

Document Name and Version	5.7 Examination Results: Review, Recheck and Appeal
Policy Number	5.7
Policies that Interact with Policy 5.7	Policy 5.1 Policy and Procedure: Examinations Board Regulations. Policy 5.2 Assessment Regulations Policy 5.3 External Examiner Policy Policy 5.4 Moderation of Assessment Material and Results Policy 5.5 Learner Information Provision and Feedback in Assessment.
Approval Body	Academic Council
Date of Approval	February 2020
Date Policy Comes into Force	25 th January 2021
Date of Review	2025
Revisions	

1. Preamble.

- 1.1. IICP College has in place arrangements in relation rechecking, reviewing, and appeals concerning assessment results and decisions which ensure that they are dealt with promptly, fairly and transparently.
- 1.2. IICP College considers all requests in relation to examination matters in accordance with the principles of natural and constitutional justice.
- 1.3. This policy addresses IICP College's responsibilities under (i) QQI's suite of QA guidelines, and (ii) QQI Assessment and Standards (revised 2013), and (iii) ESG which require providers to have in place procedures for conducting re-checks and reviews requested by learners, as well as appeals to a higher authority.
- 1.4. Computation of Time: Where this procedure prescribes a number of days, this is taken to mean working days: that is, weekends and public holidays shall not be counted. Reference to a specific staff role in any policy is taken to mean that role or any other appropriate member of staff designated by the College to take the specified responsibility in the conduct of that policy.

2. Scope.

- 2.1. This policy relates to all QQI accredited undergraduate and postgraduate programmes in IICP College.

3. Purpose.

- 3.1. The purpose of this policy is to describe IICP College's arrangements in relation to examination mark rechecking, reviewing, and appeals concerning examination matters which ensure that they are dealt with fairly, transparently and in a timely way.

4. Policy.

- 4.1. The College has in place mechanisms which can be used by learners to review or recheck their assessment results, or to appeal a result.

4.2. The mechanisms set out below are the only ways in which the academic decisions of IICP College in relation to assessments and assessment results can be challenged internally. A complaint is processed through different procedures, and cannot result in the changing of a decision of the Examination Board.

4.3. These mechanisms are:

4.3.1. *Feedback Meetings:*

4.3.1.1. Feedback meetings provide a space for learners to discuss their results with their lecturer.

4.3.1.2. Where a learner would like to discuss their results, or is concerned that there may have been an error in the calculation of results, then they have available to them the following procedures.

4.3.1.3. Learners are encouraged and facilitated to seek feedback on their results in this manner.

4.3.1.4. A Feedback Meeting does not result in changes to assessment results.

4.3.2. In the unusual event that there are only Fs in the broadsheet for a particular learner in one sitting then the Registrar or appointee will issue an academic warning in writing from the registrar. The College reserves the right to issue an Academic Warning based on a learner's results from a stage.

4.3.3. *Rechecks:*

4.3.3.1. Recheck means the administrative operation of checking and ensuring that all parts of the examination have been properly recorded and that no error occurred in the recording, collating or combining of marks which determined the result. This is an internal process and is carried out by an appropriate faculty member. This may result in changes to assessment results.

4.3.4. *Reviews:*

4.3.4.1. A Review is an internal process, involving the re-consideration in detail of all or part of the assessment material by internal examiners. At the discretion of the Registrar, the external examiner may be involved in a review.

4.3.4.2. A review will automatically include a recheck of calculations

4.4. Rechecks and Reviews may be carried out by people who were involved in the original provision of results and/or examination board. These may result in changes to examination results.

4.5. **An appeal** may occur after a recheck and / or review and can only be carried out on specific grounds. An appeal is a request to the Academic Council to review the operation of assessments. This is carried out by the **Academic (Results in Assessment) Appeals Panel**, acting under authority delegated to it by the Academic Council.

4.5.1. An Academic Appeal Panel will consider any matter referred to it by the Registrar in relation to any appeal. It should be noted that this committee does not mark assessments. Instead it reviews the fairness with which assessment processes are carried out.

4.5.2. Where an appeal is made, the AC will ensure that no original decision maker will be involved in the adjudication of the appeal.

5. Procedure.

5.1. **Issuing of results**. Results are issued to learners where possible not more than **5 working days** from the date of the examination board. This is the key date from which all timelines are calculated.

5.2. **Feedback meetings**. This stage is open to all learners and all are encouraged to use it. Its function is descriptive and explanatory, and it does not lead to a change in results.

5.2.1. In feedback meetings programme lecturers provide feedback to learners on their assessment results. The lecturer's responsibility is to show how marks were allocated (and combined), and to assist the learner to make sense of their results.

5.2.2. Feedback meetings occur where possible within **3 working days** of the issuing of results.

5.3. Re-check A learner may request a Re-check within 5 working days of the issuing of results.

- 5.3.1. Results will be rechecked, and a decision communicated to the learner within 10 working days of the issuing of results.
- 5.3.2. This process is managed by the faculty. It results in the administrative operation of checking the recording and combination of component scores for a module and/or stage. It does not involve any review of the assessment performance or the merit of the mark awarded.
- 5.3.3. Rechecking may result in a change of marks, either upwards or downwards.
- 5.3.4. The timeline runs concurrently with an application for review of results. A learner can initiate both processes together or concurrently – the timing allows for both. Where submitted concurrently a fee for review includes a fee for recheck.
- 5.3.5. Applications for recheck:
- Applications must be in writing.
 - Applications must be within the deadline.
 - Applications must be accompanied by a fee. There is a Fee of or 25 euro. per assessment. This fee is refundable if marks are increased.

5.4 Review:

- 5.4.1 A learner may request a Review within 10 working days of the issuing of results. This initiates a re-consideration of the assessment decision, either by the original assessor or by other competent persons.
- 5.4.2 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. Learners must specify in what respect they consider the decision erroneous. Questions of academic judgement are not subject to appeal.
- 5.4.3 A decision will be communicated to the learner within 15 working days of issuing of results.
- 5.4.4 Timeline: Note that this this timeline runs concurrently with the recheck stage, so that the learner submission can be either concurrent or consecutive.

5.4.5 The fee(s) will be returned to the learner if an appeal results in the mark being increased.

5.4.6 The decision may result in a re-marking of the assessment. Reviews are overseen by and reported to the Academic Council. The external examiner is consulted and/or notified if any change in award classification is decided by the Academic Council following review.

5.4.7 Applications:

- Applications must be in writing.
- Applications must be within the deadline.
- Applications must be accompanied by a fee. There is a Fee of 30 euro per assessment. This fee is refunded if marks are increased.

5.5 Appeal.

5.5.1 An Appeal is heard by a subcommittee of the AC: The Academic (Results in Assessment) Appeals Panel. This is a standing committee of the Academic Council and reports to the Academic Council (see IICP College's Terms of Reference of Course Boards and Committees).

5.5.2 Membership and procedures of the Panel are governed by IICP College's Procedures for Hearings and Appeals.

5.5.3 No member should have had any prior involvement in marking this learner.

5.5.4 An Appeal is a request to a higher authority for the alteration of the decision or judgement of a lower one. In the context of the assessment of learners, the lower authority is the Board of Examiners, and the higher authority the Academic Council or, as in this case, one of its subcommittees.

5.5.5 An appeal must be lodged by the learner and cannot be lodged on the learners' behalf.

5.5.6 The appeal must be lodged within 20 working days of the issuing of results.

5.5.7 **An appeal will only be considered on certain specified grounds:**

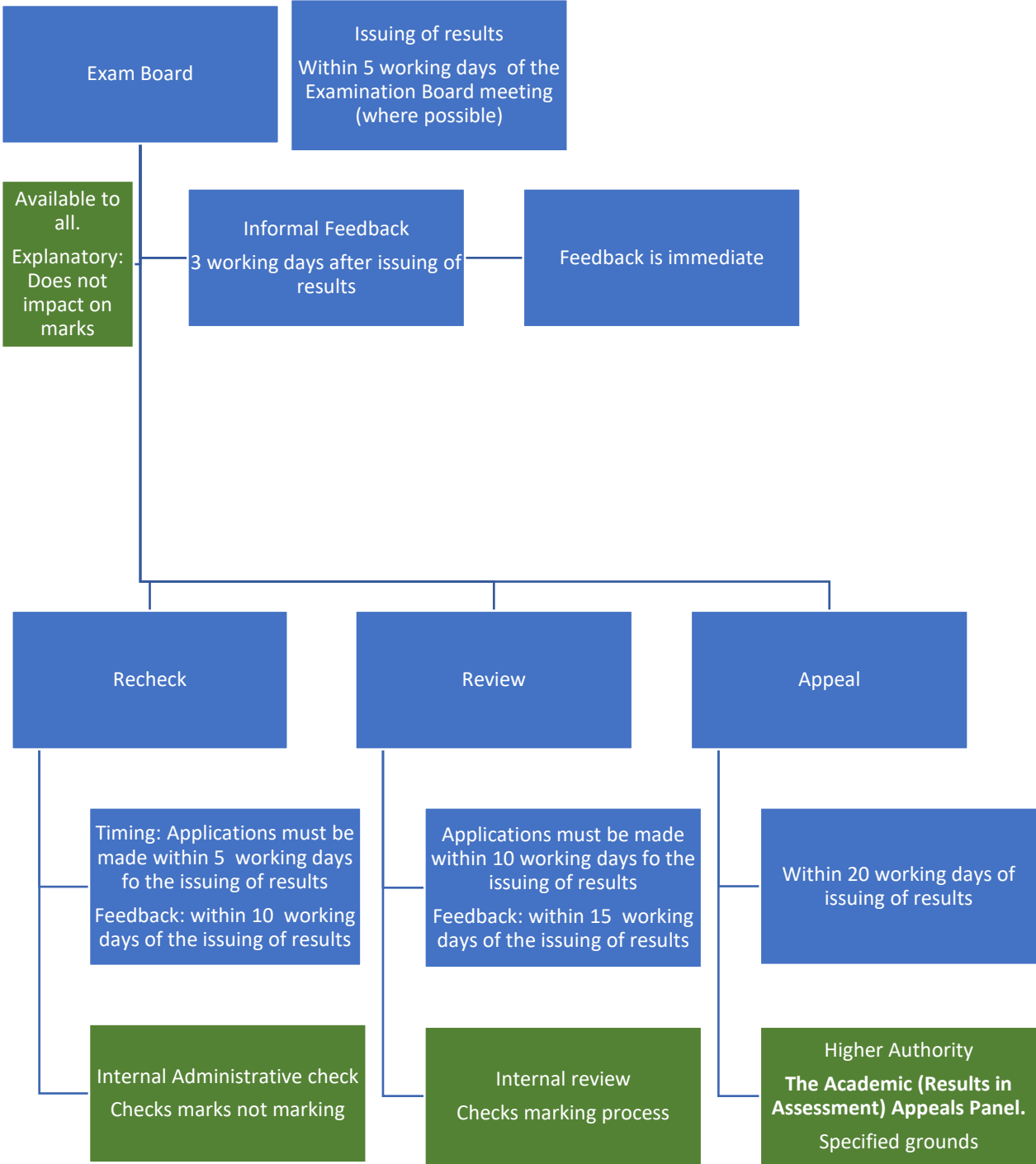
5.5.7.1 Individual Extenuating circumstances have come to light which were not know at the time of the assessment or of which the Examination Board was not aware.

- 5.5.7.2 Results were affected by procedural or administrative errors on the part of IICP College in the conduct of assessment or in the application of regulations governing assessment.
- 5.5.8 A decision by the Board of Examiners to award what a Learner believes to be incorrect marks or an incorrect degree classification or award does not ground an appeal: An academic appeal cannot be submitted on a matter of academic judgement.
- 5.5.9 The Appeals Panel shall consider the appeal on any and all specified grounds on which an appeal is based. It is the responsibility of the learner to ensure that all documents which they wish the appeals board to consider are submitted with their appeal. The Board has the power to consult with such persons as it deems necessary and may consult with appropriate stakeholders, including internal and external examiner(s).
- 5.5.10 The Appeals Panel shall present to the Academic Council a report summarising the case and incorporating recommendations for consideration by the Academic Council, taking into account the requirement for maintaining academic standards).
- 5.5.11 Appeal: Possible Outcomes:
- Uphold the decision of the examination board.
 - Confirm the decision reached on recheck and / or review.
 - Recommend, if deemed appropriate, that the script be re-marked by another examiner.
- 5.5.12 A decision of an Appeals Panel is final.
- 5.5.13 An examination appeal can result in the marks being changed up or down. The fee(s) will be returned to the learner if an appeal results in the mark being upgraded.
- 5.5.14 The Registrar shall inform the appellant of the outcome of their appeal where possible within 5 working days of the hearing.

5.6 Timing:

- 5.6.1 In order that final results are entered on the broadsheet, the Appeals Panel endeavours to ensure that all appeals from summer examinations are

completed in good time for the Examination Board of that year or stage. Where unforeseen events occur, and it is not possible to meet this date, a learner who has an appeal underway that could have implications for their award year result is advised not to proceed with submission of results to QQI until the outcome of the appeal has been confirmed. Should they require the submission of results where there is an ongoing appeal, the learner must inform IICP College in writing by the Programme Submission Date.



6. Supporting Documentation.

6.1. Application form for a Recheck / Review

Application form for a Recheck / Review
Please note time limits

Title of Programme/Course			
Name and postal address			
Email and telephone			
Modules / grounds for recheck / review			
<i>Module and assessment</i>	<i>Recheck</i>	<i>Review (Please note: A review includes a recheck)</i>	<i>Grounds for <u>Review</u> (If applicable). The applicant must (i) identify the element or elements of the assessment on which the Review is sought, and (ii) specify the grounds on which the Review is sought. It must contain all information which the applicant wishes to have taken into account in the Review</i>
<i>(For office only) Date Received:</i>			
<i>Date for response:</i>			
Any further details			
Fee	Date paid:		Breakdown per subject
			Total Amount: €

6.2. Application form for an Appeal

Application form for an Appeal Please note time limits					
Title of Programme/Course					
Name and postal address					
Learner number, Email and telephone number					
Dates and outcomes of Review/ Recheck (summary)					
<i>Please provide a summary of Review and Recheck processes, including Dates and outcomes.</i>					
Modules / grounds for appeal. Please note the specified grounds for appeal in section 5.5					
(For office only) Date Received:					
Date for response:					
Any further details					
Fee	Date paid:		Breakdown per subject		Total Amount: €