

Policy on Assessment 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:	Academic Council: 04/11/2022		
Reference Number:	CCNME06(19)2022		
Version Number:	1		
Publication Date:	2022		
Date for revision:	2025		
Online Location:	https://healthservice.hse.ie/filelibrary/onmsd/policy-assessment-appeals.pdf		
Version	Date Approved	List section numbers changed	Author

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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 be submitted by an individual learner

2.2 Issues that affect a group of learners will not be managed under the appeals policy

2.3 Learners may only appeal a decision on one or more of the following grounds:

2.3.1 Suspected irregularity in the CCNME Programme Team's procedures or regulations and/or in the manner in which they were conducted

2.3.2 Conduct of a review process

2.3.3 Mitigating circumstances exist which may not have been known or considered

2.4 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 Committee and include in overall programme report.

4.3 Programme Board

- 4.3.1 Notifies the Academic Council of a learner application for an appeal and submits the appeals form and supporting documentation to the AC.

4.4 Programme Committee

- 4.4.1 Where matters cannot be informally resolved support any learner who wishes to appeal an assessment decision;
- 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 Submit learner appeal to Chairperson of the Programme Board to initiate the Academic Council to convene 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 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
- 4.6.2 Seek feedback on assessment results/processes informally from the Programme Coordinator
- 4.6.3 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 on Assessment Appeals	
Author	Consortium of Centres of Nursing and Midwifery Education (CCNME)	
Version Control	Version	Date of Approval
	V.1.0	04/11/2022
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]. • <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). (2013). <i>Assessment and Standards, Revised 2013</i> [online]. Available from: https://www.qqi.ie/sites/default/files/2021-09/assessment_and_standards-revised-2013.pdf [accessed 30 January 2022]. • 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, 8 Pages] • Procedure on Review, Recheck and Appeal of Learner Assessment Decisions [PDF, 6 Pages] • Policy on Promoting and Maintaining Academic Integrity [PDF, 7 Pages] • Procedure on Promotion of Academic Integrity among Learners [PDF, 5 Pages]
<p>Related Resources</p>	<ul style="list-style-type: none"> • Application for Appeals Form • Review Process • Formal Assessment Appeals Flowchart

Appendix 1 Review Process

Learner requests a review of assessment decision by completing an Application Form for Review stating the grounds for the review and submitting form to the Programme Coordinator

The Programme Coordinator submits the completed application form to Chairperson of relevant Programme Committee who convenes a Review within 2 working days.

The Chairperson of the Programme Committee reviews the completed application form and determines if:

a) The grounds for review are valid



b) - there are no valid grounds for review



The review is rejected and learner is informed in writing stating the reasons for the decision by the Chairperson of the Review along with appeals Information within 2 working days

The Chairperson of the Programme Committee arrange for the original assessor or another registered tutor to undertake a review of the assessment grade/mark within 5 working days.

The original assessor or registered tutor determines if there is

- a) no change to the original provisional grade/mark
- b) an adjusted grade/mark is awarded and informs the Chairperson of the Programme Committee of this outcome

The Chairperson of the Programme Committee informs the learner in writing of the outcome stating the reasons for the decision within 2 working days.

The Chairperson of the Programme Committee sends a copy of the report to the Chairperson of the Programme Committee and to the CCNME Programme Team

The CNME Programme team in turn informs

- the original Assessor
- the External Authenticator / External Examiner
- Board of Examiners
- QQI Certification

All records in relation to the review process will be maintained in line with the relevant policies and procedures

Appendix 2 Formal Assessment Appeals Process

The learner completes an Application for Assessment Appeals form and includes supporting evidence to the Programme Coordinator who informs the Chairperson of the Programme Committee who in turn notifies Programme Board and subsequently the Academic Council

The Academic Council convenes the Appeals Committee to review the application within 5 working days to determine:

- a) the grounds for appeal are valid
- b) there are no valid grounds for appeal and the appeal is rejected

a) The grounds for appeal are valid

b) There are no valid grounds for appeal

The appeal is rejected and learner is informed in writing stating the reasons for the decision by the Chairperson of the Appeals Committee within 2 working days

The Appeals Committee complete a review of the information provided by the learner based on their grounds for appeal.

The outcome of the appeal can be

- a) The appeal is upheld
- b) The appeal is rejected and the original decision is upheld

The Chairperson of the Appeals Committee informs the learner in writing of the outcome stating the reasons for the decision within 2 working days.

The Chairperson of the Appeals Committee sends a copy of the report to the Academic Council and to the CCNME Programme Board

The Chairperson of Programme Board notifies the Chairperson of Programme Committee and informs the Programme Coordinator who implements the decision of the Appeals Committee in collaboration with the Programme Team and informs the External Authenticator / External Examiner and the Board of Examiners when meeting is convened

All records in relation to the appeals process will be maintained in line with the relevant policies and procedures