

# Non-Destructive Testing (NDT) Apprenticeships – End-Point Assessment Complaints and Appeals Procedure



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APPRENTICESHIPS

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In normal circumstances, if an apprentice fails the apprenticeship, he/she will be entitled to resit the parts that were failed, providing there is enough time to undertake the resits, normally within six months of the end-point assessment.

If an employer or apprentice or other connected organisation or person wishes to complain about the end-point assessment process or about a person employed directly or indirectly by the independent end-point assessment organisation (in this case BINDT), or appeal against any decision or outcome made by the end-point assessment organisation, they should correspond with:

**The Quality Officer**  
**The British Institute of Non-Destructive Testing**  
**Midsummer House**  
**Riverside Way**  
**Bedford Road**  
**Northampton NN1 5NX**  
*Email: [quality.officer@bindt.org](mailto:quality.officer@bindt.org)*

In the correspondence, the complainant should state the nature of the complaint or appeal, stating who or what the complaint or appeal is concerned with, and provide any supporting information to substantiate their complaint or appeal.

On receiving a complaint or appeal, the Quality Officer will, either directly or indirectly, make contact with the Institute for Apprenticeships' Relationship Manager and inform him/her of the complaint or appeal and what steps the end-point assessment organisation (BINDT) is intending to take to resolve the complaint or appeal.

The Quality Officer will carry out the investigation, involving people from the independent assessment organisation, and may also correspond with other relevant external people or organisations.

After the investigation by the Quality Officer, the independent assessment organisation (BINDT) will inform the Institute for Apprenticeships' Relationship Manager, and appropriate person(s) such as the complainant, the employer and/or the apprentice, as to what the outcome of the investigation is and what, if any, remedial action is to be taken. All aspects of the investigation will be documented and maintained under the end-point assessment organisation's quality management system.

**Note:** If the complainant is complaining or appealing about the Engineering Council registration process or outcome, then their complaint or appeal will be redirected to the Engineering Council Registrar, The British Institute of Non-Destructive Testing, Midsummer House, Riverside Way, Bedford Road, Northampton NN1 5NX, who will make the complainant aware of the existing established Engineering Council complaints procedure.