

## Accuracy checking pharmacy technician (ACPT) programme appeals process

ACPT trainees must be treated fairly and equally in their assessments and have the right to appeal on points of process. CPPE will accept appeals from ACPT trainees wishing to contest the conduct of an assessment or decision. You must appeal on your own behalf; appeals can only be considered by third parties with written authorisation from you.

### Grounds for appeal

There are two grounds for appeal; these are set out below.

1. You believe that there has been an administrative error or procedural irregularity in the assessment process. For example, unable to complete the online assessment due to an IT error.
2. You believe that there is evidence of prejudice, bias or lack of proper assessment procedure on the part of the person(s) administering the assessment. For example, the assessment set-up does not allow for reasonable adjustments to accommodate special needs that you may have in relation to a disability.

**Note:** It is your responsibility to submit an appeal within the required timeframe or the appeal may not be considered. You cannot appeal against the assessment results or matters that are dealt with by the CPPE complaints policy.

### Confidentiality

It is a requirement that you must inform your educational supervisor and chief pharmacist/senior pharmacy manager of an appeal. They will also be informed of the outcome of the appeal.

All appeals will be treated in the strictest confidence; however, enquiries will be made to investigate matters that are the subject of the appeal. Those involved in making the decision may need access to documentation and records.

### Conduct

Our expectation is that our interactions with you will be professional and respectful. However, we work closely in partnership with the pharmacy profession and understand the challenges that day-to-day practice can bring. There can be many reasons that lead to demonstrations of unprofessional behaviour, such as anger or rudeness. In these cases, we will raise our concern directly with you and request that you take some time out and come back to us later to resume the conversation. We have a zero tolerance policy if customers use abusive or foul language.

Demonstrations of abusive or foul language are deemed unprofessional. Pharmacy professionals have responsibility to demonstrate professional behaviour at all times in line with the General Pharmaceutical Council's professional standards.

**Note:** Different procedures are in place for complaints and appeals.

**Complaints** relating to the quality of the material, the course content or use of the online platform cannot be made through the appeals process. The CPPE complaints policy should be used instead.

## Informal appeal process

Before submitting a formal appeals form, you should raise your concerns with CPPE informally. To do this:

- Email: [acpt@cppe.ac.uk](mailto:acpt@cppe.ac.uk) to request feedback about your assessment result
- Discuss the feedback with your educational supervisor
- Liaise with a member of the CPPE ACPT team to discuss your concerns and reach a resolution
- If dissatisfied with the outcome of your informal appeal, you are entitled to start formal proceedings

## Formal appeal process

ACPT trainees wishing to appeal must:

- Inform CPPE by email of their intention to appeal against an assessment process (eg online assessment, work place assessment or checking log decision). This must be done **within five working days** of the assessment or five working days of receipt of the result. CPPE will acknowledge receipt of the intent to appeal via return email within five working days.
- Submit to CPPE head office at: [info@cppe.ac.uk](mailto:info@cppe.ac.uk) a fully completed appeals form and any supporting documentation within 15 working days of the assessment or receipt of the result or notification of an error on your checking log.

You must copy in your educational supervisor and senior pharmacy manager/chief pharmacist and submit with the appeals form any relevant supporting evidence, eg fit note from your GP.

**Appeals must be received within the specified time limit and on the official appeal form; otherwise the appeal will not be considered.**

On receipt of the formal appeal form, CPPE will check that the appeal is made on one or more of the specified grounds for appeal, set out above, and whether it has been submitted in the timeframe specified.

- If the appeal does not meet these criteria, the ACPT trainee, their educational supervisor and senior pharmacy manager/chief pharmacist will be notified within ten working days of the appeal being received that the appeal is not eligible, with reasons given. There will be no opportunity to appeal against this decision.
- If the appeal is shown to have been made on one or more of the specified grounds for appeal then CPPE will set a date and convene an appeal panel. The panel will comprise of senior pharmacy professionals from CPPE, none of whom will be employed by the same organisation as the appellant.

CPPE will aim for the appeal panel to consider the appeal within 30 working days of CPPE receiving the formal appeal form.

The appeal panel having considered the formal appeal may determine that:

- a) the appeal is not upheld
- b) the appeal is upheld.

The appeal panel will reach a decision on the day they convene and will complete the ACPT appeal panel summary report form (see Appendix 3). Notification of the outcome, with reasons for reaching the appeal decision, will be emailed within three working days to the appellant and their senior pharmacy manager/chief pharmacist. The decision of the appeal panel is final.

# ACPT programme appeals process

## Appendix 1 – Flow chart of ACPT appeals process

Informal stage (local)	Informal stage (CPPE ACPT Team)	Formal stage (CPPE)
<ol style="list-style-type: none"> <li>1. ACPT trainee dissatisfied with the assessment process</li> <li>2. ACPT trainee discusses the issue with their educational supervisor (ES) and both try to reach a resolution</li> <li>3. No resolution is possible – ACPT trainee and/or ES escalates to CPPE ACPT team via email: <b>acpt@cppe.ac.uk</b></li> </ol>	<div style="border: 1px solid blue; padding: 5px; margin-bottom: 10px;"> <p style="color: red; text-align: center;">At any time, CPPE may choose to reconsider its original decision, at which stage the appeals process will cease.</p> </div> <ol style="list-style-type: none"> <li>1. ACPT trainee/ES contacts CPPE to provide details of their issue and request further information about an assessment or checking log decision</li> <li>2. A member of the CPPE ACPT team will provide further information and discuss concerns in order to reach a resolution</li> <li>3. No informal resolution is possible. ACPT trainee starts formal appeal process</li> </ol> <div style="border: 1px solid red; padding: 5px; margin-top: 10px;"> <p>ACPT trainees must email: <b>info@cppe.ac.uk</b> to inform CPPE of their intention to appeal against an assessment. This must be done within five working days of the assessment or five working days of receipt of the result.</p> </div>	<ol style="list-style-type: none"> <li>1. ACPT trainee must email their intention to appeal within five working days of an assessment or receipt of the result (this will be acknowledged by CPPE via email)</li> <li>2. ACPT trainee must submit formal appeal form and supporting documentation via email to: <b>info@cppe.ac.uk</b> within 15 working days from receipt of result. ES and chief pharmacist/senior pharmacy manager must be copied in to the email, unless the appeal is in relation to the ES and/or chief pharmacist/senior pharmacy manager</li> <li>3. CPPE will ensure submission meets grounds for appeal and was received within specified timeframe, then accept or reject the appeal (all parties will be notified of a decision to reject or accept the appeal within ten working days of receipt of submission)</li> <li>4. CPPE team will convene an appeal panel and notify the ACPT trainee of the date of the meeting</li> <li>5. Appeal panel will meet and consider submission within 30 working days of receipt</li> <li>6. ACPT trainee, their ES and chief pharmacist/senior pharmacy manager will be notified of the appeal panel decision, via email, within three working days of the appeal panel meeting</li> </ol> <p>There will be no further right of appeal.</p>

## Appendix 2 – Formal appeal form

The completion and submission of this form initiates the formal ACPT programme appeals process. If you are not satisfied with the outcome of the informal appeal, this form can be used to initiate the formal appeal process.

Before submitting a formal appeal, you should follow the informal appeal process and discuss the matter with your educational supervisor to better understand the reason for the result or decision against which you wish to appeal.

### Important notes

You may only appeal on your own behalf. An appeal submitted by a third party will not be accepted unless accompanied by written authorisation from you.

The formal appeal form must be completed and submitted within five working days of the assessment result.

### 1. About you

<b>Name of ACPT trainee</b>		
<b>Name of organisation</b>		
<b>GPhC number</b>		
<b>Date started ACPT programme (month/year)</b>		
<b>Date of assessment/decision</b>		

### 2. About your appeal

a) Please indicate the decision against which you are appealing.

<b>Name of process</b>	<b>Tick to indicate</b>
checking log decision	
online assessment process decision	
workplace-based assessment process decision	

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b) Please indicate on what grounds you are appealing:

Name of process	Tick to indicate
1. There has been an administrative error or procedural irregularity in the assessment process.	
2. There is evidence of prejudice or bias or lack of proper assessment procedure on the part of the assessor.	

c) Please give details of your appeal here (continue on a separate sheet if necessary).

d) Please indicate what supporting documentation you are submitting in support of your appeal (eg medical certificate) that you wish to be considered in the appeal and attach it with this form.

e) Please outline any steps that you have already taken to address the issues raised in your appeal informally.

**Declaration:**

I declare that the information given in this form is true and that I have read the appeals process information before completing the form.

**Signed:**

**Date:**

Email the appeal form and any supporting documents to: [info@cppe.ac.uk](mailto:info@cppe.ac.uk)

# ACPT programme appeals process

## Appendix 3 – ACPT appeal panel summary report form

<b>Name of ACPT trainee</b>		
<b>Date of appeal panel meeting</b>		
<b>Details of appeal panel members</b>	<b>Name</b>	<b>Role</b>
	<b>Name</b>	<b>Role</b>
	<b>Name</b>	<b>Role</b>
<b>Details of any additional person(s) present</b>	<b>Name(s)</b>	<b>Role(s)</b>
<b>Any mitigating circumstances? For example:</b> <ul style="list-style-type: none"> <li>Sickness on the day</li> <li>Unfair treatment by educational supervisor; for example, undue pressure to complete assessment early</li> <li>Discrimination (physical, emotional, mental, spiritual), prejudice or bias</li> <li>Poor assessment environment/training facilities</li> <li>Inappropriate/poor quality materials/equipment/resources; for example, unable to read the dispensing label due to poor print quality, given an out-of-date resource to use</li> <li>Mitigating circumstances; for example, loss/illness of a close family member/dependent, significant family/financial crises leading to acute stress</li> </ul>		
<b>Discussion notes</b>		

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Appeal panel decision	
<b>Outcome</b>	<b>Tick to indicate</b>
Appeal upheld	
Appeal not upheld	
<b>Reasons for decision</b>	

Email the completed ACPT appeal panel summary report form to: [acpt@cppe.ac.uk](mailto:acpt@cppe.ac.uk) on the day of the appeal panel meeting.