

Policy for Learner Assessment Recheck, Review and Appeals

Policy Procedure Protocol Guideline

Office of the Nursing and Midwifery Services Director (ONMSD): Consortium of Centres of Nursing and Midwifery Education (CCNME)

Title of PPPG Development Group:	Consortium of Centres of Nursing and Midwifery Education (CCNME)
Approved by:	CCNME Academic Council [15/05/2024]
Reference Number:	CCNME06(19)2022
Version Number:	Version 2
Publication Date:	2024
Date for revision:	2027
Online Location:	https://healthservice.hse.ie/filelibrary/onmsd/policy-assessment-appeals.pdf

This is a controlled document: While this document may be printed the electronic version posted on the website is the controlled copy and can only be guaranteed for 24 hours after downloading.

Version	Date Approved	List section numbers changed	Author
Version 2	15/05/2024	<p>Title Change</p> <ul style="list-style-type: none"> Policy on Assessment Appeals hereon referred to as <i>Policy for Learner Assessment Recheck, Review and Appeals</i>; <p>Amendments made to the following</p> <ul style="list-style-type: none"> Section 4.3: Inclusion of 4.3.2 Section 4.4: Rewording 4.4.1 & inclusion of 4.4.3; 4.4.4; and 4.4.6 Section 4.5: Inclusion of 4.5.6; 4.5.7 & 4.5.8 Section 4.6 Inclusion of 4.6.3 Removal of Appendix 1 Review Process & Appendix 2 Formal Assessment Appeals Flowchart Section 5 Inclusion of updated reference & amendment to related resources 	Consortium of Centres of Nursing and Midwifery Education
Version 1	04/11/2022		Consortium of Centres of Nursing and Midwifery Education

1.0 Purpose

The purpose of this policy is to outline the grounds, process and possible outcomes of an appeal by a learner against an assessment decision made by the CCNME.

2.0 Scope

This policy applies to:

Academic Council	Appeals, Committee	Programme Board & Programme Committees	CCNME Programme Teams	Board of Examiners External Examiners & External Authenticators	Learner
✓	✓	✓	✓	✓	✓

2.1 An appeal can only be submitted by an individual learner (Quality and Qualifications Ireland (QQI) (2022);

2.2 A learner may only appeal a decision on one or more of the following grounds:

2.2.1 Suspected irregularity in the CCNME procedures or regulations and/or in the manner in which they were conducted;

2.2.2 Conduct of a review process;

2.2.3 Mitigating circumstances exist which may not have been known or considered.

2.3 Decisions that have already been appealed cannot be appealed on the same grounds subsequently.

3.0 Policy Statement

The CCNME is committed to ensuring the provision of a high quality educational experience and that assessment procedures are reliable, valid, accurate and fair. In doing so, it recognises the learner's right to question that they may have grounds to appeal against assessment decisions relating to their academic work. The appeals process will be conducted fairly and effectively.

4.0 Roles and Responsibilities

	Academic Council	Appeals Committee	Board of Examiners	Programme Board & Programme Committee	CCNME Programme Teams	Learners
Responsible for Implementation	✓					
Responsible for Monitoring & Review	✓	✓	✓	✓	✓	✓

4.1 Academic Council

- 4.1.1 The Academic Council is responsible for implementation of the appeals policy;
- 4.1.2 Convene the Appeals Committee which is a sub-committee of the CCNME Academic Council;
- 4.1.3 The Appeals Committee has delegated authority to make final decisions on assessment appeals;
- 4.1.4 The Committee reports its activity and decision making to the CCNME Academic Council.

4.2 Appeals Committee

- 4.2.1 Declare any conflict of interest;
- 4.2.2 Conduct the appeals process in a transparent, efficient and timely manner;
- 4.2.3 Maintain oversight of learner appeals processes;
- 4.2.4 Consider the appeal transparently and independently;
- 4.2.5 Review all information relating to any learner assessment appeal;
- 4.2.6 Determine the outcome of any such appeal;
The outcome of the appeal can be:
 - a) The appeal is upheld;
 - b) The appeal is rejected and the original decision is upheld;
- 4.2.7 Communicates its decisions in a timely and clear manner to the learner and the Programme Coordinator;
- 4.2.8 If the appeal is upheld, and results in a change to the original grade the External Examiner/Authenticator is notified and Board of Examiners informed;
- 4.2.9 Maintain all records in relation to the appeals process;
- 4.2.10 Complete a report on all appeals and submit to the Academic Council and include in overall programme report.

4.3 Programme Board

- 4.3.1 Notify the Academic Council of a learner application for an appeal and submits the appeals form and supporting documentation to the Appeals Committee;
- 4.3.2 Inform the Programme Committee Chair of the Appeals Committee decision.

4.4 Programme Committee

- 4.4.1 Provide support and guidance to a learner who wishes to appeal an assessment decision where matters cannot be informally resolved;
- 4.4.2 Receive and review the appeals application from the Programme Coordinator ensuring it includes the necessary details and any supporting evidence;
- 4.4.3 Appoints an Internal Assessor to conduct the recheck/review process;
- 4.4.4 Informs the learner and Programme Coordinator, in writing, of the outcome of the recheck/review decision;
- 4.4.5 Submit learner appeal to Chairperson of the Programme Board to initiate the Academic Council to convene the Appeals Committee;
- 4.4.6 Informs the Programme Coordinator of the decision of the Appeals Committee.

4.5 CCNME Programme Teams

- 4.5.1 Ensure staff adhere to the policy and procedures;

- 4.5.2 Signpost learners to information on the appeals process within the learner programme handbook and on the online platform;
- 4.5.3 Discuss and resolve matters where possible with the learner following provisional summative assessment results and prior to ratification by the Results Approval Panel/Board of Examiners;
- 4.5.4 Where matters cannot be informally resolved, the learner who wishes to appeal an assessment decision is supported;
- 4.5.5 Ensure that the submitted appeals application form includes the necessary details and supporting evidence and submit to relevant Chairperson of Programme Committee;
- 4.5.6 Act as an Internal Assessor to conduct a recheck/review of learner assessment and informs the Programme Committee Chair of the outcome;
- 4.5.7 Inform the External Authenticator/External Examiner/Results Approval Panel/Board of Examiners of the recheck/review/appeals decision;
- 4.5.8 Amend, where relevant, learner assessment records to reflect decisions of recheck/review/appeal process;
- 4.5.9 In circumstances where the information provided in an appeal may suggest that other processes (such as the Complaints Process) should be invoked or apply, then the Programme Coordinator in consultation with the Chairperson of the relevant Programme Committee will advise the learner on the appropriate process to pursue.

4.6 Learner

- 4.6.1 Be familiar with the appeals policy and procedure for recheck, review and appeal of assessment decisions;
- 4.6.2 Seek feedback on assessment results/processes informally from the Programme Coordinator;
- 4.6.3 Where learners wish to pursue a recheck/review of assessment they should complete the *Application for Recheck/Review Form* and submit to Programme Coordinator within the agreed timeframe;
- 4.6.4 Where learners wish to pursue formal appeals they should complete the *Application for Appeals Form* and submit to Programme Coordinator within the agreed timeframe.

5.0 Document Control

Document Title	Policy for Learner Assessment Recheck, Review and Appeals	
Author	Consortium of Centres of Nursing and Midwifery Education (CCNME)	
Version Control	Version	Date of Approval
	V.2.0	
Policy Review	November 2025	
Supporting Documentation	<ul style="list-style-type: none"> • <i>Qualifications and Quality Assurance (Education and Training) Act 2012</i>. No. 28/2012 [online]. Available from: https://www.irishstatutebook.ie/eli/2012/act/28/enacted/en/html [accessed 31 January 2022]. 	

	<ul style="list-style-type: none"> • <i>Qualifications and Quality Assurance (Education and Training) (Amendment) Act 2019</i>. No. 32/2019 [online]. Available from: https://www.irishstatutebook.ie/eli/2019/act/32/enacted/en/html [accessed 31 January 2022]. • Quality and Qualifications Ireland (QQI). (2022). <i>Assessment and Standards, Revised 2022</i> [online]. Available from: https://www.qqi.ie/sites/default/files/2022-09/assessment_and_standards-revised-2022.pdf [accessed 11 March 2024]. • Quality and Qualifications Ireland (QQI). (2017). <i>Policies and criteria for the validation of programmes of education and training</i> [online]. Available from: https://www.qqi.ie/sites/default/files/2021-11/qp-17-policies-and-criteria-for-the-validation-of-programmes-of-education-and-training.pdf [accessed 2 January 2022].
<p>Related Policies & Procedures</p>	<ul style="list-style-type: none"> • Policy on Assessment of Learners [PDF, 8 Pages] • Policy on Reasonable Accommodation in Assessment [PDF, 5 Pages] • Procedure on Reasonable Accommodation in Assessment [PDF, 5 Pages] • Policy on Submission of Assessment [PDF, 4 Pages] • Procedure on Submission of Assessment [PDF, 5 Pages] • Policy on Security of Assessment [PDF, 4 Pages] • Procedure on Security of Assessment [PDF, 8 Pages] • Procedure on Regulations for the Conduct of Written Examinations [PDF, 8 Pages] • Policy on Grading and Certification of Learner Assessment [PDF, 6 Pages] • Procedure on Grading and Certification of Learner Assessment [PDF, 8 Pages] • Policy on Internal Verification as part of the Authentication Process (FET) [PDF, 6 Pages] • Procedure for Internal Verification as part of the Authentication Process (FET) [PDF, 4 Pages] • Policy on External Authentication (FET) [PDF, 6 Pages] • Procedure on External Authentication (FET) [PDF, 4 Pages] • Policy and Procedure on Board of Examiners: Results Approval Panel [PDF, 6 Pages] • Policy on External Examination (HET) [PDF, 9 Pages] • Procedure on the Process of Board of Examiners Meetings for QQI HET Validated Programmes [PDF, 10 Pages] • Procedure on Review, Recheck and Appeal of Learner Assessment Decisions [PDF, 6 Pages] • Policy on Promoting and Maintaining Academic Integrity [PDF, 7 Pages]

	<ul style="list-style-type: none"> • Procedure on Promotion of Academic Integrity among Learners [PDF, 5 Pages]
Related Resources	<ul style="list-style-type: none"> • Application for Recheck/Review Form • Application for Appeals Form • Recheck/Review of Learner Assessment [Flowchart] • Assessment Appeals Process [Flowchart]