

**Procedure on Review, Recheck and Appeal of Learner Assessment Decisions**

Policy       Procedure       Protocol       Guideline

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

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## 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. Learners receive provisional summative results and timely feedback prior to any Results Approval Panel/Board of Examiners meetings. The CCNME appreciates that on occasions learners may wish to dispute the marks awarded for their academic work. The CCNME encourages learners, to discuss and resolve any issues relating to assessment decision matters, as soon as possible following provisional summative assessment results and prior to ratification by the Results Approval Panel/Board of Examiners. Only when such channels have been exhausted and following the availability of provisional summative results will formal appeals procedures apply.

## 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 Assessments and Standards, Revised 2013, 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 within five working days after provisional summative assessment results have been issued to learners;

2.3.2 The Programme Coordinator notifies the Chairperson of relevant Programme Committee of the learner request for a recheck;

2.3.3 The recheck process is conducted within five working days by a nominated member of the CCNME Programme Team;

2.3.4 Marks apportioned are checked and totalled utilising the marking scheme to determine where marks should be allocated and check if marks awarded are calculated correctly for the assessment in question;

2.3.5 Where a recheck results in a change of mark/grade the Programme Coordinator notifies the Chairperson of the relevant Programme Committee for the purposes of amending the learners mark/grade accordingly including any necessary change in an award classification;

2.3.6 The learner is informed in writing of the outcome of the recheck within two working days;

2.3.7 The External Examiner/Authenticator are informed of the outcome of the recheck and The Board of Examiners are informed of the matter when BOE is convened.

## 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”*. 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 (QQI, Revised 2013)

### 3.2 Grounds for a Review

3.2.1 A learner formally requests a review of an assessment, module or decision of the Board of Examiners (Disagreement with the decision of the Board of Examiners does not constitute grounds for a review)

3.2.2 The grounds for a review are

3.2.2.1 CCNME academic regulations were not implemented correctly

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

### 3.3 Review process

3.3.1 A learner may request a review within five working days after Board of Examiners meeting and ratified results have been issued to learners;

3.3.2 The learner completes a 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 independent assessor who was not involved in the initial assessment to conduct the review within ten working days;

3.3.4 The decision of the independent assessor will supersede the original assessor's judgement and the learner will be informed in writing of the outcome of the review;

3.3.5 Where a review results in a change of mark/grade, the Programme Coordinator notifies the Chairperson of the relevant Programme Committee for the purposes of amending the learners mark/grade accordingly including any necessary change in an award classification;

3.3.6 The learner may appeal the decision under the grounds for appeals.

## 4.0 **Procedure for Appeal**

4.1 Appeal: a formal request that another body (the Appeals Committee) re-examines the procedure or decision of decision-making committee. Disagreement with the decision in itself does not constitute grounds for appeal. (QQI, Revised 2013).

### 4.2 Appeals Process Levels

4.2.1 Learners may appeal against the result of any assessment following the issue of provisional summative assessment results.

### 4.3 Grounds for Appeal

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

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

4.3.1.2 Procedure irregularities in the assessment tasks/processes;

4.3.1.3 Mitigating circumstances of which the examination board was not aware of when its decision was taken.

#### 4.4 Appeals process

4.4.1 Following the provisional summative results being issued, the learner can appeal their results on the grounds identified in section 2.2 within the following timeframes

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

4.4.2 The learner should contact the Programme Coordinator and request an informal discussion; (Figure 1: Appeals Escalation Process)

4.4.3 The Programme Coordinator provides an opportunity for the learner to review assessment material;

4.4.4 If the learner is unable to resolve the appeal through the informal discussion the formal process is instigated;

4.4.5 The learner informs the Programme Coordinator of their intention to appeal;

4.4.6 In the event that the learner wishes to make a formal request for an appeal he/she must complete an Application for Appeals Form (Appendix 16) and submit to the Programme Coordinator within the specified timeframe;

4.4.7 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;

4.4.8 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.

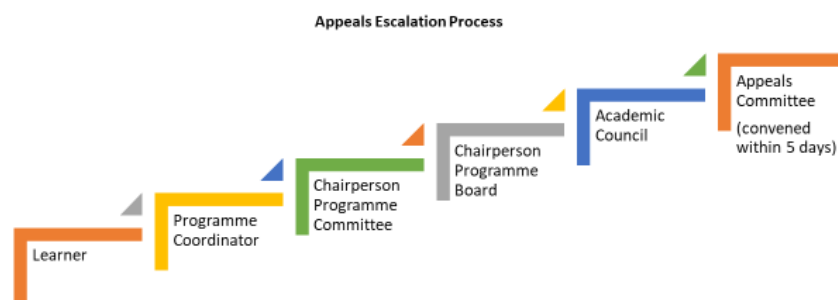


Figure 1: Appeals Escalation Process

#### 4.5 Conduct of the Appeal Process

- 4.5.1 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. The companion, if required, attends the meeting as a support person for the learner and will not be considered as a legal representative;
- 4.5.2 The Appeals Committee shall consider the learner's application for appeals form, all the information provided, and the reasons stated for the appeal;
- 4.5.3 The Appeals Committee will complete and submit a written report, stating the outcome of whether the appeal is upheld or not and include a rationale to Academic Council, and to the chairperson of programme Board and communicate in writing the decision of the appeal to the learner within two working days;
- 4.5.4 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;
- 4.5.5 If the appeal is upheld, any changes to the provisional summative assessment is made by the Programme Coordinator and when the Board of Examiners/Results Approval Panel convenes they are informed of appeal and outcome;
- 4.5.6 The decision of the appeals Committee is final;
- 4.5.7 The Programme Coordinator will maintain a record of the decision and a record of the report in the learners records (Refer to Retention of Records Policy)

#### 5.0 Document Control

Document Title	<b>Procedure on Review, Recheck and Appeal of Learner Assessment Decisions</b>	
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"><li>• <i>Qualifications and Quality Assurance (Education and Training) Act 2012</i>. No. 28/2012 [online]. Available from: <a href="https://www.irishstatutebook.ie/eli/2012/act/28/enacted/en/html">https://www.irishstatutebook.ie/eli/2012/act/28/enacted/en/html</a> [accessed 31 January 2022].</li><li>• <i>Qualifications and Quality Assurance (Education and Training) (Amendment) Act 2019</i>. No. 32/2019 [online]. Available from: <a href="https://www.irishstatutebook.ie/eli/2019/act/32/enacted/en/html">https://www.irishstatutebook.ie/eli/2019/act/32/enacted/en/html</a> [accessed 31 January 2022].</li><li>• Quality and Qualifications Ireland (QQI). (2013). <i>Assessment and Standards, Revised 2013</i> [online]. Available from: <a href="https://www.qqi.ie/sites/default/files/2021-">https://www.qqi.ie/sites/default/files/2021-</a></li></ul>	

	<p><a href="#">09/assessment and standards-revised-2013.pdf</a> [accessed 30 January 2022].</p> <ul style="list-style-type: none"> <li>Quality and Qualifications Ireland (QQI). (2017). <i>Policies and criteria for the validation of programmes of education and training</i> [online]. Available from: <a href="https://www.qqi.ie/sites/default/files/2021-11/qp-17-policies-and-criteria-for-the-validation-of-programmes-of-education-and-training.pdf">https://www.qqi.ie/sites/default/files/2021-11/qp-17-policies-and-criteria-for-the-validation-of-programmes-of-education-and-training.pdf</a> [accessed 2 January 2022].</li> </ul>
Related Policies & Procedures	<ul style="list-style-type: none"> <li><a href="#">Policy on Assessment of Learners</a> [PDF, 8 Pages]</li> <li><a href="#">Policy on Reasonable Accommodation in Assessment</a> [PDF, 5 Pages]</li> <li><a href="#">Procedure on Reasonable Accommodation in Assessment</a> [PDF, 5 Pages]</li> <li><a href="#">Policy on Submission of Assessment</a> [PDF, 4 Pages]</li> <li><a href="#">Procedure on Submission of Assessment</a> [PDF, 5 Pages]</li> <li><a href="#">Policy on Security of Assessment</a> [PDF, 4 Pages]</li> <li><a href="#">Procedure on Security of Assessment</a> [PDF, 8 Pages]</li> <li><a href="#">Procedure on Regulations for the Conduct of Written Examinations</a> [PDF, 8 Pages]</li> <li><a href="#">Policy on Grading and Certification of Learner Assessment</a> [PDF, 6 Pages]</li> <li><a href="#">Procedure on Grading and Certification of Learner Assessment</a> [PDF, 8 Pages]</li> <li><a href="#">Policy on Internal Verification as part of the Authentication Process (FET)</a> [PDF, 6 Pages]</li> <li><a href="#">Procedure for Internal Verification as part of the Authentication Process (FET)</a> [PDF, 4 Pages]</li> <li><a href="#">Policy on External Authentication (FET)</a> [PDF, 6 Pages]</li> <li><a href="#">Procedure on External Authentication (FET)</a> [PDF, 4 Pages]</li> <li><a href="#">Policy and Procedure on Board of Examiners: Results Approval Panel</a> [PDF, 6 Pages]</li> <li><a href="#">Policy on External Examination (HET)</a> [PDF, 9 Pages]</li> <li><a href="#">Procedure on the Process of Board of Examiners Meetings for QQI HET Validated Programmes</a> [PDF, 8 Pages]</li> <li><a href="#">Policy on Assessment Appeals</a> [PDF, 7 Pages]</li> <li><a href="#">Policy on Promoting and Maintaining Academic Integrity</a> [PDF, 7 Pages]</li> <li><a href="#">Procedure on Promotion of Academic Integrity among Learners</a> [PDF, 5 Pages]</li> </ul>
Related Resources	<ul style="list-style-type: none"> <li>Learner Code of Conduct</li> <li>Learner Programme Handbook</li> </ul>