

## The Rehab Group Appeals Certification

**Applies Jurisdiction:**  Ireland

**Division:**  Learning & Employability


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**Author(s):** Linda Coone  
**Title:** Head of Quality Assurance & Improvement  
**Date:** May 2018

**Approver(s):** Pauline Newnham  
**Title:** Director Quality & Governance  
**Date:** July 2018  
**Signature:** 

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## 1.0 POLICY STATEMENT

It is the policy of the Rehab Group to ensure fair and consistent assessment of learners. Rehab Group operates an appeals process to enable learners to appeal:

- a) The Assessment Process
- b) The Assessment Result

Only approved results can be formally appealed by the learner. All results are approved through the Rehab Group results approval panels.

## 2.0 PURPOSE

To ensure fair and consistent assessment through implementation of an appeals process. To allow the learner to appeal the assessment process or the final assessment result.

## 3.0 SCOPE

All training and education programmes providing nationally and internationally recognised qualifications.

## 4.0 DEFINITIONS

Appeal – a request or reference to a person of authority e.g. a Manager for a decision, corroboration, judgement.

## 5.0 GENERAL PROVISIONS / PROCEDURE

See Appendix 2 – Appeals Process Map

## 6.0 ROLES & RESPONSIBILITIES

It is the responsibility of each Manager to implement this Appeals Process Policy.

## 7.0 EVALUATION & AUDIT

Compliance with this policy will be evaluated and audited through the Rehab Group internal audit and review processes. This policy will be reviewed in line with the Rehab Groups policy on policies.

## 8.0 REFERENCES

QQI Core Statutory Quality Assurance Guidelines

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QQI Quality Assuring Assessment Guidelines for Providers  
QQI Sector Specific Quality Assurance Guidelines  
Education and Training Board (ETB) Standard Operating Guidelines

## 8.1 Related PPPGs

Rehab Group Assessment Guidelines  
Education and Training Board Assessment Guidelines  
Assessment of Learners Policy

## 9.0 ESSENTIAL STEPS

### 9.1 Appeals Process (Appendix 2)

All Learners have a right to question the validity of an assessment process or an assessment result (final approved result). The procedure to be followed to resolve any disagreement is as follows:

#### 9.1.1 Appealing the Assessment Process

A Learner can appeal the assessment process if they perceive that there has been an irregularity/inequality in the implementation of the assessment process.

If a Learner wishes to appeal the assessment process the Learner should raise the appeal with the Assessment Supervisor who carried out the assessment no later than **10** working days from the date the assessment took place. The Learner should also raise the appeal with the Key Worker who has overall responsibility for the training programme the Learner is enrolled on.

As soon as possible after the Learner raises an appeal of the assessment process the Assessment Supervisor must discuss the assessment process with the Learner and explain the Learner's right to appeal. The Rehab Group appeals policy must be explained to the Learner.

The Learner is required to complete the Appeals Application Form (Appendix 1) providing a brief explanation as to why they are appealing the assessment process. The Learner may request support

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to complete the Appeals Application Form. The completed Appeals Application Form is given to the Assessment Supervisor for consideration.

The Assessment Supervisor must inform the Manager that a Learner has made an appeal. The Manager must appoint an appropriate person to evaluate the appeal. The person who evaluates the learner appeal should not be the Assessment Supervisor who carried out the assessment.

The appeals procedure should involve a review of the assessment process for the specific learner concerned.

The Evaluator will inform the Learner of the outcome of the appeal within an agreed timescale. The Evaluator will complete all necessary documentation to record the result of the appeal.

### **9.1.2 Appealing the Assessment Result** (Final Approved Results)

Only final results that have been approved and signed off by the Results Approval Panel (RAP) can be appealed. The approved results are made available to Learners and forwarded to the awarding body for certification purposes.

If a Learner wishes to appeal the approved assessment result the Learner should raise the query with the Assessor who made the assessment decision no later than **10** working days from the date the approved assessment result is received. The Learner should also raise the query with the Key Worker who has overall responsibility for the training programme the Learner is enrolled on.

As soon as possible after the Learner raises an appeal of the approved assessment result the Assessor must discuss the result with the Learner and explain the Learner's right to appeal. The Rehab Group appeals policy must be explained to the Learner.

The Learner must be informed that the only evidence which may be presented is the original assessment evidence and new evidence may not be added by the learner for the appeal. Learners must also be informed that the outcome of an appeal may result in a change in

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grade and that the grade may go up or down. The outcome of the appeal will be the final result submitted for certification.

The Learner is required to complete the Appeals Application Form (Appendix 1) giving a brief explanation as to why they are appealing the assessment result. The Learner may request support to complete the Appeals Application Form. The completed Appeals Application Form is given to the Assessor for consideration.

The approved result under appeal must be flagged with the awarding body. The Assessor must inform the Manager that a Learner has made an appeal.

The Manager must appoint an appropriate person to evaluate the appeal. The appeals process must be carried out within an agreed time scale. The person who evaluates the Learner appeal should not be the Assessor who carried out the assessment or made the original assessment decision. The Evaluator will inform the Learner of the outcome of the appeal within an agreed timescale. The Evaluator will complete all necessary documentation to record the result of the appeal.

The centre will inform the awarding body of the results of the appeal and the final result. The awarding body will issue a new certificate on the basis of the final result.

## 9.2 Escalating an appeal

If the Learner is not satisfied with the result of an appeal and wishes to further their appeal he/she must make an appointment with the Manager to discuss the appeal.

If the Learner is not satisfied with the outcome of this meeting then arrangements must be made for the Programme Development Officer (PDO) who supports the relevant centre to consider the appeal and make a determination on how best to resolve the disagreement.

If a Learner is still not satisfied with the determination of the PDO he/she has the right to raise the query with the Regional Integrated Service Manager (ISM) or the Rehab Group, Head of Quality Assurance and Improvement.

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If a Learner has gone through the steps above and is still not satisfied with the outcome then they can request that an appeal be made to the awarding body for which the assessment decision was made. In an effort to facilitate this, the procedure for lodging an appeal with the awarding body must be explained fully to the Learner. National Learning Network undertakes to facilitate and assist, to whatever extent the Learner requires, this external appeal process. The decision of the external awarding body is final.

## 9.3 Closing the Appeal

The Learner should be informed of the outcome of the appeals process within an agreed timescale. A full explanation of how any determination was arrived at for any of these steps must be supplied in writing to the Learner who has raised the query. All necessary documentation must be completed to record the result of the appeals process.

### **Note:**

It is the intention of the Rehab Group to ensure that this appeals policy is explained in whatever format necessary during the induction phase of the training programme.

Learners must be informed that they may seek representation or assistance from an advocate of their choice at any stage in the process outlined above. Learners should be invited to request the assistance of the Local Representative Committee (LRC) or the National Representative Committee (NRC) if they wish.

**All appeals must be notified to the Quality Improvement Officer**

## 10.0 APPENDICES

**Appendix 1:** Appealing an Assessment for Certification

**Appendix 2:** Appeals Process Map

**Appendix 3:** List of Authors

**Appendix 4:** Read & Understood

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## Appendix 1: Appealing an Assessment for Certification

### Appeals Application Form

#### Appealing an Assessment for Certification

Please complete this form in block letters if you wish to appeal the assessment process or the final assessment results. You will find information on appeals in your learner induction pack. You may also request a copy of the appeals policy from the Manager.

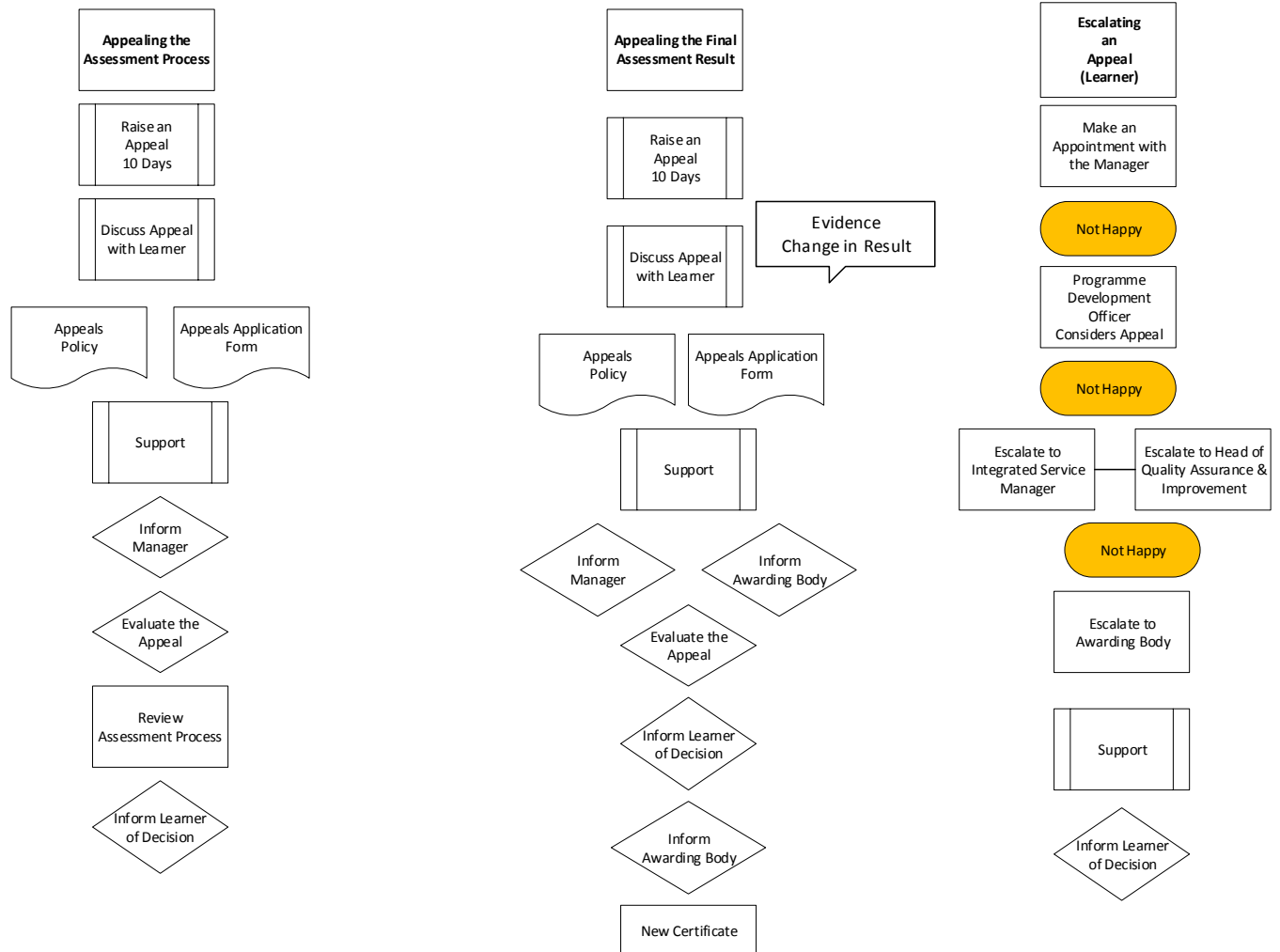
<b>Name:</b>		
<b>Name of Training Programme:</b>		
<b>Centre Name:</b>		
<b>Centre Address :</b>		
<b>Appealing the Assessment Process</b>	<b>Yes</b> <input type="checkbox"/>	<b>No</b> <input type="checkbox"/>
<b>Appealing the Assessment Result</b>	<b>Yes</b> <input type="checkbox"/>	<b>No</b> <input type="checkbox"/>
Please provide a brief explanation as to why you are appealing the assessment. You may request support to complete this section of the application.		
<b>Learner Signature:</b>	<b>Date:</b>	



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## Appendix 2

### Appeals Process Map



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## Appendix 3 – List of Authors

### Authors List for New/ Reviewed Policy Area

The following names individual authors/ reviewers to this policy area.

<b>Division/Other</b>	<b>Name(s)</b>
National Learning Network	Helen Dineen
Quality & Governance	Linda Coone

\*Note that it is not obligatory for each division to be involved in a new policy/ review if the policy is not relevant; this should be decided by each division on a case-by-case basis.

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## Appendix 4 – Read & Understood

I have read, understand and agree to adhere to the attached Appeals Certification Policy, Procedure, Protocol/ SOP or Guideline:

<b>Print Name</b>	<b>Signature</b>	<b>Date</b>