


#	POLICY TITLE	POLICY AREA:	VERSION:	DATE ADOPTED:
	<b>7.13 APPEALS COMMITTEE: TOR</b>	7) SUPPORT FOR LEARNERS	3.0	JUNE 2020
<p><b>Introduction and Context</b>  The purpose of this document is to set out the Terms of Reference for the Appeals Committee. The main function of the Appeals Committee is to review all information relating to any learner appeal, academic or otherwise, and to reach a decision on the outcome of any such appeal.</p>				
<p><b>Terms of Reference:</b>  The Appeals Committee is a sub-committee of the Academic Board and is responsible for:</p> <ul style="list-style-type: none"> <li>- Conducting the appeals process in a transparent manner;</li> <li>- Hearing an appeal where there is evidence that SNMCI did not follow correct procedures;</li> <li>- Hearing an appeal where there is evidence that there were circumstances or information of which the original decision-making body was not aware when its decision was taken;</li> <li>- Hearing an appeal where there is evidence of substantive bias by one or more of the decision-makers;</li> </ul>				
<p><b>Decisions and Reporting Structure:</b>  The Appeals Committee is a decision making Committee and the Committee reports directly to the Academic Board.</p>				
<p><b>Composition of the Appeals Committee:</b>  Three persons chosen by the Academic Board independent of the matter being appealed.  A note-taker</p>				
<p><b>Frequency of Appeals Committee Meetings</b>  As required</p>				
<p><b>Responsibilities:</b>  <b>Learners:</b>  Learners are responsible for initiating the procedure within the defined timeframe and providing all relevant evidence.  <b>Staff Members:</b>  Staff members in their roles as decision makers are required to reach timely decisions and to communicate clearly with learners.</p>				
<b>Meetings:</b>			<b>Person/s Responsible</b>	<b>Records generated to ensure evidence of follow through</b>

<ul style="list-style-type: none"> <li>- The learner submits an appeal to the Director of Quality and Academic Affairs using the appropriate form;</li> <li>- The appeal application must be submitted within five working days of the communication of the decision by the decision-making body;</li> <li>- The DQAA reviews the application to see if there are grounds for a valid appeal;</li> <li>- If the appeal submission is complete and the DQAA deems that there are no valid grounds, the appeal is rejected;</li> <li>- The DQAA notifies the learner in writing of the decision and the rationale for it.</li> <li>- If the appeal submission is complete and the DQAA deems that there are valid grounds, the Appeals Committee is convened;</li> <li>- The Appeals Committee comprises three people, nominated by the DQAA, independent of the issue being appealed and a note-taker;</li> <li>- The Committee meets to agree the findings and to determine a fair resolution;</li> <li>- The Committee may invite any person to attend, who may have evidence or information to support the Committee in reaching a decision;</li> <li>- The Committee will consider any application from the learner to make representation in person, where the learner wishes to provide clarification rather than present new evidence;</li> <li>- The decision reached by the Committee should be unanimous but, at a minimum, it should be a majority of one.</li> <li>- An account of the decision, including a clear rationale for the decision and copies of the evidence provided, will be maintained by the DQAA.</li> </ul>	<p><b>Learner</b></p> <p><b>DQAA</b></p> <p><b>DQAA</b></p> <p><b>Appeals Committee</b></p> <p><b>Learner</b></p> <p><b>Appeals Committee</b></p> <p><b>DQAA</b></p>	<p><b>Appeal Form and documented evidence</b></p> <p><b>Notification to Learner</b></p> <p><b>Verifiable supporting evidence which addresses the appeal criteria</b></p> <p><b>Minutes Report</b></p>
<p><b>Outcome:</b></p> <ul style="list-style-type: none"> <li>- The appeal is upheld</li> <li>- The appeal is denied.</li> </ul>		

### Policy Control Sheet

<b>Policy</b>	<b>QA 7.13: Terms of Reference Appeals Committee</b>
<b>Version</b>	3.0
<b>Adopted/Effective</b>	June 2020
<b>Supersedes</b>	2.0
<b>Monitoring/ Next Review Date</b>	Every two years /June 2021
<b>Responsible Officer(s) Designated Reviewer(s)</b>	DQAA; Head of Examinations and Registrations
<b>Scope</b>	Programme Wide

### References

<b>SNMCI Policy area</b>	<b>QA Programmes of Education and Training: QA Vol 2.</b>
<b>Developed with reference to</b>	European Association for Quality Assurance in Higher Education (ENQA) (2015) <i>Standards and Guidelines for Quality Assurance in the European Higher Education Area (ESG)</i> . Quality and Qualifications Ireland (2016), <i>Core Statutory Quality Assurance (QA) Guidelines</i> Quality and Qualifications Ireland (2015), <i>Policy and Criteria for Access, Transfer and Progression in Relation to Learners for Providers of Further and Higher Education (Restatement)</i> . Quality and Qualifications Ireland (2013), <i>Protection of Enrolled Learners: Protocols for the Implementation of Part 6 of the 2012 Act</i> Quality and Qualifications Ireland (2015) <i>Policy and Criteria for Facilitating the Academic Recognition of Foreign Qualifications</i>
<b>Related SNMCI Policies / Forms</b>	FQA 7.11: Appeals Form

### Revision

<b>Revision Number</b>	<b>Revision Description</b>	<b>Originator</b>	<b>Approved By</b>
2.0/06/2020	General Review	Office of DQAA	AB