



Oifig an Stiúirthóra Seirbhísí
Altranais & Cnáimhseachais

Office of Nursing &
Midwifery Services Director



Procedure 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:	Academic Council [15/05/2024]
Reference Number:	CCNME 06(20)2022
Version Number:	2
Publication Date:	2024
Date for revision:	2027
Online Location:	https://healthservice.hse.ie/filelibrary/onmsd/proced-review-recheck-appeal-learner-assessment.pdf

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Version	Date Approved	List section numbers changed	Author
Version 2	15/05/2024	<p>Title change</p> <ul style="list-style-type: none"> • Procedure on Review, Recheck and Appeal of Learner Assessment Decisions hereon referred to as <i>Procedure for Learner Assessment Recheck, Review and Appeals</i> <p>Amendments made to the following</p> <ul style="list-style-type: none"> • Section 1.0: Purpose amended • Section 2.1: Inclusion of QQI 2022 Reference • Section 2.3: Inclusion of 2.3.2; 2.3.3; 2.3.5 2.3.6, rewording of 2.3.8 & 2.3.9 • Section 3.1: Inclusion of QQI 2022 Reference • Section 3.3: Rewording of 3.3.1; 3.3.2, 3.3.3. Inclusion of 3.3.4; 3.3.5; 3.3.6;3.3.7 & 3.3.8 • Section 4.0: 4.2 & 4.2.1 Removed; • Section 4.3 amended to 4.2; • Section 4.4 amended to 4.3; Rewording to revised sequence of 4.3.1; 4.3.3; 4.3.7; Inclusion of 4.3.3.1 & 4.3.3.2 • Section 4.5 amended to Section 4.4; Rewording to revised sequence of 4.4.1; 4.4.4; 4.4.7 Insertion of 4.4.2; 4.4.5; • Insertion of and amendments to Appendix 1 Recheck/Review of Learner Assessment & Appendix 2 Assessment Appeals Process • 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 the assessment appeals procedure is to outline the steps to be taken by a learner when appealing assessment results. The CCNME acknowledges the right of a learner to appeal or request a recheck/review of assessment decisions. Learners are encouraged to avail of informal discussions with Programme Coordinators to determine how marks have been awarded, prior to lodging a formal application for recheck/review/appeal of their results.

2.0 Procedure for Recheck

- 2.1 Recheck: *“the administrative operation of checking (again) the recording and combination of component scores for a module or stage”* (QQI 2022 4.10.3).
- 2.2 Grounds for a Recheck
 - 2.2.1 The learner believes there was an error in the calculation of their grade relating to an assessment.
- 2.3 Recheck Process
 - 2.3.1 A learner may request a recheck of grade within five working days after provisional summative assessment results have been issued to learners;
 - 2.3.2 Rechecking of grade can result in marks/grades being changed to higher or lower marks/grades or unchanged;
 - 2.3.3 The learner completes an *Application Form for Recheck/Review Form*, and submits to the Programme Coordinator;
 - 2.3.4 The Programme Coordinator notifies the Chairperson of relevant Programme Committee of the learner request for a recheck;
 - 2.3.5 A nominated member [Internal Assessor] of the CCNME Programme Team conducts the recheck process within five working days by;
 - 2.3.5.1 Reviewing all submissions in relation to the module/stage assessment;
 - 2.3.5.2 Reviewing all submissions to establish whether or not the original mark/grade awarded was correct;
 - 2.3.5.3 Checking to ensure that marks given to individual elements of an assessment are included in the total marks;
 - 2.3.5.4 Checking that the original total mark, where applicable, is accurate and that the grade awarded is correct.
 - 2.3.6 The Internal Assessor notifies the Chairperson of the Programme Committee on completion of the recheck process of the outcome, that is
 - Grade remains unchanged;
 - Grade is increased;
 - Grade is decreased.
 - 2.3.7 The Programme Committee Chairperson informs the learner and Programme Coordinator, in writing of the outcome of the recheck within two working days;
 - 2.3.8 The Programme Coordinator amends the learners’ mark/grade accordingly including any necessary change in an award classification;

- 2.3.9 The External Examiner/Authenticator are informed of the outcome of the recheck and the Results Approval Panel/Board of Examiners, when convened, are informed of the matter.

3.0 Procedure for Review

- 3.1 Review: *“the re-consideration of the assessment decision, either by the original assessor or by other competent persons”* (QQI 2022 4.10.3). Learners are required to state the grounds for the requested review. The grounds for review will normally be that the learner suspects that the assessment was erroneous in some respect.
- 3.2 Grounds for a Review
- 3.2.1 The grounds for a review are:
- 3.2.1.1 CCNME academic regulations were not implemented correctly;
- 3.2.1.2 Mitigating circumstances exist which may not have been known or considered.
- 3.3 Review process
- 3.3.1 Learners may request a review of assessment following the issue of provisional summative assessment results (*Refer to Appendix 1: Recheck/Review of Learner Assessment*);
- 3.3.2 The learner completes an *Application Form for Recheck/Review Form*, stating the grounds that the review is being sought, and provides evidence in support of the request and submits to the Programme Coordinator who notifies the Chairperson of Programme Committee to determine if there are grounds for a review;
- 3.3.3 If a review is approved, the Chairperson of the Programme Committee appoints an Internal Assessor who was not involved in the initial assessment to conduct the review within five working days;
- 3.3.4 The review process will automatically include a recheck of calculations;
- 3.3.5 The decision of the Internal Assessor will supersede the original assessor’s judgement and the learner will be informed in writing of the outcome of the review;
- 3.3.6 The Programme Committee Chairperson informs in writing the learner and Programme Coordinator of the outcome of the recheck within two working days;
- 3.3.7 The Programme Coordinator amends the learner’s mark/grade accordingly including any necessary change in an award classification;
- 3.3.8 The External Examiner/Authenticator are informed of the outcome of the recheck and the Results Approval Panel/Board of Examiners, when convened, are informed of the matter;
- 3.3.9 The learner may appeal the decision under the grounds for appeals.

4.0 Procedure for Appeal

- 4.1 Appeal: *“a request for a review of a decision of an academic body charged with decisions on student progression, assessment and awards”* (QAA 2007 cited by QQI 2022: 4.10). An appeal is a request to a higher authority [Appeals

Committee] for the alteration of the decision or judgement of a lower committee [Board of Examiners] (QQI 2022 4.10.3). Disagreement with the decision in itself does not constitute grounds for appeal.

4.2 Grounds for Appeal

4.2.1 Appeals can only be reviewed under specific grounds. These are:

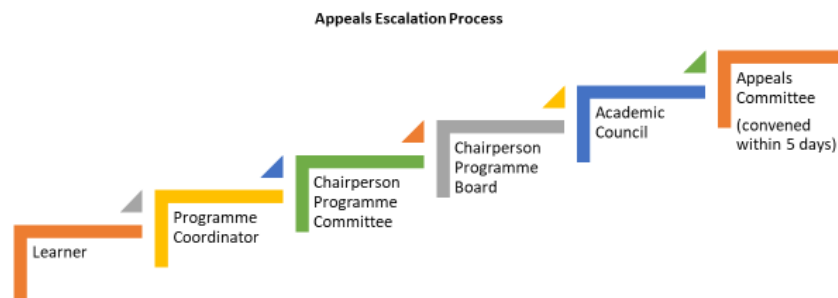
- 4.2.1.1 Suspected irregularity in the CCNME Programme Team's procedures or regulations and/or in the manner in which they were conducted;
- 4.2.1.2 Procedure irregularities in the assessment tasks/processes;
- 4.2.1.3 Mitigating circumstances of which the examination board was not aware of when its decision was taken.

4.3 Appeals process

4.3.1 Following the decision of the Results Approval Panel/Board of Examiners, a learner can appeal their results, on the grounds identified in section 4.2, within the following timeframes (Figure 1: Appeals Escalation Process):

- a. FET programme -14 days;
- b. HET programmes -7 days.

Figure 1: Appeals Escalation Process



- 4.3.2 The learner should contact the Programme Coordinator and request an informal discussion;
- 4.3.3 The Programme Coordinator provides an opportunity for the learner to review assessment material;
 - 4.3.3.1 Learner may view assessment material accompanied by the Programme Coordinator;
 - 4.3.3.2 Audio/visual recordings are not permitted and mobile phones are prohibited.
- 4.3.4 If the learner is unable to resolve the appeal through the informal discussion the formal process is instigated;
- 4.3.5 The learner informs the Programme Coordinator of their intention to appeal;

- 4.3.6 In the event that the learner wishes to make a formal request for an appeal they must complete an *Application for Appeals Form* and submit to the Programme Coordinator within five working days of issuing of results (*Refer to Appendix 2: Assessment Appeals Process*);
- 4.3.7 The Programme Coordinator reviews the *Application for Appeals Form* and informs the relevant Chairperson of the Programme Committee who notifies the Chairperson of Programme Board;
- 4.3.8 The Chairperson of Programme Board informs the Academic Council who convenes an Appeals Committee to review the appeal within 5 working days of receipt of learners' request.

4.4 Conduct of the Appeal Process

- 4.4.1 The learner is invited to attend the Appeals Committee meeting if they so wish and are entitled to be accompanied to the meeting by a companion. Any person accompanying the learner at any stage in this procedure is there in a supporting capacity. The name and designation of any supporting person should be provided to the Appeals Committee Chairperson;
- 4.4.2 The procedure is intended to be fair and comply with the rules of natural justice;
- 4.4.3 The Appeals Committee shall consider the learner's application for appeals form, all the information provided, and the reasons stated for the appeal;
- 4.4.4 The Appeals Committee will complete a written report, stating the outcome of whether the appeal is upheld or not supported with a rationale;
- 4.4.5 Appeals Committee Chairperson submits the report to Academic Council, the Chairperson of Programme Board and communicates in writing the decision of the appeal to the learner within two working days;
- 4.4.6 The Chairperson of Programme Board informs the relevant Chairperson of Programme Committee who notifies the Programme Coordinator of the CCNME Programme Team of the outcome of the Appeals Committee;
- 4.4.7 The Programme Coordinator informs the External Authenticator/External Examiner of the Appeals Committee decision and amends, where relevant, learner assessment records to reflect the decision of the appeal process;
- 4.4.8 The decision of the Appeals Committee is final.

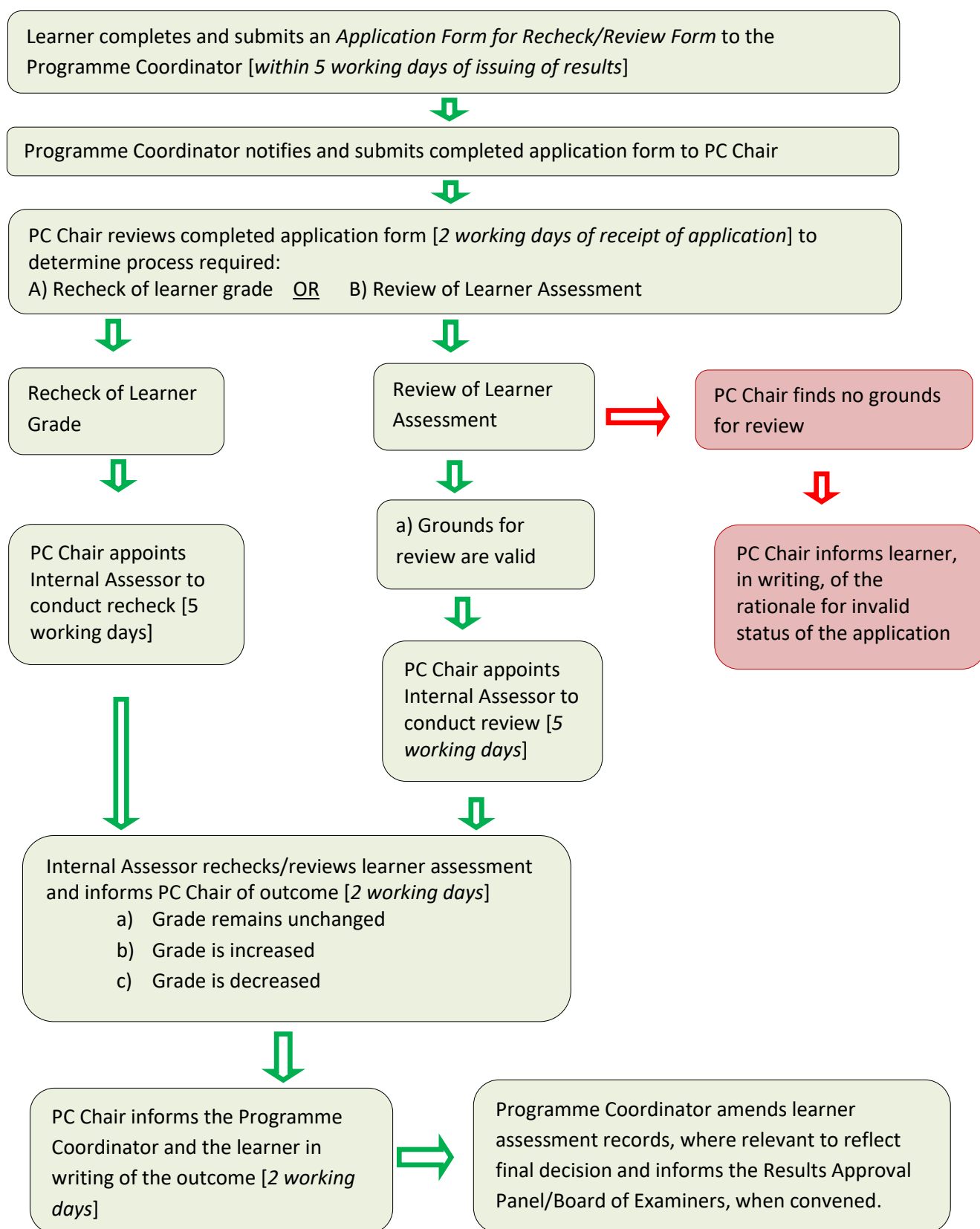
5.0 Document Control

Document Title	Procedure 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	May 2027	

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). (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].
Related Policies & Procedures	<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]

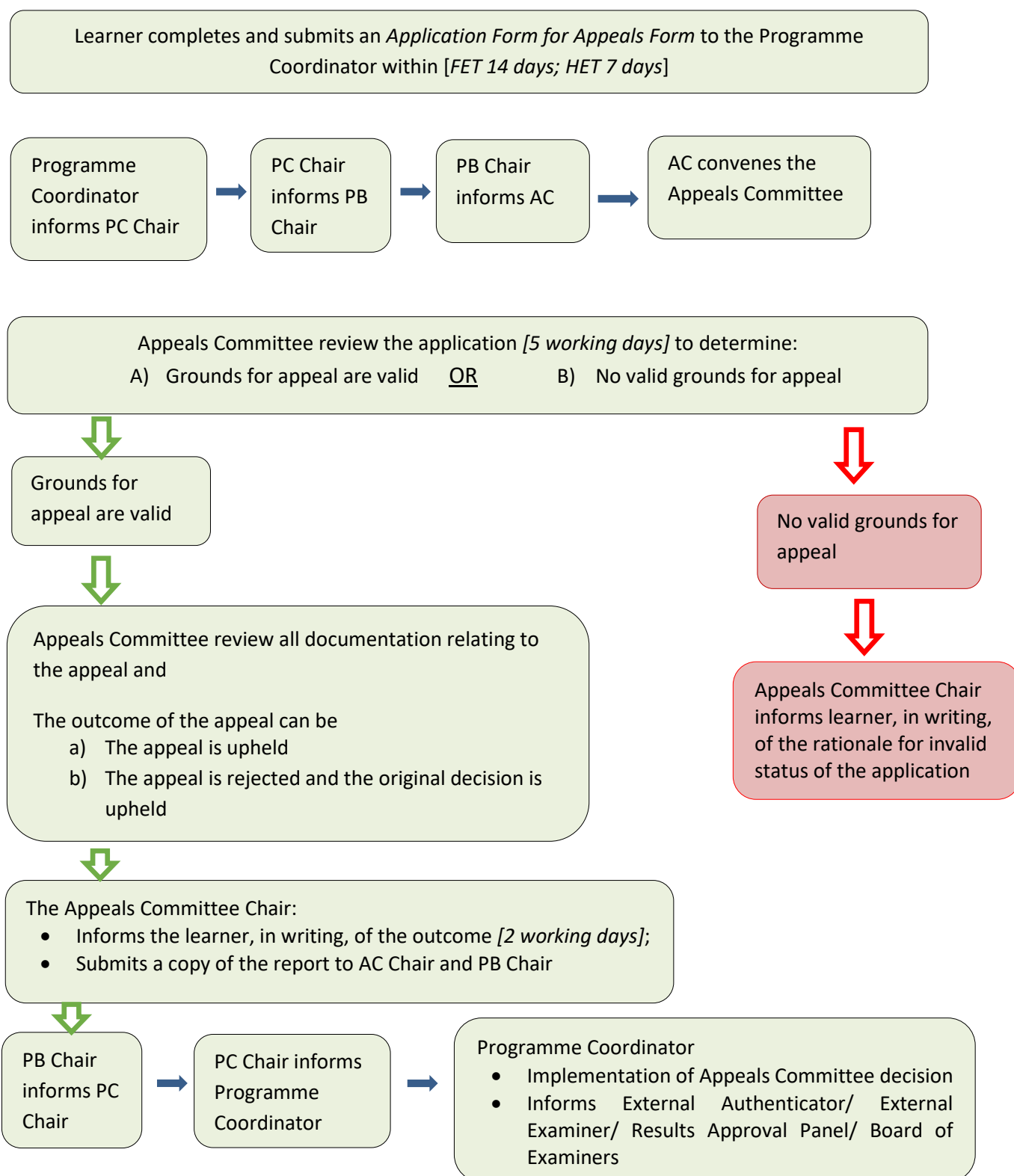
	<ul style="list-style-type: none"> • Policy for Learner Assessment Recheck, Review and Appeals [PDF, 7 Pages] • Policy on Promoting and Maintaining Academic Integrity [PDF, 7 Pages] • Procedure on Promotion of Academic Integrity among Learners [PDF, 5 Pages]
Related Resources	<ul style="list-style-type: none"> • Application for Recheck/Review Form • Application for Appeals Form • Recheck/Review of Learner Assessment [Flowchart] • Assessment Appeals Process [Flowchart] • Learner Code of Conduct • Learner Programme Handbook

Appendix 1: Recheck/Review of Learner Assessment



Abbreviations: AC – Academic Council; CCNME - Consortium of Centres of Nursing & Midwifery Education; PC – HET/FET Programme Committee;

Appendix 2: Assessment Appeals Process



Abbreviations: AC – Academic Council; CCNME - Consortium of Centres of Nursing & Midwifery Education; PB – Programme Board; PC – HET/FET Programme Committee;