
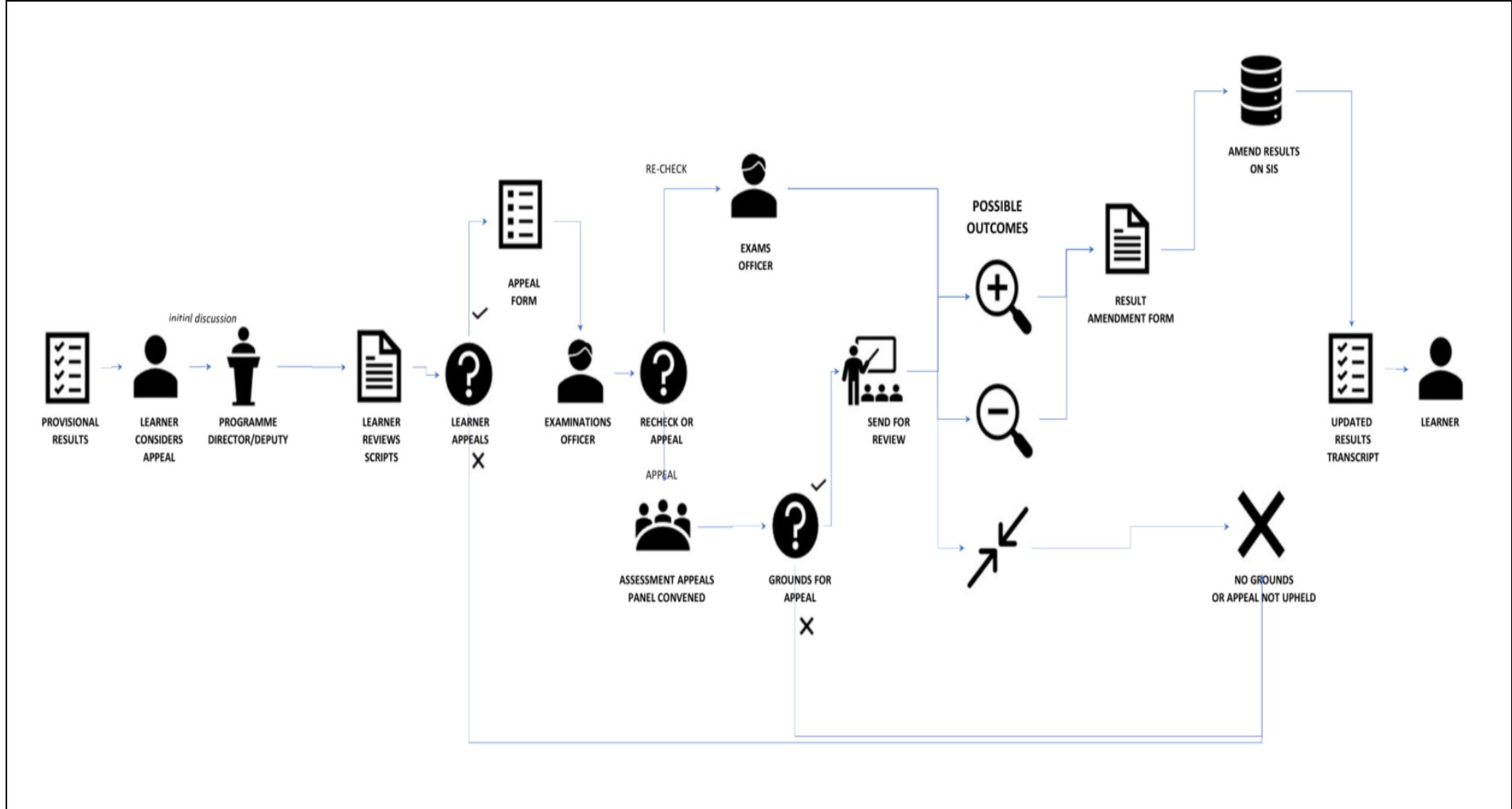


#	POLICY TITLE	POLICY AREA:	VERSION:	DATE:
	7.12 ASSESSMENT APPEALS	7) SUPPORT FOR LEARNERS	3.0	JULY 2020



Introduction and Context

The purpose of this document is to outline SNMCI Policy and Procedures with regard to learner appeal of assessment.

Definitions (as outlined in QQI Assessment and Standards 2013)

Appeal:

An appeal is a request to a higher authority for the alteration of the decision or judgement of a lower one. In the context of the assessment of learners, the lower authority could be a Board of Examiners, and the higher authority the Academic Board. In the case of SNMCI an appeal will be heard by the Assessment Appeal Panel.

The outcome of a successful appeal will be a *review* of the assessment material in question.

Review:

A review means the re-consideration of the assessment decision, either by the original assessor or by other competent persons.

Reviews prompted by the Assessment Appeals Panel are overseen by the relevant Programme Director in conjunction with the Examinations Office. The relevant external examiner will be notified if any change in classification of an award is decided following the Assessment Appeals Panel meeting.

A review will result in one of the following outcomes:

- Grade remains unchanged
- Grade is increased
- Grade is decreased

Recheck:

A recheck means the administrative operation of checking (again) the recording and addition of the combination of all component scores for a module and/or stage.

As with a review, a recheck will result in one of the following outcomes:

- Grade remains unchanged
- Grade is increased
- Grade is decreased

Rechecks are managed directly by the Examinations Office.

If an error is discovered in the recording or calculation of a grade and/or in the recording of an overall result, a Change of Result Form will be completed by the relevant Programme Director and the amendment is then made by the Head of Examinations. An updated transcript will then be issued to the learner by the Examination Board

Policy Statement:

- Learners at SNMCI may appeal the result of assessment
- Following the decision of the Examinations Board, and pending the outcome of any appeal process, learners are advised to attend any classes or support sessions provided for repeat assignments and exams.

Before a learner submits an appeal

- Once provisional results have been published, learners can discuss these with the Programme Director or Deputy Programme Director or other appropriate staff. The aim is to understand these results and provide guidance for learners in the future. This early communication can provide useful clarification and may help to inform a learner's decision on whether to proceed or not with an appeal.
- Once an appeal is submitted to the Examinations Office, no further exchanges should take place between the learner and any other member of academic staff.

Viewing of learners' scripts: HARD COPY EXAMINATIONS

- This relates only to programmes where written examinations have taken place.
- Learners are entitled to access and view their scripts and where applicable, a learner may initially decide to make a request to the Examinations Office to view their scripts.

Viewing of learners' scripts: ONLINE and OPEN BOOK EXAMINATIONS

- This relates only to programmes where examinations have taken place;
- Learners are entitled to access and view their scripts and where applicable, a learner may initially decide to make a request to the Examinations Office to view their scripts;
- To ensure applications to view scripts are processed within the appeal deadline date, specific dates for viewing scripts will be scheduled each year by the Examinations Office;
- Three full days are set aside, commencing one day after publication of results and ending the day before the appeal submission deadline;
- In the case of 'Open Book' online exams the Moodle site where the Exam was originally uploaded will be opened for the learner and s/he may read all comments and see how marks were allocated;

Request for a recheck of grades: HARD COPY

- A recheck may only take place where a learner has reviewed their script and established evidence of incorrect totalling of the marks

recorded by the Examiner.

- The learner should request a recheck of grades no later than five days after the publication of assessment results. This recheck can be requested on The Assessment Recheck/Appeal Form (FQA 7.12).

Request for a recheck of grades: ONLINE and OPEN BOOK EXAMINATIONS

- This is unlikely to occur as online marks are calculated by the Moodle gradebook thus eliminating the chance of human error.

Making an appeal

- Having viewed their script(s), either hard copy or online, a learner may decide to proceed with an appeal.
- When drafting an appeal, learners should use clear language that reflects the facts of their specific case and should avoid
 - inappropriate references;
 - generalisations;
 - anecdotal third-party hearsay;
 - personalised comments.

Grounds for an Appeal of an assessment

- The learner must clearly identify the module(s) and the elements for which the appeal is being made.
- The application must also specify the grounds on which the appeal is sought and must contain all information that the learner requires to have taken into account in the appeal.
- An appeal of an assessment result will be considered only where a learner believes that:
 - He/she was adversely affected by an irregularity in how the assessment was conducted e.g. in written examinations, insufficient/inaccurate information on examination papers and continuous assessments or faulty IT equipment.
 - He/she was adversely affected by extenuating circumstances which the Examinations Board was unaware of when making its decision, e.g. personal or medical reasons.
 - He/she was adversely affected by an administrative error, resulting in an incorrect grade being recorded on the learner database, e.g. missing assessment component.
 - SNMCI did not follow due process;

The following statements **do not** constitute the basis for an appeal:

- Learner disagrees with the grading criteria and grading scheme
- Other learners in class achieved a higher grade
- Learner expected a higher grade for assessment
- Learner is disappointed with their result
- A request to have work rechecked by a different assessor

- Learner had to work to earn money and could not attend class
- Lecturer is a hard marker

Staff Involved:

Lecturer; Programme Director; Deputy Programme Director; Examinations Office; Appeal Panel.

Terms of Reference of the Assessment Appeals Panel:

- The Assessment Appeals Panel may convene as appropriate after assessment periods scheduled in the academic calendar;
- The Panel will meet to consider an appeal, along with the response from the programme team to the learner’s appeal;
- The Panel will arrive at one of the following decisions
 - To uphold the appeal;
 - To reject the appeal;
- The Head of Examinations will act as a recording secretary for the Panel meeting;
- In carrying out its duties, the Panel may request further factual information from the relevant Programme Director, the Examinations Office or any other relevant offices within SNMCI;
- The decision of the Panel meeting will be sent to the learner within five working days;
- If the appeal is successful, the appeal fee is refunded;
- The decisions of the Panel are recorded in Minutes and signed by the Chair of the Panel;
- The Head of Examinations informs learners within five working days of the decision outcome of the Appeals Panel;
- Copies of the notification are sent to the Programme Manager, the relevant Programme Director and the DQAA.

Membership of Assessment Appeals Panel

The Assessment Appeals Panel is composed of:

- The Director of Quality and Academic Affairs (DQEAA) (Chair);
- Head of Examinations (Secretary);
- A Programme Director (other than the Programme in which the learner is registered);
- An Academic staff representative, independent of the programme/stage/module;

	Person/s Responsible	Records generated to ensure evidence of follow through
<p>Procedure Outline</p> <ul style="list-style-type: none"> - Provisional results are published; - Learner considers making an appeal; 	<p>Exam Office</p>	<p>Transcript of results</p>

<ul style="list-style-type: none"> - Learners can discuss assessment concerns with the Programme Director or Deputy Programme Director or other appropriate staff; - Staff member will assist learners to understand the results in question and provide guidance for learners in the future; - Learner decides to review scripts (exams); - Learner identifies basis for recheck or appeal; - Learner submits an Assessment recheck /appeal Form (FQA7.12) to Examinations Office; - Examination office identifies whether a recheck or appeal is requested and establishes whether valid grounds for appeal exist; - If a recheck is requested, recheck takes place and <ul style="list-style-type: none"> - Grade remains unchanged; - Grade increases; - Grade decreases; - Learner is informed by the Examinations Office and this concludes the SNMCI recheck process; - If an appeal is requested and the appeal is valid, then Assessment Appeal Panel is convened by the Director of Quality and Academic Affairs (DQAA) - If the Appeals Panel rejects the appeal the learner is informed by the Examinations Office and this concludes the SNMCI appeals process; - If the appeal is successful then the Appeals Panel sends the assessment for review - Review takes place and <ul style="list-style-type: none"> - Grade remains unchanged; - Grade increases; - Grade decreases; - Appeals Panel either accepts or rejects this decision - - Learner is informed by the Examinations Office and this concludes the SNMCI appeals process <p>Documentary Evidence</p> <ul style="list-style-type: none"> - Any relevant documentary evidence must be submitted with the appeal application; - The Assessment Appeals Panel will review all such documentation; 	<p>Learner PD/DPD Lecturer</p> <p>Learner Exam Office</p> <p>Learner Exams Office</p> <p>Exams Office</p> <p>DQAA</p> <p>Appeals Panel Examinations Office</p> <p>Appeals Panel Nominated reviewer Appeal Panel</p> <p>Examinations Office</p>	<p>Record of Discussion</p> <p>FQA Form 7.12</p> <p>Minutes</p> <p>Grade record</p>
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Policy Control Sheet

Policy	QA 7.12: Assessment Appeals
Version	3.0
Adopted/Effective	July 2020
Supersedes	2.0
Monitoring/ Next Review Date	Every Two Years/July 2022
Responsible Officer(s) Designated Reviewer(s)	DQAA; Head of Examinations and Registrations
Scope	Programme wide

References

SNMCI Policy area	7) Support For Learners QA Vol 3
Developed with reference to	<p><i>QQI Assessment and Standards, 2013 (Revised)</i></p> <p><i>QQI (2016) Core Statutory Quality Assurance Guidelines</i></p> <p><i>QQI (2016) Statutory Quality Assurance Guidelines developed for Independent/Private Providers coming to QQI on a Voluntary Basis</i></p> <p><i>Standards and Guidelines for Quality Assurance in the European Higher Education Area (ESG), May 2015</i></p> <p><i>Green Paper on Assessment 2018</i></p>
Related SNMCI Policies / Forms	QA 6.1: Assessment Policy; FQA 7.12: Assessment Appeal Form; FQA 6.13: Guidelines on joining a virtual meeting

Revision

Revision Number	Revision Description	Originator	Approved By
2.0/August 2020	General update based on application for Blended Status	Office of DQAA	