



passionate about  
training committed  
to excellence

03/03/2022

To whom it may concern,

I am writing to formally appeal against the decision made for 15 Apprenticeship learners, following the Independent Advocacy Level 4 qualification (8040-12) to be removed from their learning programme.

Attached in Appendix A is a timeline of communications between Educ8 Training and City & Guilds regarding these learners. Educ8 have at all times remained transparent and open to advice and feedback regarding the recruitment of learners to this Apprenticeship. Whilst we appreciate the ongoing support from City & Guilds in this sector, the timeliness of responses and the mixed messages have caused significant delays and consequences for us, our learners and employers.

Educ8 have acted in the very best interests of our employers and learners throughout the development of this Apprenticeship. We have followed all due diligence, communicating and seeking advice appropriately. Following an initial discussion in April 2021 with the allocated City and Guilds EQA around the 'type' of learners we would be onboarding and their employers and job role, it was agreed those we had identified would be suitable, as seen in EQA report Appendix B. Learners were enrolled in June 2021.

During a sector network meeting on 21<sup>st</sup> October 2021, a new guidance document came to light (Appendix C) which clarified the role of the Independent Advocate could not be attached to a service. Educ8 believe that guidance and information received from those responsible for this qualification at City & Guilds, including both technical advisors and EQA was emerging and evolving throughout 2021 and that this information was not explicit on qualification approval or available on recruitment of our learners in June 2021.

Educ8 pro-actively raised concerns to C&G that the recruited learners were potentially not suitable due to this new information and immediately halted formal assessment against the qualification standards. Teaching and learning continued as the expectation was that this situation would be resolved promptly and favourably. Educ8 provided several opportunities to C&G to discuss each role/learner separately, offer options for mitigation and identify ways for the learners to continue to certification. None of these opportunities were taken by City and Guilds.

Following the above concerns being raised by Educ8 to City and Guilds on 8<sup>th</sup> November, the decision made by City and Guilds that these learners could not continue was not received until 2<sup>nd</sup> February 2022.

Educ8 have since taken steps to inform learners of this decision which has, understandably, raised formal complaints both internally and to City and Guilds and Welsh Government directly. Learners were not informed of potential issues as we did not wish to raise alarm and were hopeful the issue to be resolved adequately.

Educ8 have appealed informally to [Redacted] of City and Guilds to re-look at these learners and their role and City and Guilds have offered to attend Educ8 offices to look in detail at each case. This is a welcome consideration and one which we offered several months ago.

Educ8 Training Group Limited  
Tredomen Gateway,  
Ystrad Mynach  
CF82 7EH

Tel: 01443 749000

[www.educ8training.co.uk](http://www.educ8training.co.uk)



Registered Office:  
London House,  
1 & 3 Penallta Road,  
Ystrad Mynach,  
Caerphilly,  
CF82 7AP

Registered in Wales No. 10865705





Please accept this letter and associated documents as the formal appeal to have the decision to terminate the learners overturned and allow them to use their considerable progress and hard work towards certification of the Independent Advocacy Apprenticeship.

I look forward to hearing from you, within the timeframes of your Complaints Policy.

Your Sincerely,

[Redacted]

passionate about  
training committed  
to excellence

Educ8 Training Group Limited  
Tredomen Gateway,  
Ystrad Mynach  
CF82 7EH

Tel: 01443 749000

[www.educ8training.co.uk](http://www.educ8training.co.uk)



Registered Office:  
London House,  
1 & 3 Penallta Road,  
Ystrad Mynach,  
Caerphilly,  
CF82 7AP

Registered in Wales No. 10865705