

PROCEDURE: **LEARNER ASSESSMENT APPEALS**

Provider Name: Tipperary ETB (TETB)

Policy Area: Assessment of Learners

Purpose: The purpose of this procedure is to explain the process of implementing learner appeals in relation to the assessment process and/or assessment results

Scope: This procedure applies to programmes leading to QQI awards except for apprenticeships, Construction Skills Certification Scheme (CSCS), Quarrying Skills Certification Scheme (QSCS). For non-QQI awards, refer to the relevant awarding body's procedure

TETB Staff Responsible¹: QA Office Staff, Programme Co-ordinator, Appeals Committee

Others Involved: Appeals Examiner, Learner

Other Procedures to be Cross-referenced: Results Approval

Process:

Methods used to carry out the procedure	Who is responsible?	Examples of evidence generated
SECTION 1: GROUNDS FOR LEARNER APPEALS		
1.1	Learners may lodge an appeal if they are not satisfied with the grade awarded and/or if they perceive that there was an irregularity within the assessment process itself.	-
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¹These roles are defined in TETB's document entitled *Glossary of Standard Language for QA Policies and Procedures*

	<p>Learners should be both encouraged and facilitated <i>during</i> the programme to report any dissatisfaction with the assessment process at the time the issue arises.</p> <p>It is expected that most learner dissatisfaction in relation to the assessment process can be addressed internally by the centre informally.</p> <p>Where a learner is not satisfied with the outcome of the informal process they should complete the Learner Complaints Form which must be retained in the centre until the appeals process is completed.</p> <p><u>A grade appeal is:</u></p> <p>where the learner believes that the marks awarded are not representative of the quality of the work submitted. Only approved results can be appealed by the learner. No new assessment evidence can be submitted. The learner portfolio of evidence will be sent to an independent Appeals Examiner for review.</p> <p><u>An appeal of the assessment process is:</u></p> <p>where the learner believes that the assessment did not comply with TETB’s assessment conditions, specifications or procedures and that the learner’s assessment performance was negatively impacted as a result. Learners may submit an appeal of the assessment process under the following areas of assessment:</p> <ul style="list-style-type: none"> ○ communications and information ○ planning ○ design ○ conducting and implementing an assessment event ○ deadlines and compassionate consideration ○ reasonable accommodation ○ security of the assessment materials, records and documentation ○ feedback to learners ○ malpractice ○ marking and grading ○ repeats ○ internal verification and authentication process ○ appeals process ○ results approval process <p>A TETB Appeals Committee will review the learner appeal.</p>	<p>Programme Co-ordinator</p>	<p>Learner Complaints Form and centre complaints record</p>
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SECTION 2: ISSUING LEARNER APPEALS APPLICATION FORM			
2.1	<p>Issue each learner with the Learner Appeals Application Form (Appendix 1). This must be included with the Learner Statement of Results. Both must be issued within 2 working days of notification of results approval to the centre from the QA Office (See TETB's Results Approval Procedure).</p> <ul style="list-style-type: none"> ensure that the name and address of the centre and the deadline date for the return of completed applications are inserted in the Learner Appeals Application Form <p>The deadline date for learners to return the completed appeal application is 10 working days from the date of issue/postmark of Learner Statement of Results.</p>	<p>Programme Co-ordinator</p> <p>Learner</p>	<p>Learner Statement of Results</p> <p>Learner Appeals Application Form</p>
SECTION 3: PROCESSING LEARNER APPEALS APPLICATIONS			
3.1	<p>When a learner submits an appeal (within the deadline), the centre will accept the completed Learner Appeals Application Form.</p> <p>Learners' communications in relation to appeals must occur directly with the centre.</p>	Programme Co-ordinator	Learner Appeals Application Form
3.2	Learner must submit payment electronically. Learner instructions on how to complete this process is included in the sample Final Results letter in Appendix 3 .	Learner	Record of payment
3.3	The learner is facilitated to view the results and the portfolio of evidence so that they can make an informed decision on their appeal application	Programme Co-ordinator	<p>Record of information provided to learner.</p> <p>Record of learner attendance of viewing portfolios</p>
3.4	Complete one Results Appeals Application Form (N10) per learner, for <i>each</i> result being appealed (Appendix 2)	Programme Co-ordinator	Results Appeals Application Form (N10)

3.5	<p>Submit an appeals pack to the FET QA Office at address Tipperary ETB, Admin Offices, Western Road, Clonmel, within 3 working days of receiving the Learner Appeals Application Form</p> <p><u>For a grade appeal:</u></p> <p>The appeals pack must include the following:</p> <ul style="list-style-type: none"> a. Appeals Application Form (N10) b. the learner’s assessment work, including any digital or practical artefacts a. the completed Learner Marking Sheet b. copies of the assessment instruments (briefs and examination papers) and related documentation, for example, marking schemes and outline solutions c. a copy of the relevant results sheet ie: <ul style="list-style-type: none"> - For QBS users - the Authentication Report by Learner Group by Minor Awards Results sheet - For RCCRS users - The F12 Course Summary Assessment Sheet and Approval Form <p>Ensure that only the data relating to the learner who has lodged the appeal is visible on this results sheet ie redact all other learner data</p> <ul style="list-style-type: none"> d. a copy of the QQI component specification. This can be downloaded from the QQI website e. a copy of the TETB validated module. This can be downloaded from the QA Sharepoint site. <p><u>For an assessment process appeal:</u></p> <p>The appeals pack must include the following:</p> <ul style="list-style-type: none"> a. Learner Appeals Application Form b. any other documentation or evidence in support of this appeal 	Programme Co-ordinator	Appeals pack received by QA office
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3.6	<p>Ensure that each learner's work is separately identified and clearly labelled with learner name, component name and code</p> <p>If the appeals pack is incomplete, it will be returned to the centre. Centres will have to submit a complete pack with all necessary documentation before the appeal can be processed. The original deadline will not be extended</p> <p>For paper based appeals, mark the envelope with the word 'APPEAL'. Send by registered post. If centres wish to deliver the appeal pack to the QA Office, they must ensure that delivery is receipted</p> <p>For digitally submitted appeals pack, ensure submission is secure</p>	<p>QA Office Staff</p> <p>Programme Co-ordinator</p>	<p>Clearly identified learner evidence</p> <p>Returned incomplete appeal pack</p> <p>Record of registered post</p> <p>Delivery receipt</p>
3.7	<p>Where the volume of appeals in a centre is greater than 12 in a subject area, it may be appropriate to request a visit from the Appeals Examiner. Contact the FET QA Office in this case</p>	<p>Programme Co-ordinator</p>	<p>Email, phone call</p>
3.8	<p>Send any other queries or communications regarding appeals to the dedicated email address: appeals@tipperaryetb.ie</p>	<p>Programme Co-ordinator</p>	<p>Email</p>

SECTION 4: PROCESSING OF LEARNER APPEALS

4.1	<p><u>In the event of a grade appeal:</u></p> <ul style="list-style-type: none"> - Secure the services of an Appeals Examiners to review the grading of learners' work - The Appeals Examiner will be a subject-matter expert who is external to TETB and was not involved in the original assessment decision. Additionally, the Appeals Examiner will have no conflict of interest with the learner or the assessor - Where possible, the Appeals Examiner will be selected from TETB's External Authenticator panel - A report from the Appeals Examiner will be sent to the QA Office staff and will include the recommended outcome of the appeal with clearly stated rationale - The report will be reviewed to ensure that it is comprehensive, constructive, clear and based on evidence provided. Information will be sought from the Appeals Examiner where further clarification is required - If there is disagreement with the Appeals Examiner's findings, the appeal will be immediately referred to an Appeals Committee for consideration 	<p>QA Office Staff</p>	<p>Email, phone call</p> <p>Appeals Examiner selected from TETB's External Authenticator Panel</p> <p>Appeals Report</p>
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	<p><u>In the event of an assessment process appeal:</u></p> <ul style="list-style-type: none"> - An Appeals Committee will be appointed by the QA Office in consultation with TETB's senior management - The Appeals Committee must be constituted of a minimum of 2 TETB senior personnel who are external to the centre and who were not involved in the assessment process. They must have significant knowledge of TETB's QA procedures - The Appeals Committee may be supported by internal QA Office staff. Depending on the nature of the appeal, personnel from outside TETB may be required. This is at the discretion of TETB - The application, supporting documents and any records relating to the original assessment decision will be reviewed against the relevant TETB procedures and policy documents to confirm that the correct procedures have been followed - If the Appeals Committee find in favour of the learner, the provider must facilitate the learner to resubmit evidence - A report from the Appeals Committee will be sent to the QA Office staff and will include the recommended outcome of the appeal with clearly stated rationale - The Appeals Committee will conduct it's work in line with Tipperary ETB's Appeals Committee Terms of Reference 	<p>QA Office Staff and Senior Management</p> <p>Appeals Committee</p> <p>Appeals Committee and QA Office Staff</p>	<p>Referral to, and meeting of, Appeals Committee</p> <p>Appeals Committee established</p> <p>Appeals Committee Report</p>
4.2	Retain the Appeals report on file in the QA Office	QA Office Staff	Appeals Report
SECTION 5: NOTIFICATION OF APPEAL OUTCOME TO CENTRE			
5.1	<p>A statement of Appeal Outcome will be emailed to the centre to communicate outcomes of the appeals for the centre</p> <p>Also, the completed Appeals report(s) for each appeal will be emailed to the centre to communicate the findings of the appeal examiner. The Appeals Examiner's name will be removed. The centre must <i>not</i> issue this statement to the learner.</p>	QA Office Staff	<p>Statement of Appeal Outcome</p> <p>Appeals Report</p>
5.2	Inform QQI where the outcome of an appeal results in a grade change awarded to a learner	QA Office Staff	Notification of grade change

SECTION 6: NOTIFICATION OF APPEAL OUTCOME TO THE LEARNER			
6.1	Issue the learner with a letter indicating the outcome of the appeal, within 5 weeks of the learner submitting the appeal (Appendix 3)	Programme Co-ordinator	Letter to Learner
6.2	If the appeal is successful, return the appeal fee to the learner	QA Office	Record of fee returned
SECTION 7: CONCLUSION OF THE APPEALS PROCESS			
7.1	All learner evidence must be retained by <u>all centres</u> until TETB's learner appeals process has been concluded, irrespective of whether they have appeals or not The QA office will notify centres by email when the appeals process has concluded. Arrangements for the disposal or the returns of learner evidence can then be implemented	QA Office	Email
7.2	All appeals packs will be securely disposed of by a member of the QA Office staff	QA Office	Record of disposal

Internal Monitoring System

Method(s) used to carry out the monitoring	Who does it?	Frequency
Respond to feedback from stakeholders and update procedure accordingly	QA Office and Steering Group	As required in response to matters arising
Formally review procedure	Senior management with QA Office and Steering Group	Every 3 years, or as appropriate

LEARNER ASSESSMENT APPEALS: EASY-TO-READ VERSION

1. What is an assessment appeal?

You can make an appeal if you:

- are unhappy with the grades that you have been awarded for your module(s)
- believe that there were irregularities or inequalities in the way that the assessment was carried out.

Your appeal will go directly to Tipperary ETB who will organise an independent review.

Important: If you are unhappy with some aspect of the way assessment is carried out, you should talk to your teacher as soon as possible – don't wait until the end to appeal.

2. When to appeal

You can submit an assessment appeal once you have received your final statement of results. You must submit the appeal within the deadline given to you. We will not accept late appeals.

3. How to appeal

To make an appeal, you must complete and return this [Learner appeals application form](#). This form will be sent to you with your final statement of results.

4. Who to appeal to

You must send your completed Learner appeals application form back to your centre. (See the [Reasonable Accommodation](#) procedure for further details.

5. How the appeal is conducted

If you are appealing the grade you got, a new external examiner will review your assessment evidence and marks.

If your appeal is about the assessment process, members of Tipperary ETB's Appeals Committee will review the details of your appeal. They will check whether or not procedures were followed. They may involve external independent experts in this process.

Once the appeal is completed, the centre will contact you to tell you the outcome (result).

6. Costs of appeals

There will be costs associated with processing learner appeals as external experts are usually involved. There may also be administration costs. The costs will vary according to the type and number of appeals that you are making and the awarding body regulations. Your centre will tell you about the costs involved.

SAMPLE LETTERS FROM CENTRE TO LEARNER RELATING TO APPEAL OF RESULT(S)

Sample Letter from Centre to Learner in respect of a Successful Result Appeal

Date

Learner Name, Address

RE: APPEAL(S) OF ASSESSMENT RESULT

Dear Learner

Your appeal in respect of your result in «**Module Title and Code**» has been successful and a grade of «**Amended Grade**» has been awarded.

Your statement of results has been amended and you will be issued with a new certificate. Your appeal fee of «**€x.xx**» will be reimbursed as soon as is practicable.

Yours sincerely

Programme Co-ordinator/Designate

Sample Letter from Centre to Learner in respect of an Unsuccessful Result Appeal

Date

Learner Name, Address

RE: APPEAL(S) OF ASSESSMENT RESULT

Dear Learner

I am writing to you in relation to an appeal of result for «**Module Title and Code**» that you recently submitted.

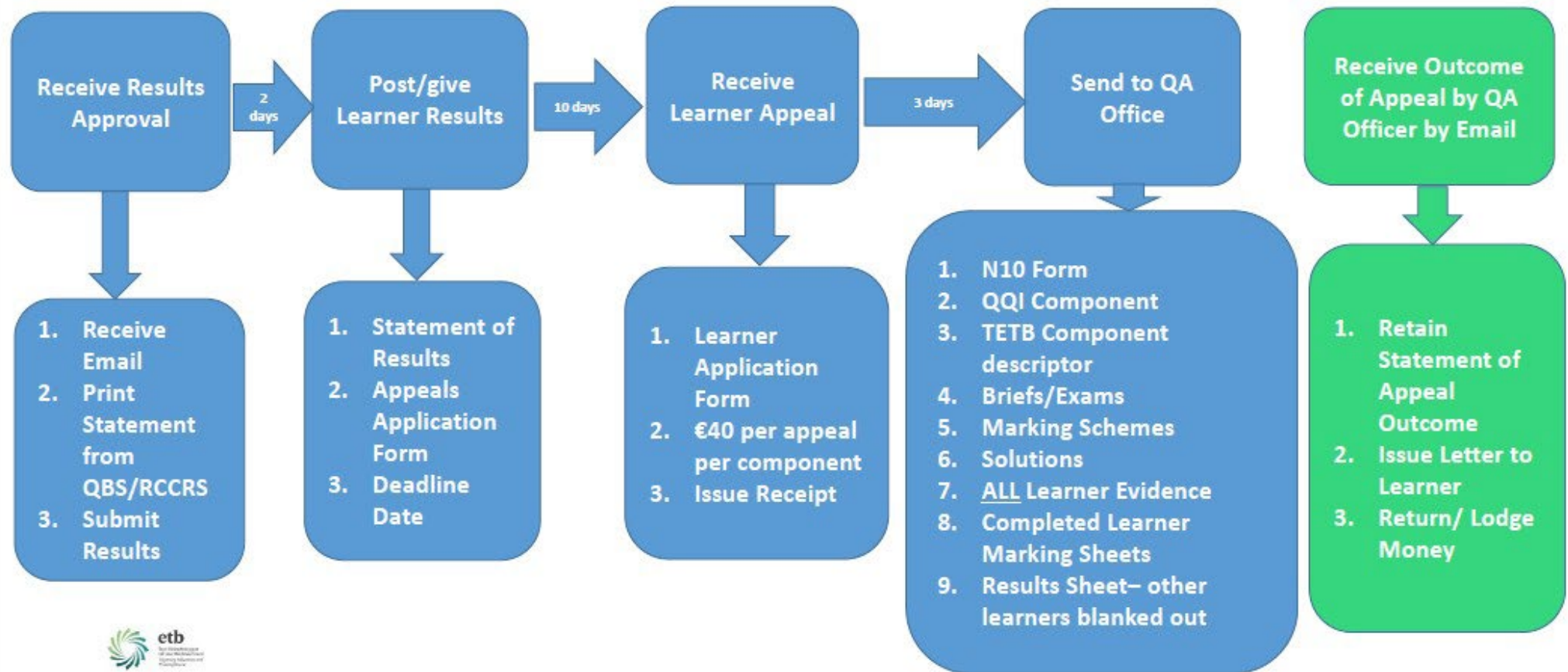
Your portfolio has been submitted to an independent External Authenticator for review. This appeal has been unsuccessful and there is no change in grade.

Yours sincerely

Programme Co-ordinator/Designate

SUMMARY CHART OF TETB'S APPEALS PROCESS

Summary Chart of Appeals Process



DOCUMENT CONTROL	
Dates:	Created: March 2019 Updated: February 2020, July 2021, April 2023
Revised By:	Quality Assurance Office
Approved By:	Quality Assurance Steering Group
Version:	V1.0, V2.0, V3.0, V3.1, V3.2

REVISION SUMMARY		
Revision Type:	Update ✓	Review
Version	Summary of Changes	
V3.2	<p>Added: Easy-to-read version of procedure included</p> <p>Added: Appeals Committee to function according to Tipperary ETB's Appeals Committee Terms of Reference</p> <p>Added: reference to submission of digital appeals pack</p>	

