

6.8 ASSESSMENT RESULT APPEALS

Authors:	Kerry ETB QA Unit
This Version Number:	1.2
Approval:	05.02.2020
Status:	Approved
Effective Date:	05.02.2020
Review Date:	September 2023
Resources:	Appendix 1: Assessment Appeals Application Form

Contents

1. Principles of Assessment in relation to Assessment Result Appeals	3
2. Definitions	5
2.1. Approved Result.....	5
2.2. Assessment Result Appeal	5
2.3. Timeframe for lodging an assessment result appeal	5
3. Assessment Result Appeals Roles and Responsibilities	6
3.1. The Principal/Centre Manager/Programme Co-ordinator	6
3.2. The Learner	6
3.3. The Assessment Appeals Facilitator.....	6
3.4. The Appeals Examiner	6
4. Assessment Result Appeals Process.....	7
Appendix 1: Assessment Appeals Application Form.....	10

1. Principles of Assessment in relation to Assessment Result Appeals

Quality assured assessment ensures that in criterion referenced assessment “learners are assessed and the assessment judgment is made based on whether the learner has reached the required national standards of knowledge, skill and competence for the award” (QQI). Central to quality assured assessment is the assumption that learners are assessed in a fair and consistent manner in line with the award standard. Quality assured assessment ensures adherence to the principles of assessment.

The following sets forth the principles of assessment which apply to this document: these principles are based on the QQI principles for assessment.

1. Validity

Validity is a fundamental assessment principle ensuring that an assessment measures what it is designed to measure: the relevant standard of knowledge, skill or competence required for an award should be assessed.

Validity in assessment occurs when:

- Assessment is fit for purpose (i.e. a practical assessment assesses a practical skill)
- Learners can produce evidence which can be measured against the award standard
- Assessors can make accurate assessment decisions
- Assessment is accessible to all candidates who are potentially able to achieve it

2. Reliability

Reliability in assessment ensures that assessment measurement is accurate: the knowledge, skills and competence, which the assessment measures should, produce reliable and accurate results.

Reliability in assessment ensures that results are consistent under similar conditions.

Reliability in assessment occurs when:

- The assessment is based on valid assessment techniques
- Assessment conditions are consistent
- Learner evidence is reliable
- Results are consistent across various assessors, contexts, conditions and learners over time.

3. Fair

Fairness in assessment supports the validity and reliability principles and provides equal opportunity to all learners. Fairness in assessment ensures: learners have access to appropriate resources/equipment in assessment; assessment design and implementation are fair to all learners; and policies and procedures exist to ensure fair assessment of learners.

4. Quality

Quality in assessment ensures that all assessment processes are quality assured.

5. Transparency

Transparency in assessment ensures that assessment policy and procedures provide clarity to all relevant stakeholders.

Learners have the right to appeal their approved result within a specified timeframe. In order to ensure adherence to the principles of assessment, the following process should be followed in relation to assessment result appeals. This will thus ensure that assessment is fair for all learners along with being reliable and consistent across ETBs, programmes and modules.

2. Definitions

2.1. Approved Result

Approved results are results which have been through the internal verification and external authentication process and been approved for distribution to learners by the Results Approval Panel. An appeal can only be made based on approved results.

The Kerry ETB Quality Council ratifies all results.

2.2. Assessment Result Appeal

An assessment result appeal refers to the appeal of an approved result. In such cases, the learner is not satisfied with assessment result: the learner believes the marks awarded are not representative of the quality of the work submitted for assessment.

Only **approved results of work submitted** can be formally appealed by the learner. No new assessment evidence can be submitted.

2.3. Timeframe for lodging an assessment result appeal

Assessment result appeals should be made within 10 days of the issuing of approved results.

3. Assessment Result Appeals Roles and Responsibilities

3.1. The Principal/Centre Manager/Programme Co-ordinator

The Principal/Centre Manager/Programme Co-ordinator must:

- Ensure that all learners are made aware of:
 - the grounds for making an appeal (assessment result appeal and assessment process appeal)
 - the maximum time allowed to lodge an appeal
- Communicate the deadline date for requesting an appeal to the learner. Learners may not appeal after this date.
- Receive the appeal application from the learner
- Submit Assessment Appeals Application Form to the Assessment Appeals Facilitator
- Inform the awarding body of the result change¹ (if successful)
- Inform the learner of the outcome of the appeals application.

3.2. The Learner

If a learner wishes to appeal an assessment result(s), the learner must:

- Note the grounds for appeal (assessment result appeal or assessment process appeal)
- Note the timeframe for appeal (see Section 2.3)
- Lodge an appeal (with fee if applicable) (see Section 4).

Only assessment evidence that has already been submitted as part of the final assessment can be considered as part of an appeal: no new evidence can be submitted.

3.3. The Assessment Appeals Facilitator

The Assessment Appeals Facilitator must:

- Ensure that all documentation is available for the appeal (completed appeals form, learner evidence etc.)
- Assign an Appeals Examiner
- Receive the decision of Appeals Examiner
- Inform the awarding body of the result change² (if successful)
- Report appeal outcome decision to the Principal/Centre Manager/Programme Co-ordinator.

3.4. The Appeals Examiner

An Appeals Examiner must:

- Examine the Assessment result appeal application and learner assessment evidence
- Make a decision regarding the appeal
- Report appeal outcome decision to the Assessment Appeals Facilitator

¹ This role may be completed by the Assessment Appeals Facilitator

² This role may be completed by the Principal/Centre Manager/Programme Co-ordinator

4. Assessment Result Appeals Process

Note:

- The learner is notified by the Centre of the deadline for appeals within the given assessment period.
- The ETB will endeavour to complete all appeals within twenty (20) working days on receipt of appeal. Every effort should be made to process the application as promptly as possible, especially if CAO/other deadlines may be impacted.

Where possible, the learner discusses the appeal application with the teacher/ tutor/ instructor and/or the Principal/Centre Manager/Programme Co-ordinator and examines grounds for appeal and timeframe before proceeding

Only **approved results** can be formally appealed: no new assessment evidence can be submitted.

1. Learner completes the Assessment Appeals Application Form and submits form to the Principal/Centre Manager/Programme Co-ordinator together with the Appeals Fee³ (if applicable)

The learner must complete and return the Assessment Appeals Application Form (Appendix 1) and fee. Appeals received after the deadline given by the Centre will not be processed.

2. Principal/Centre Manager/Programme Co-ordinator submits application to Assessment Appeals Facilitator in the QA unit of Kerry ETB.

The Principal/Centre Manager/Programme Co-ordinator submits the application and assessment evidence to the Assessment Appeals Facilitator. All assessment evidence, as required by the component specification/validated programme or module, must be available for the appeal. Any evidence not available will be assumed not to have been completed or submitted.

3. Assessment Appeals Facilitator processes the application and assigns an Appeals Examiner

The Assessment Appeals Facilitator:

- Assigns an Appeals Examiner

³ Appeal fee only applicable for appeal of results: this fee is refunded if appeal is successful

- Will endeavour to complete all appeals within twenty (20) working days on receipt of appeal. **Every effort will be made to process the application as promptly as possible, especially if CAO/other deadlines may be impacted.**
4. Assessment Appeals Examiner makes a decision on the appeal and informs the Assessment Appeals Facilitator
The Assessment Appeals Examiner completes a:
 1. **Totting/recording check** to check for any errors. If an error is found, marks are changed.
 2. **Review** of the assessment evidence and makes a decision as to whether grades are upheld or changed

The Assessment Appeals Examiner makes a decision on the appeal and informs the Assessment Appeals Facilitator of the outcome.
 5. Assessment Appeals Facilitator informs the Principal/Centre Manager/Programme Co-ordinator of the outcome of the appeal
The Assessment Appeals Facilitator informs the Principal/Centre Manager/Programme Co-ordinator of the outcome of the assessment appeal (successful or unsuccessful) within two (2) working days.
 6. If successful, the Assessment Appeals Facilitator or Principal/Centre Manager/Programme Co-ordinator informs the awarding body of change
 7. The Principal/Centre Manager/Programme Co-ordinator informs the learner of the outcome of the appeal application

The Principal/Centre Manager/Programme Co-ordinator, or designated person, informs the learner of the outcome of the appeal within five (5) working days. Where applicable, the fee is refunded to learner.
 8. At the next Results Approval Meeting, all appeal results from previous assessment period are ratified.

The appeal result is final.

The process is captured in the flow chart below.



References

QQI (2013) Quality Assuring Assessment Guidelines for Providers. Available at:
<http://www.qqi.ie/Downloads/Quality%20Assuring%20Assessment%20-%20Guidelines%20for%20Providers%2C%20Revised%202013.pdf> [Accessed 28 February 2018]

Appendix 1: Assessment Appeals Application Form

Part A: To be completed by the learner and returned to the Principal/Centre Manager/Programme Co-ordinator by a specified deadline	
Please tick appropriate appeal type:	
Assessment Result Appeal	<input type="radio"/>
Assessment Process Appeal	<input type="radio"/>
Centre Name:	
Learner Name:	
Learner Address:	
PPSN No (if required)	
Programme Code/Title:	
Are there impending deadlines which may need to be considered with this application: CAO Applicant/Other Applicant:	Yes/No
If yes, please give details:	

Details of application:

Module Code	Module Title	Module Level	Original Result	Ground for Appeal (see Table 1.1)	Fee
				Total Fee €	

Candidates wishing to Appeal their final result must complete this form and return to the Principal/Centre Manager/ Programme Co-ordinator, [Insert name and address of centre here within the timeframe specified.

Appeals received after this date will not be processed.

There is an administrative fee per module result that you wish to appeal. This fee must be made payable to [Insert name of Centre here], Fee should be paid by EFT, cheque, postal order or bank draft. NO CASH.

The outcome of the Appeal will be communicated directly to you in xx.

If successful the administrative fee of €xx per module will be refunded.

Appeals will not be processed without payment of fee.

I can confirm that I have read and understand the appeals procedure including the grounds for appeal. I can confirm that I have enclosed a total fee of € . This fee is refundable if the appeal is successful.

Learner Signature: _____ Date: _____

Principal/Centre Manager/Programme Co-ordinator Signature: _____ Date: _____

Principal/Centre Manager/Programme Co-ordinator Name: _____

Office Use:

Total Fee Received: € Date: Principal/Centre Manager/Programme Co-ordinator
Signature:

Part B: To be completed by the Principal/Centre Manager/Programme Co-ordinator and forwarded to the Assessment Appeals Facilitator

Centre Name:	
Centre Contact Name:	
Centre Contact Email address:	
Learner Name:	
PPSN No (if required):	
External Authenticator:	
Fee Paid:	Yes/No
Assessment Appeals Facilitator Signature:	
Date Received:	

Appeals Examiner Signature:	
Date Received:	
Appeal Decision:	Appeal Successful/Unsuccessful
Details of appeal investigation	
Details of designated person to communicate outcome of appeal to learner:	