

Procedure Title	Assessment Recheck and Appeals
Associated Policy	CG6 Assessment of Learners
Version number & adoption date	V1 18/06/2021
Owner	Education Coordinator
Review Date	+1 year

Purpose

To give learners the opportunity to request a discussion, checking and appeal of results.

Scope

Applies to all assessment for validated programmes.

Definitions/Acronyms

Not applicable

Steps for Implementation

We advise learners:

- That they may discuss their results with the assessor (normally the tutor) on an appointed day and time after we issue the approved results
- That there is a difference between a recheck and appeal application, and that these processes are independent of one another

Procedure for a Recheck

- Learners may request a recheck of their results after discussing the results with the assessor and filling in an Assessment Recheck Request Form
- Learners are advised that a recheck may not be successful
- Recheck application deadlines are strictly applied and late applications are not accepted
- The Education Coordinator checks that all parts of the assessment have been marked and that the mark awarded was correct; that no errors occurred in the recording, collating or combining of marks which determined the result
- A recheck does not entail a review of the exam or assessment content or the learner's performance
- The Education Coordinator communicates the outcome of the recheck in writing within a week of a receipt of the application to recheck
- If a change in the result is recommended, the Education Coordinator amends the learner record on the QBS
- The outcome of the recheck is final
- Following the decision, a learner may request to view all information concerning their recheck application

Procedure for an Appeal

- The appeals process is a written process
- The appeal application must be submitted within the deadlines for submission; late applications are not accepted
- An appeal of a result is considered under either Ground A or Ground B.
 - Ground A: if there is evidence of substantive irregularity in the conduct of the examination and/or the assessment process, or where a learner presents evidence to support an assertion that the mark awarded was incorrect
 - Ground B: If there are extenuating circumstances that impacted on the learner's performance of which the assessor was not aware when making the decision. Where medical evidence is being submitted to support the appeal, appropriate certification by an independent medical practitioner (excluding a medical practitioner who is a family relation of the learner) should be attached
- In a case where a learner is appealing, they must have made every effort to discuss their circumstances with, and get feedback from, the assessor before they appeal
- A learner who wishes to appeal must do so in writing, setting out the grounds for the appeal within 14 days of receiving assessment results
- The learner completes an Assessment Appeals Form and submits it with any supporting evidence attached
- The Education Coordinator acknowledges receipt of the written appeal and forwards a copy of the documentation to the Chair of the Results Approval Panel requesting the Chair to respond within an agreed timeframe.
- The Chair of the Results Approval Panel appoints an independent assessor who had no previous involvement in the assessment to review the appeal and the assessment evidence and make a recommendation to the Results Approval Panel
- The Chair of the Results Approval Panel convenes a meeting of the Panel which makes a decision on the appeal based on the recommendation of the independent assessor
- The Education Coordinator communicates the decision in writing to the learner
- The Results Approval Panel decision is final
- Following the decision, a learner may request to view all information concerning the appeal application

Reference Documents

QQI Quality Assuring Assessment - Guidelines for Providers, Revised 2013. Pg. 29

Supporting Documents

- Assessment Recheck Request Form
- Assessment Appeals Form