



**cmetb**

Bord Oideachais agus Oiliúna  
an Chabháin agus Mhuineacháin  
*Cavan and Monaghan  
Education and Training Board*



**QAES**

QUALITY ASSURANCE AND  
ENHANCEMENT SERVICE

## **Assessment Reference Framework**

### **Assessment Results Appeals**

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## QQI Assessment Principles

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, 2013 p.5). 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 (2013) 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.

Based on QQI Principles for Assessment (QQI, 2013)

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.

## 1. Definitions

### 1.1 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.

### 1.2 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.

### 1.3 Timeframe for Lodging an Assessment Result Appeal

Assessment result appeals should be made within ten **(10) working days** of the issuing of results.

## 2. Assessment Result Appeals Roles and Responsibilities

### 2.1 The Programme Co-ordinator

The 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.
- Communicate CMETBs policy on secure storage and disposal of assessment evidence.
- Receive the appeal application from the learner
- Submit [Assessment Appeals Application Form](#) to the Assessment Appeals Facilitator
- Inform the awarding body of the result change<sup>1</sup> (if successful)
- Inform the learner of the outcome of the appeals application.

### 2.2 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 1.3)
- Lodge an appeal (with fee if applicable) (see Section 3).

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.

### 2.3 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 change<sup>2</sup> (if successful)
- Report appeal outcome decision to the Programme Co-ordinator.

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<sup>1</sup> This role may be completed by the Assessment Appeals Facilitator

<sup>2</sup> This role may be completed by the Programme Co-ordinator

## 2.4 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

## 3. Assessment Result Appeals Process

**Note:**

- **The learner is notified by the Centre of the deadline for appeals within the given assessment period.**
- **CMETB will endeavour to complete all appeals within a reasonable timeframe of 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.**

Examples of conditions for activating a Result Appeal (this list is not exhaustive):

- a) Learner believes that test/assessment results were recorded, collated or combined inaccurately
- b) Learner believes that test/assessment was marked inappropriately

Where possible, the learner discusses the appeal application with the Learning Practitioner and/or 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. The learner must complete and return the Assessment Appeals Application Form (Appendix 1) and fee (if applicable). Appeals received after the deadline given by the Centre will not be processed.
2. The 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
- Will endeavour to complete all appeals within a reasonable timeframe of 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.**

4. Assessment Appeals Examiner makes a decision on the appeal and informs the Assessment Appeals Facilitator

The Assessment Appeals Examiner completes a:

- **Totting/recording check** to check for any errors. If an error is found, marks are changed.
- **Review** of the assessment evidence and makes a decision as to whether grade is upheld or changed
- The Assessment Appeals Examiner makes a decision on the appeal and informs the Assessment Appeals Facilitator of the outcome.

5. The Assessment Appeals Facilitator informs the Programme Co-ordinator of the outcome of the assessment appeal (successful or unsuccessful) within a reasonable timeframe.

6. If successful, the Assessment Appeals Facilitator or Programme Co-ordinator informs the awarding body of the result change.

7. The Programme Co-ordinator, or designated person, informs the learner of the outcome of the appeal within a reasonable timeframe. Where applicable, the fee is refunded to learner. If appeal is successful

8. Results changed are presented to the FET Management and Quality Council via the QA Subgroup.

**The appeal result is final.**

## 4. References

QQI (2013) Quality Assuring Assessment Guidelines for Providers. Available at:

<https://www.qqi.ie/Downloads/Quality%20Assuring%20Assessment%20-%20Guidelines%20for%20Providers%2c%20Revised%202013.pdf>

## APPENDIX 1: Assessment Result Appeals Application Form

**Part A: To be completed by the learner and returned to the Programme Co-ordinator via email, post (please retain certificate of postage which is free) or in person by the notified deadline (10 working days)**

Centre Name:		
Learner Name:		
Learner Address:		
Learner Number / PPSN (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:

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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 Programme Co-ordinator, [Insert name and address of centre here], on or before xx/xx/xx.

Appeals received after this date will not be processed.

There is an administrative fee of €40 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 writing.

If successful the administrative fee of €40 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:

Programme Co-ordinator Signature:

Date:

Programme Co-ordinator Name:

Office Use:

Total Fee Received: €

Date:

Programme Co-ordinator Signature:

**Part B: To be completed by the Programme Co-ordinator and forwarded to the Assessment Appeals Facilitator**

Centre Name:	
Centre Contact Name:	
Centre Contact Email address:	
Learner Name:	
Learner number/ 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
<p>Details of appeal investigation</p> <p><input type="checkbox"/> Grade/Result Upheld</p> <p><input type="checkbox"/> Grade/Result Increased</p> <p><input type="checkbox"/> Grade/Result Decreased</p> <p><input type="checkbox"/> Opportunity to re-sit</p> <p><input type="checkbox"/> Test/Assessment declared null or void</p> <p>Further details:</p>	
<p>Details of designated person to communicate outcome of appeal to learner:</p>	