assessments must be delivered in such a way that no organisation or individual who has been involved in the management or training of the apprentice can conduct an assessment method without the independent assessor being present or make the sole decision on competence and passing the EPA. This means that an end point assessor should not be employed by the same organisation as the apprentice. The approach described in the EPA plan must clearly deliver an impartial result. The plan should therefore clearly describe how independence will be achieved for all employers, regardless of their size.
9. All the standards and assessment plans approved for delivery are published at: <https://www.gov.uk/government/collections/apprenticeship-standards>.

## **How the register will assist employers**

10. Employers will use the register to select an organisation to deliver the EPA for them. Once the employer has selected their EPA organisation, their lead training provider will contract with the assessor, on behalf of the employer.
11. Employers can use the register in different ways. They will decide who they select and process for selection. We will not be involved in selection decisions.
12. An organisation does not need to be on the register for employers to be able to work with it on other activity.

## The EPA organisation

13. No organisation should advertise their ability to deliver end-point assessment for a standard until they have received confirmation that they will be entered onto the register for that standard.

14. The EPA organisation will:

- develop the content of the EPA, for example, test questions, project topics or interview scripts in line with the assessment plan
- agree with the employer the cost of the EPA, within the parameters set by the assessment plan
- contract with the lead training provider for payment
- check and verify that the apprentice has completed any prerequisites to EPA, including any mandatory qualifications
- conduct EPA of apprentices in line with the assessment plan, including grading the apprentice
- quality assure the EPAs they deliver, ensuring they fulfil any requirements set out in the assessment plan
- adhere to the external quality assurance requirements of the assessment plan
- ensure EPA is synoptic and independent, in line with the assessment plan
- identify and record when the apprentice has passed the EPA
- apply for the **apprenticeship certificate**

15. Before you apply to the register you must read and be familiar with the standard and assessment plan for which you wish to deliver independent EPA.

16. Some assessment plans are specific about the type of organisation that can carry out EPA. We do not assess applications from organisations not permitted to deliver EPA by the assessment plan. For example:

- where the assessment plan states **Ofqual** will be the external quality assurer, we will only accept applications from organisations who meet Ofqual's **General Conditions of Recognition**

- if the assessment plan names one organisation as the sole EPA organisation for the standard we will invite them to apply

17. When we put an organisation on the register it will only be for the standard/s for which they have successfully applied. Organisations will not be able to conduct EPAs against other standards and plans without applying to extend their registration. Further information on how to do this is at **paragraph 93**.

18. There are a number of other documents, related to the delivery of apprenticeships, that you should be aware of:

- **Future of apprenticeships in England: guidance for trailblazers**
- **Apprenticeship levy: how it will work**
- **Apprenticeships: become a training provider**
- **Apprenticeship funding rules**

## **Applying to the register**

19. The list of standards we are inviting applications against is available within a separate **document**.

### **Step 1: Consider your readiness to apply**

20. You should ask yourself these questions to decide if you are ready to apply. Does your organisation have:

- legal entity status with the relevant regulatory body (Companies House or Charity Commission)?
- up-to-date competence and experience of the occupational area/s covered by the standard? This includes meeting any specific requirements set out in the assessment plan.
- the experience and expertise to develop the tools and materials needed to carry out the assessment?

- the capacity and capability to deliver EPA in line with the assessment plan for the standard/s you are applying for, including meeting requirements around independence of assessment as specified?
- the physical resources required to deliver EPA?
- internal quality assurance procedures in relation to EPA?
- a robust conflict of interest policy matched to your delivery model?

21. You can view a webinar for organisations interested in delivering EPA that covers some of these points [here](#), on YouTube.

## **Step 2: Familiarise yourself with the process**

22. As an applicant you will need to complete the online application form.

23. You will need to respond to a number of questions and make a number of declarations. You will need to complete the financial health self-assessment, and submit your latest financial statements. You may also submit accompanying documentation where the question asks for this.

24. You will need to respond to all questions and provide all the information we ask for. If you are an Ofqual recognised awarding organisation we currently require you to respond to all questions and provide evidence to support your responses.

25. In specific circumstances the process is slightly different for certain organisations, who may qualify for exemption from some of the application. If you are:

- an organisation specifically named in the assessment plan as being required to deliver end-point assessment;
- a Higher Education Institution funded by the Higher Education Funding Council for England; or
- accredited by UKAS against ISO/IEC 17024 for a scope that is relevant to your apprentice assessment activities

Please contact us directly at [apprenticeassessment@sfa.bis.gov.uk](mailto:apprenticeassessment@sfa.bis.gov.uk) to discuss your application before you start.

### **Step 3: Prepare your application responses**

26. The application form has several groups of questions:

- The standard/s against which you are applying
- Collecting information about your organisation
- A financial health self-assessment
- Evidence of your occupational and assessment competency
- Declarations you make about the information you provide

27. If you are applying against more than one apprenticeship standard, you must make it clear if any aspects of your supporting evidence are specific to an individual apprenticeship standard and which parts are common to all.

28. The rest of this section follows the layout and order of the application form itself. Please read it before you begin to fill in the form, and then have it open as you work through the form.

#### **Apprenticeship standards**

29. You will need to indicate the standard for which you wish to deliver EPA. You may apply against more than one standard, providing you supply evidence of your occupational and assessment capacity separately against each one.

30. You should not select a standard unless you have read the standard and assessment plan and clearly understand the requirements for the EPA. You should have the required experience, expertise and resources to deliver EPA against the assessment plan. This will include any specific and additional requirements on occupational expertise or assessor experience that the plan contains. Where you do not currently have this in full you must include an action plan and timescales confirming when it will be in place.

#### **Organisation**

31. You will need to provide factual answers to all of these questions. Although you will need to provide accurate responses, we will not refuse your application on



the basis of your response to any of these questions unless we have evidence that any of your responses have been given in a deliberate attempt to deceive us.

32. If you are unclear about any of the terms used in the questions, you should look online for official definitions of terms and respond according to those definitions.

### **Compliance and financial management**

33. These questions are straightforward and most do not require additional explanation. But, you do need to ensure you are correctly registered with the **Information Commissioners Office** (ICO). Make sure you are registered for processing student information.

34. We will review your responses to all of these questions. If we are not assured that you are suitable to enter the register due to your response to one or more of these questions, we will refuse your application.

### **Self-assessment of financial health**

35. You will need to complete the financial health self-assessment. This is similar to the one we use on other registers. It consists of an Excel spreadsheet with four tabs. You will also need to submit additional financial information. Please refer to:

- The Word document “Guidance for completion of the self-assessment toolkit” that accompanies the assessment. This explains how to complete the financial health self-assessment and the additional information you will need to submit.
- “Financial health assessment of non-college organisations” which is **published** on our website and sets out how your grade will be calculated.

36. The self-assessment was created in Excel 2013. It can be completed in earlier versions of Excel. If you are using Excel 2003 or earlier, you will experience compatibility issues but you can still complete the assessment and submit it to us. However, the spreadsheet may generate warnings and some of the auto-sums may not appear as expected. The spreadsheet is not available in other formats.

## **Occupational capacity and capability**

37. The employers we consulted with were clear that the register should only include organisations that have relevant experience, capacity and capability relating to the specific occupation/s covered by a standard.

38. To assess this, we ask about your organisation's occupational experience separately to that of your assessors.

39. You must be able to demonstrate occupational capability linked to the standard you wish to deliver. You need to provide evidence that your organisation has, within at least the last three years, experience of:

- working in the specific occupation **or**
- working with or for employers in the specific occupation

40. Your evidence must demonstrate that your organisation has relevant experience with the specific occupation, competences and job roles the standard covers. While your organisation may have experience of working in the broader sector of the standard, such as the delivery of qualifications, this alone is not sufficient.

41. Your evidence may relate to:

- contracts and/or projects undertaken
- membership of relevant professional organisations
- testimonials from employers you have worked with that demonstrate your occupational experience
- your position as an employer or a group of employers
- your role as part of, or work with the relevant Trailblazer group.

42. Your evidence should describe at both organisational and individual level the nature of the work you have undertaken in the specific occupational area. Please note that submission of awarding organisation centre approval certification in and of itself is not sufficient evidence.

## **Assessment capacity and capability**

43. In addition to having relevant occupational capacity and capability, you will also need to demonstrate that your organisation has the right assessment capacity and capability.

44. You must have in place, or demonstrate you will have in place, all major components of an end-to-end process for independent EPA. We do not want to preclude any organisation from applying, but we do expect you to have the necessary expertise and infrastructure to deliver a full EPA process within the timescale you indicate in your application.

45. To assess this, we ask you about your EPA resources; procedures; and delivery model.

46. We expect you to have, or have plans in place to have, sufficient numbers of experienced and qualified staff to administer and deliver EPA. You must provide evidence that your assessors:

- are qualified assessors. This may include any relevant qualifications held such as assessor awards
- have appropriate and recognised experience and qualifications linked to the specific occupation
- meet any specific requirements for assessors in the assessment plan
- keep their occupational knowledge and expertise up to date
- have a clear understanding of the standard against which the apprentice will be assessed
- have the capacity to deliver your expected volume of assessments

47. Certain aspects of EPA could be subject to detailed discussions with employers and those delivering the apprenticeship. These include access to appropriate resources, content, level of demand for assessment and assessment guidance for candidates. For other assessment plans the assessment organisation is expected to host all or part of the EPA process. Your evidence must show that

you have the capacity to develop and deliver these within the appropriate timescales.

48. Each assessment plan is different. We expect you to review the EPA types set out in the relevant assessment plan/s and show how you will be able to deliver those that the plan requires and ensure consistency between your assessors.

49. We require all organisations to have procedures in place to ensure the quality of their assessment. You should submit your organisation's policies as part of your application. These policies must be set in the context of EPA. It is particularly important you show your policies for:

- assessor recruitment and training
- monitoring assessor practice and decisions
- undertaking EPA consistently
- dealing with appeals and complaints
- special arrangements and considerations
- monitoring and moderating standards of achievement
- improving the quality of assessment practice

50. We do not prescribe a certain model of delivery. But, we do expect you to deliver EPA and not delegate EPA to other organisations. In terms of your delivery model we need to know:

- the number of staff and the roles they will undertake
- the processes and systems you will have in place to manage your EPAs
- the physical resources you will have to deliver the assessment
- if you plan to outsource any of your assessment expertise. We will require details of this.
- how you will manage any potential conflict of interest

## **Conflict of interest**

51. The EPA must be an independent judgement as specified on [page 4](#). Both the organisation accountable and responsible for EPA, and the individual assessors and invigilators it employs must be free from any conflicts of interest that could adversely affect their judgement or objectivity in undertaking robust and consistent EPA (in line with the requirements set out in the assessment plan). This includes ensuring that the assessors and invigilators you employ are not also involved in, nor responsible for any on-programme delivery, line-management or on-programme assessment of the same apprentices.

52. We require all organisations applying to the register to have a conflict of interest policy which is subject to regular review and updating. We will require you to send a copy of your conflict of interest policy as part of your application.

53. It is not possible to provide a definitive list of examples of conflict of interest, but actual or perceived conflict of interest could arise where:

- One organisation is involved in both the EPA and the on-programme delivery of a standard. In exceptional circumstances, an exemption might be granted which allows the same organisation to be involved in both the EPA and the on-programme delivery of a standard but the delivery and assessment functions must be strictly delineated. Exemptions will not be granted to training providers who wish to train and assess the same apprentices.
- An individual may be employed in one organisation involved in EPA and has links with and/or is employed in the same organisation as the apprentice or an organisation undertaking the on-programme delivery.
- An individual involved in EPA has a prior link with the apprentice, their employer or an organisation involved in the on-programme delivery for the standard they are assessing against. For example, they may have friends or relatives involved in delivery.
- An individual involved in EPA may be working for an organisation that is in direct competition with the organisation involved in on-programme delivery.
- The organisation is required to develop question banks and administer and mark those tests, they must have in place clear arrangements to ensure the

development, administration and marking of the tests is not subject to conflict of interest and that there is clear separation across these activities.

- At both organisational and individual level, the official role of the individual/organisation undertaking the EPA has any other interests that may compromise their assessment decisions.

54. All organisations applying to undertake EPA must have a published conflict of interest policy. We will ask you to provide a copy of this policy. It must be robust enough to assure us of the independence of your delivery model. For example, if you, or other companies in your group, also deliver training we will need to see the separation between training delivery and assessment. We will also need to see evidence of financial separation. Training providers are not permitted to train and assess the same apprentices.

55. We do not prescribe a particular type or content of policy, as it will be different for different organisations. It is therefore up to you to clearly identify the potential conflicts within your organisation, and parent organisation structures and manage these through the conflict of interest policy.

56. However, we do expect your policy to cover the following:

- It is a contractual obligation of any assessors and invigilators you appoint that they disclose to you any actual or potential conflict of interest.
- Any conflict of interest should be declared and recorded at least annually and that these should be reviewed, maintained and evaluated.
- Where further action is needed as a result of a declaration, this is documented and managed accordingly; this may include removing the individual from any involvement in EPA or referring their assessment decisions to another assessor with no vested interest.

57. When submitting your conflict of interest policy, we expect you to also submit your conflict of interest declaration template. Where you may be an employer and an exemption has been agreed that you may assess your own employees, we will require, as part of your application to the register, your conflict of interest

policy to include the mitigating actions you have in place to overcome any potential conflicts of interest. Where EPA may be hosted in an employer and/or training provider premises you must also, through your conflict of interest policy demonstrate that mitigations you will take to avoid potential conflicts of interest.

## **Application tips**

58. There are no model answers. We recognise that there are no model employers or delivery arrangements. So you need to describe in your answers why your evidence is appropriate in the context of the assessment plan.

59. Consider how you present your answers. Make sure you answer the question asked, and that your evidence covers the requirements in the assessment plan. Think about what it is you want to tell us in response to the question. Information not required by the question can obscure your answer.

60. We do not set upper or lower limits on the size of your answer for attachments. But, be explicit and be succinct. Experience tells us that a single page answer is unlikely to give us enough information. While a 90-page response is likely to contain lots of unnecessary information.

61. Make sure your answers are in the context of EPA. Your experience of training activity or assessment of learners doing training may be relevant, but should not be the only evidence you have.

62. Evidence must be relevant to your organisation. It must support your occupational and/or assessment capacity and capability and be in the context of the plan you apply for.

- It is not appropriate to send us personal information, such as individuals' phone numbers, email addresses or postal addresses.

## Common errors

63. The most common reasons for an organisation not being accepted onto the register are:

1. Applying for standards for which they are not eligible. For example, the assessment identifies a specific organisation, type of organisation or requirement that the EPA organisation needs to have, such as to comply with external quality assurance arrangements. REMEDY: thoroughly read the requirements of the assessment plan before applying.
2. providing too little evidence. REMEDY: each question covers a different aspect of the assurance we need about your organisation. Your response needs to cover the whole question and you should not need to repeat evidence.
3. Selecting multiple standards to apply against, but submitting a collective response. REMEDY: each of the standards is based on a specific occupation. While a lot of the organisational information we ask only needs to be provided once, some of the questions require standard-specific responses. These are highlighted in the question.
4. Providing evidence of qualification assessment policies and process. REMEDY: While some elements of assessment evidence could be common, this is not always the case. We are specifically looking for your policy and process for EPA.
5. Applying for the delivery of the knowledge, skills and experience elements of the apprenticeship. REMEDY: apply to the register of apprentice training providers.

## Step 4: Create a user account on the Bravo Solution portal

64. We use the Bravo Solution portal for the register as it is the most suitable platform we have for managing the application process efficiently and securely.

65. If you have not previously used the Bravo Solution portal, you will need to create a user account in order to access the documents and online application form. You can create a user account at any time and it is a simple process.



66. If your organisation already uses the portal, then you can use your current username and password.

67. If you are not sure whether your organisation already has a username and password, please contact [help@bravosolution.co.uk](mailto:help@bravosolution.co.uk) rather than attempting to create another account.

#### To create a user account on the Bravo Solution portal

1. Go to <https://skillsfundingagency.bravosolution.co.uk/>
2. Select '**Click here to register**'.
3. A pop-up will appear. This is the '**User Agreement**', which you will need to read and accept to continue. Please then click on 'Next' at the bottom of the page.
4. At the next screen, please enter your organisation details and user details. The name you enter on your account must be your organisation's full legal name. This is critical as it is against this name that we will assess your application.
5. Please then click on 'Save' at the top of the screen.
6. You will receive an email with your unique password (this is sent by Bravo Solution to the email address you entered as part of your registration details).
7. You will be able to change your password once you have logged in.

#### Step 5: Locate the application form and documents

68. You can apply to the register at any time. On the last working day of each month, we download all the applications we receive during that month. When we do this the application form and documents may be unavailable for a short period.

#### Where to find the application form and documents

1. Go to <https://skillsfundingagency.bravosolution.co.uk/>
2. Input your username and password and click 'Go'.

3. Click on the 'PQQs Open to All Suppliers' link.
4. Click on the PQQ titled 'Apprentice Assessment Organisations'.
5. Click on the 'Express Interest' button at the top of the page. This will move the PQQ into your 'My PQQs' page.
6. Access the documents by clicking 'Buyer Attachments' in the 'PQQ Details' box.

## Step 6: Complete your application – technical steps

### How to complete the application form

1. Got to <https://skillsfundingagency.bravosolution.co.uk/>
2. Input your username and password and click 'Go'.
3. Click on the 'My PQQs' link.
4. Click on 'My Response' under 'PQQ Details'.
5. Click 'Create Response'.
6. Follow the on screen instructions, technical tips and detailed guide to understanding the application form below to complete the online form.

### Technical tips

69. A clean version of the application form is available each month. When you have started to complete the form you will need to submit it by the stated closing date. If you choose not to submit it by the closing date, you will lose the work you have done and will need to start again with a new form. We therefore suggest that you do not start an application unless you are confident you can complete and submit it by the next closing date.

70. If you are completing the application form for the first time, you may want to download it into a Word document to help you draft your responses. Where the answers are on a drop down menu, you will not be able to view these in the printed version of the Word document. Please note that it is not possible to complete that document and then upload it to the portal or submit it by email.

71. If you have more than one evidence document to upload against a question, you will need to zip these documents into one file and then upload the zip file. When uploading a zip file, please make sure it is not password protected.

72. Please consider the format of the files you submit.

- We are unable to open Apple Mac OS equivalent files or extensions.
- Only use letters and numbers to name your files. Do not use any special characters, (a full stop, percentage sign, brackets or an ampersand) in your file names as this may stop us from being able to download them. Please keep your file names short, no more than 25 characters.

73. For security the portal will log you out 15 minutes after the last entry you make. You should continuously save your application as you complete it to avoid your work being lost.

74. Where we ask for answers to be given in text format, these are restricted to 2,000 characters per text box. We define a character as: a number; letter; punctuation mark; space; or carriage return. This does not apply to attachments.

75. It is important you provide all the information asked for in the format and order specified. Please note that numeric fields will not accept text, spaces or symbols.

76. We cannot access any part of your application until after the closing date. You can have a partially completed application form during the timeline as long as you complete it in full before the monthly closing date, otherwise your form will be incomplete and will not be reviewed.

77. You can change any of the answers at any time before you submit your application. If you wish to change any of your answers after you submit the application form, you will need to recall it, make your changes and re-submit. You can do this as often as you wish up to the closing date. However, you should be

aware that the portal will only retain the last submission you make as it overwrites the previous ones.

78. The portal is managed by a third party. If you believe that the portal has not been available and this has delayed your submission, we can access availability data and, based on the timing of your attempts to submit, a judgement can be made as to whether an availability issue affected your ability to submit by the deadline. Our judgement will be final.

### **Step 7: Submit your application to us**

79. After you complete your application, submit it using the 'Submit Response' button at the top of the page before the current deadline.

### **What happens next?**

80. After you submit your application we will review it and make a decision.

Depending on the number of applications received it usually takes us around six weeks to complete the evaluations.

81. During this time, you will not be able to make changes to your application.

However, we may ask you for additional information if we need to clarify our understanding of your response.

82. For each group of questions, we have summarised below the basis for reviewing your application. Overall, we must be satisfied that you are suitable for employers to consider selecting you to undertake independent EPA as well as your capacity and capability to deliver this assessment for a particular occupation.

|          |  |
|----------|--|
| Standard | We will not evaluate your application if you do not select a standard.<br><br>If you use a previous application to make a new application, make sure the correct standards are selected. |
|----------|--|

|                                     |  |
|-------------------------------------|--|
| Organisation                        | We will not refuse your application on the basis of your response to any of these questions unless we have evidence that any of your responses has been given in a deliberate attempt to deceive us.   |
| Compliance and financial management | We will refuse your application if any of your responses fail the compliance and financial management requirements.  |
| Financial health                    | We will refuse your application if your financial health assessment outcome is 'inadequate'. You will need to achieve a minimum of the 'satisfactory' grade. The basis for the calculation is set out in documentation referred to in this guidance.   |
| Capacity and capability             | We will refuse your application if your responses do not assure us that your organisation has the required occupational and assessment capacity and capability to deliver EPA in line with the requirements of the assessment plan and the information set out in this document. For example, you have not provided evidence of your policies. |

83. We may take into account information we already hold, which other government bodies hold, or which is publicly available, when considering your responses.

84. We will also share information about you with the relevant external quality assurance organisation when we enter you onto the register.

## Feedback

85. We will inform you via Bravo of the outcome of your application. We strongly advise that you wait for feedback on your application before making another.

86. If your application is unsuccessful, we will explain why. We do not give numerical scores. The feedback will be in the form of notes on what information we felt was missing. We will ensure the feedback is clear and consistent.

87. We do not routinely offer a debrief service in addition to the written feedback. Where we only require a small amount of additional information we may give you direct feedback to assist your re-application.

88. An unsuccessful application will not preclude you from re-applying. However, you should reflect on the feedback you get. If it is something that cannot be easily or quickly rectified, you should carefully consider your timeframe for re-application. If it is something that cannot be rectified at all, you should not re-apply.

## **Publishing the register**

89. We publish and regularly update the register on our website:

**[www.gov.uk/government/publications/register-of-apprentice-assessment-organisations](http://www.gov.uk/government/publications/register-of-apprentice-assessment-organisations)**

90. As well as your organisation's name, we will publish your contact details and summary information from your application.

91. To help employers find out about you and your assessment services we will publish a web link to your employer-focused engagement resources. If you are not able to provide this it will restrict your marketability to employers through the register.

92. We will always direct employers to contact you for further information. If you are not able to provide the information, we may share parts of your application with an employer to support their selection process.

## **Extending your listing on the register to other standards**

93. Once on the register you may extend your listing to other standards. We have separate guidance for organisations on the register and this sets out any differences in process.

## Removal of organisations from the published register

94. We may remove you from the register if we have evidence that you no longer meet the requirements. If the reason we remove you from the register is something you can easily or quickly rectify, you can consider a re-application. If the reason is something that cannot be rectified at all, you should not re-apply.

## Appeals and complaints

95. We do not have an appeals process for the register.

96. If you are unsuccessful in your application or we remove you from the published register and you believe you have been treated unfairly, you should use our published complaints procedure, which is available at:

**<https://www.gov.uk/government/organisations/skills-funding-agency/about/complaints-procedure>**

## Help and support

97. We have a message board within the 'Register of apprentice assessment organisations' section of the Bravo Solution portal. You should use this to ask us questions about the process.

98. You can ask any general questions you have about the development of the register through the dedicated email address:

**[apprenticeassessment@sfa.bis.gov.uk](mailto:apprenticeassessment@sfa.bis.gov.uk)**



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