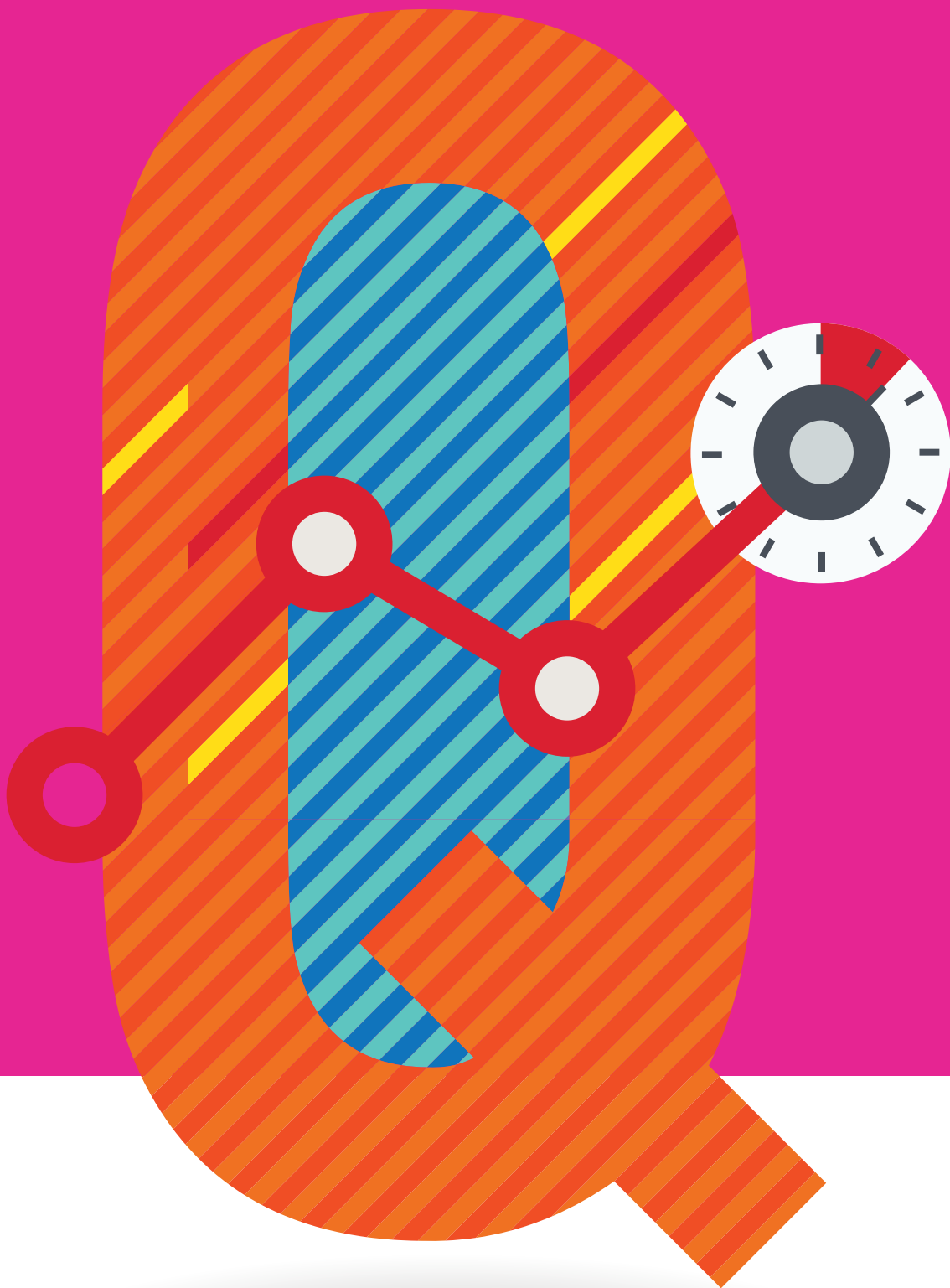
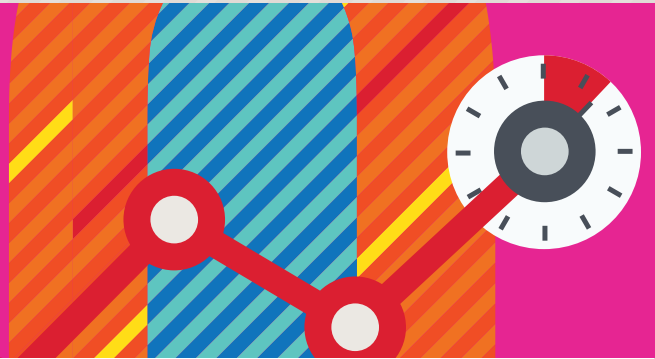


# ASSESSMENT PROCESS APPEALS





# ASSESSMENT PROCESS APPEALS



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### Assessment Process Appeals

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# DEFINITIONS

## Assessment Process Appeal

An assessment process appeal refers to the appeal by a learner, to the provider, based on the assessment conditions and/or process: the learner believes the assessment conditions and/or process negatively impacted his/her assessment performance.

## Timeframe for lodging an assessment process appeal

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

# PRINCIPLES OF ASSESSMENT IN RELATION TO ASSESSMENT PROCESS 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, 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.

## Principles of Assessments

### 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 over time across various assessors, contexts, conditions and learners

# PRINCIPLES OF ASSESSMENT IN RELATION TO ASSESSMENT PROCESS APPEALS

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



# ASSESSMENT PROCESS APPEALS ROLES AND RESPONSIBILITIES

## The

The 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 the ETB's/Centre's policy on secure storage and disposal of assessment evidence
- Receive the appeal application from the learner
- Submit **Assessment Appeals Application Form** (see Appendix 1) to the
- Inform the awarding body of the result change (if successful)
- Inform the learner of the outcome of the appeals application

If a learner wishes to appeal an assessment process, the learner must:

- Note the grounds for appeal (assessment result appeal or assessment process appeal)
- Note the timeframe for appeal (see Section 2.2)
- Lodge an appeal (with fee if applicable) (see Section 4)

The must:

- Examine the learner appeal
- Investigate whether relevant assessment procedures were followed
- Make a decision on the appeal

# ASSESSMENT PROCESS APPEALS

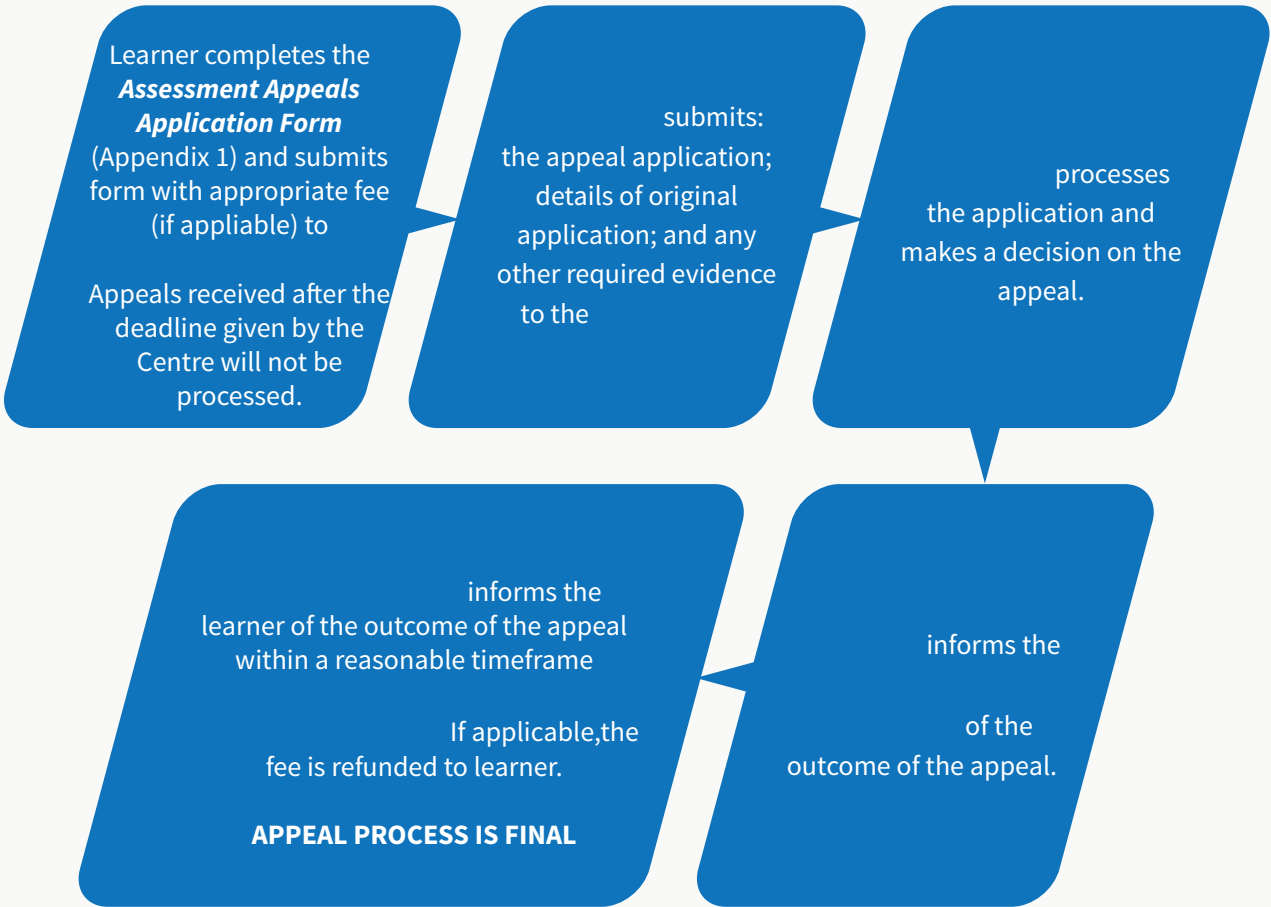
**Note:**

- The learner is notified by \_\_\_\_\_ of the deadline for appeals within the given assessment period.
- The ETB will endeavour to complete all appeals within a reasonable timeframe (recommended timeframe: 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 \_\_\_\_\_ and examines grounds for appeal and timeframe before proceeding.

The following process (Figure 1.1) outlines the steps involved in an assessment process appeal.

**Figure 1.1 Assessment Process Appeals**



## 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 28/02/2018]



APPENDIX 1: ASSESSMENT APPEALS APPLICATION FORM

Part A:  
Part A: To be completed by the learner and returned to the  
by a specified deadline

Please tick appropriate appeal type:

☐ Assessment Result Appeal

☐ Assessment Process Appeal

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		Fee
				Total Fee €	

Candidates wishing to appeal their final result must complete this form and return to the \_\_\_\_\_ on or before \_\_\_\_\_

Appeals received after this date will NOT be processed.

There is an administrative fee of €xx per module result that you wish to appeal. This fee must be made payable to \_\_\_\_\_ 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 \_\_\_\_\_  
If the outcome of the appeal is successful, the administrative fee of \_\_\_\_\_ 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: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Name: \_\_\_\_\_

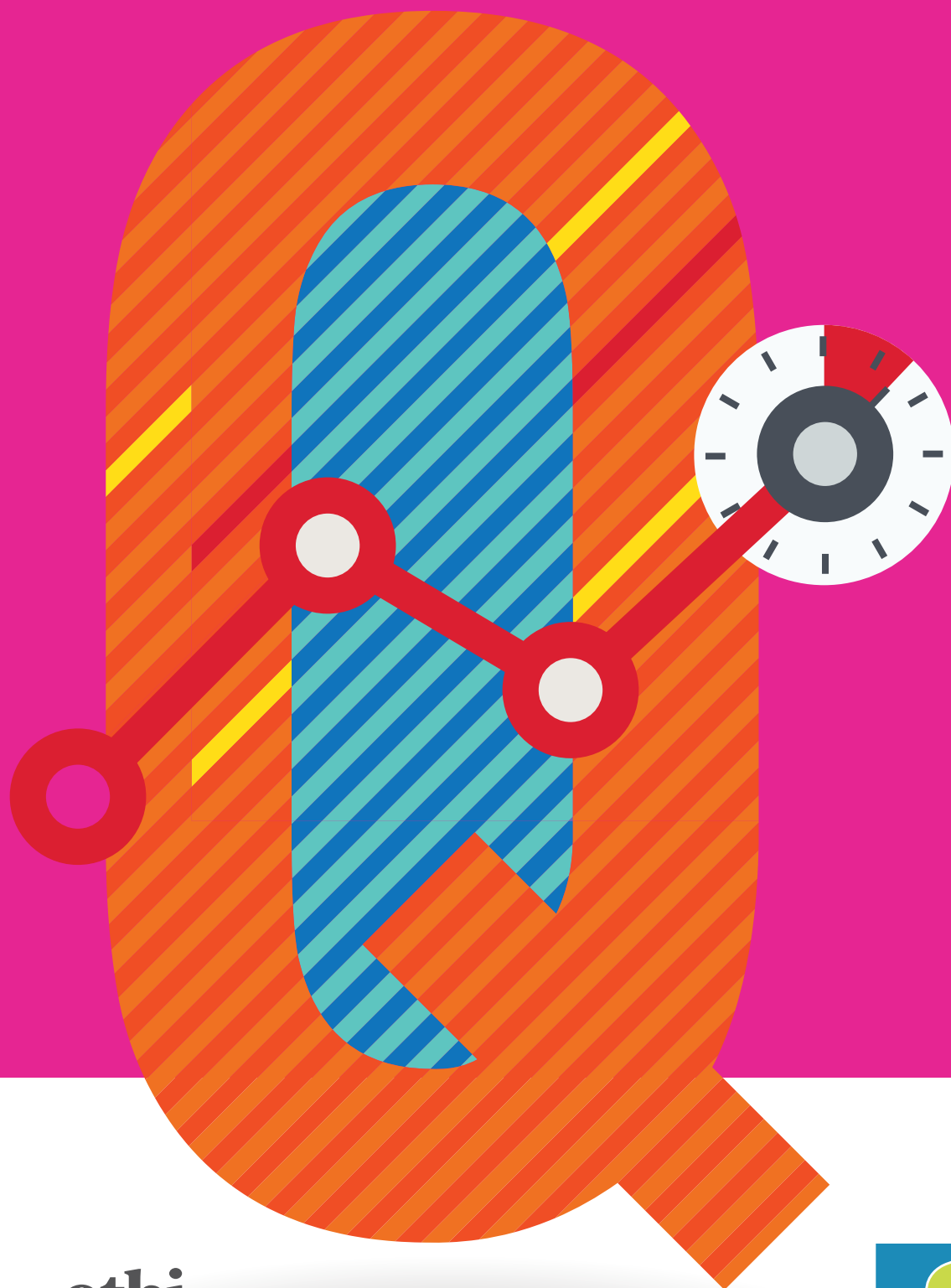
Office Use:

Total Fee Received: € \_\_\_\_\_ Date: \_\_\_\_\_

Signature: \_\_\_\_\_

Part B:	
To be completed by the	and forwarded to the
Centre Name:	
Centre Contact Name:	
Centre Contact Email address:	
Learner Name:	
PPSN No (if required):	
External Authenticator:	
Fee Paid:	Yes/No
Signature:	
Date Received:	
Signature:	
Date Received:	
Appeal Decision:	Appeal Successful/Unsuccessful
Details of appeal investigation:	
Details of designated person to communicate outcome of appeal to learner:	

# ASSESSMENT PROCESS APPEALS



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