

2.2.3 Assessment Appeals Procedure

Procedure code and title:	2.2.3 Assessment Appeals
Policy area:	2.2 Support for Learners
Version Number:	1
Reviewed by:	Quality Assurance Sub-Group
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Review Date:	

Purpose

The purpose of this procedure is to detail the learner appeal process to determine that the learner has experienced a fair assessment process, marking of assessment evidence and that assessment was conducted in accordance with KWETB procedures and good practice for assessment. This procedure is applicable to QQI awards. Other awarding bodies will determine if appeals are permissible.

Scope

This procedure applies to all FET Provision and FET Provision-Second Providers. There is an integrated single policy, with integrated procedures for FET Provision and FET Provision-Second Providers denoted in sections

- Roles and Responsibilities of the Programme Co-ordinator
- Roles and Responsibilities of QA/TSO
- Twenty step procedure.

Learners in KWETB are entitled to appeal the results of assessments leading to QQI awards. Appeals will be conducted in an open and transparent fashion. Appeals will be managed by the designated person with responsibility for QA authentication / TSO.

Appeals will be processed by individuals who are not directly associated with the centre or programme location where the appeals applicant studied and was assessed.



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Roles and Responsibilities

Programme Co-ordinator Responsibilities	
a.	The Programme Co-ordinator should have prime responsibility for communications with learners in relation to appeals.
b.	The Programme Co-ordinator should ensure they compile all documentation relevant to the appeal in advance of review by the Extern Examiner.
c.	The Programme Co-ordinator should complete the N10 (External Appeal Application form).
d.	<p>The Co-ordinator/Programme Manager should submit the N10 to the designated person with responsibility for QA authentication / TSO on or before 12.00 noon on the designated deadline date.</p> <p>Appeals received after this deadline cannot be processed.</p>
e.	The Co-ordinator/Programme Manager should maintain a copy of the Learner Appeal Application Form and Centre Appeal Application form (N10 Form).
f.	<p>The Co-ordinator/Programme Manager should acknowledge the remittance of €40.00 has been made to the centre.</p> <p>The Co-ordinator/Programme Manager should acknowledge the remittance of fees payable. Learners who are exempt from examination fees set by an awarding body may be exempt from the appeal fee. This will be in line with the State Examinations Commission.</p>
g.	<p>The Co-ordinator/Programme Manager should prepare all documentation for online/onsite Extern Examiner.</p> <p>Note – only evidence previously presented by learner can be considered as part of an appeal. No new evidence should be presented. The Learning Practitioner should not comment or create notes for the Extern Examiner.</p>
h.	The Co-ordinator/Programme Manager should communicate the outcome of the appeal to the learner when they have received the outcome from the designated person with responsibility for QA authentication / TSO.

Quality Office / Training Standards Responsibilities	
a.	The designated person with responsibility for QA authentication / TSO should notify all centres of appeals deadlines for each certification period.

b.	The designated person with responsibility for QA authentication / TSO should review the appeals applications submitted immediately after the deadline.
c.	The designated person with responsibility for QA authentication / TSO should assign one or more Appeal Extern Examiners.
d.	<p>The designated person with responsibility for QA authentication / TSO should consult with centres about upload of assessment evidence, Learning Practitioner folder, EA report (if relevant) to OneDrive Shared system.</p> <p>If onsite visit is to take place, the designated person with responsibility for QA authentication / TSO should consult with centres about arrangements for the visit.</p>
e.	For FET provision, the designated person with responsibility for QA authentication should allocate temporary KWETB logins for Appeal Extern Examiners.
f.	The designated person with responsibility for QA authentication / TSO should brief Appeal Extern Examiners about their task.
g.	The designated person with responsibility for QA authentication / TSO should communicate the outcome of the appeal to centre(s) concerned using the Statement of Appeals form.
h.	The designated person with responsibility for QA authentication / TSO should communicate the outcome of the appeal to QQI.
i.	QQI will adjust the record and an updated certificate will be issued to the centre.

Procedure – 2.2.3 Assessment Appeals

1	<p>The Co-ordinator/Programme Manager should inform learners of the process for the appeal of assessment results at induction.</p> <p>The Learning Practitioner should inform learners of the process for the appeal of assessment at the beginning of the assessment process.</p>
2	The Co-ordinator/Programme Manager should ensure that dates of appeal deadlines are included in the certification schedule circulated to all centres at the start of the calendar year.
3	Following Results Approval, the Co-ordinator/Programme Manager should ensure that all learners receive notification of their final grades, together with information about appealing results, including the deadline for making appeals.

	The learner should be given a minimum of ten working days from receipt of results to return of appeal application form and appeal fee to centre.
4	Learners who wish to make an appeal should notify the Co-ordinator/Programme Manager.
5	<p>The learner who wishes to appeal the result should complete the Learner Appeal Application Form, together with a fee of €40.00 per module and return to the centre within the designated timeframe.</p> <p>The Co-ordinator/Programme Manager should acknowledge the remittance of fees payable. Learners who are exempt from examination fees set by an awarding body may be exempt from the appeal fee. This will be in line with the State Examinations Commission.</p>
6	The Co-ordinator/Programme Manager should notify the designated person with responsibility for QA authentication / TSO of the appeals submitted including details of the breadth of vocational fields concerned using the Appeals N10 form.
7	<p>The designated person with responsibility for QA authentication / TSO should assign the Extern Examiner. The Extern Examiner cannot have carried out External Authentication on the module for relevant certification period.</p> <p>The designated person with responsibility for QA authentication / TSO should provide the Extern Examiner with reporting template and Appeal assignment.</p>
8	<p>For online appeal process, the designated person with responsibility for QA authentication / TSO should create folders in OneDrive and should share with centre(s) for upload of relevant information, assessment evidence/ Learning Practitioner folder/EA report if relevant.</p> <p>For onsite appeal process, the designated person with responsibility for QA authentication / TSO should ensure that all relevant information, assessment evidence is made available to the Extern Examiner, including, if required, arranging meetings between all relevant parties.</p>
9	The Co-ordinator/Programme Manager should compile the relevant assessment documentation in preparation for onsite or online upload of documentation to the OneDrive system or the Extern Examiners' visit.
10	The Extern Examiner should examine the application made by the learner and consider the evidence in support of the grounds for appeal.
11	<p>The Extern Examiner should email the designated person with responsibility for QA authentication / TSO a generated Statement of the External Appeals outcome outlining the: -</p> <ul style="list-style-type: none"> • outcome of the appeal

	<ul style="list-style-type: none"> • why the appeal was successful or unsuccessful with clearly stated reasons for the decision.
12	The designated person with responsibility for QA authentication / TSO should email the outcome of the appeal and copy of report(s) to the Co-ordinator/Programme Manager using the Statement of appeal outcome form.
13	The Co-ordinator/Programme Manager should communicate in writing the outcome to the learner.
14	For FET Provision and FET Provision–Second Providers, the decision of the Appeal is final.
15	The designated person with responsibility for QA authentication / TSO should notify QQI of the appeal outcome.
17	<p>The Programme Co-ordinator should refund appeal fee(s) where learner appeals are successful.</p> <p>The Programme Co-ordinator should lodge appeal fees that were unsuccessful to KWETB account and send copy of remittance to QA/TSO for filing.</p>

Link to other Policies/Procedures

1.3.10	Internal Verification
2.1.1	Student Induction
2.1.3	Information to Learners

Resources

Resources	<ol style="list-style-type: none"> 1. KWETB Appeal Examiner Report 2. KWETB Appeals N10 Template 3. KWETB Learner Appeal Application Form 4. KWETB Statement of External Appeal Outcome from External Appeals Office
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