Assessment Process Appeals

DDLETB Assessment Procedures

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Principles of assessment in relation to Assessment Process Appeals

Quality assured assessment ensures that in criterion referenced assessment "learners are assessed and the assessment judgment is made based on whether the learner has reached the required national standards of knowledge, skill and competence for the award" (QQI, 2013 p.5[1]). Central to quality assured assessment is the assumption that learners are assessed in a fair and consistent manner in line with the award standard. Quality assured assessment ensures adherence to the principles of assessment.

The following sets forth the principles of assessment which apply to this document: these principles are based on the QQI (2013) principles for assessment[2].

1. Validity

Validity is a fundamental assessment principle ensuring that an assessment measures what it is designed to measure: the relevant standard of knowledge, skill or competence required for an award should be assessed.

Validity in assessment occurs when:

- Assessment is fit for purpose (i.e. a practical assessment assesses a practical skill)
- Learners can produce evidence which can be measured against the award standard
- Assessors can make accurate assessment decisions
- Assessment is accessible to all candidates who are potentially able to achieve it

2. Reliability

Reliability in assessment ensures that assessment measurement is accurate: the knowledge, skills and competence which the assessment measures should produce reliable and accurate results. Reliability in assessment ensures that results are consistent under similar conditions.

Reliability in assessment occurs when:

- The assessment is based on valid assessment techniques
- Assessment conditions are consistent
- Learner evidence is reliable
- Results are consistent across various assessors, contexts, conditions and learners over time

3. Fair

Fairness in assessment supports the validity and reliability principles and provides equal opportunity to all learners. Fairness in assessment ensures: learners have access to appropriate resources/equipment in

[1] QQI (2013) Quality Assuring Assessment Guidelines for Providers. Available at: http://www.qqi.ie/Downloads/Quality%20Assuring%20Assessment%20-%20Guidelines%20for%20Providers%2C%20Revised%202013.pdf [Accessed 28th February 2018]
[2] Ibid.

assessment; assessment design and implementation are fair to all learners; and policies and procedures exist to ensure fair assessment of learners.

4. Quality

Quality in assessment ensures that all assessment processes are quality assured.

5. Transparency

Transparency in assessment ensures that assessment policy and procedures provide clarity to all relevant stakeholders.

Learners have the right to appeal the **assessment process** within a specified timeframe. In order to ensure adherence to the principles of assessment, the following process should be followed in relation to assessment process appeals. This will thus ensure that assessment is fair for all learners along with being reliable and consistent across ETBs, programmes and modules.

1. Definitions

1.1 Assessment Process Appeal

An assessment process appeal refers to the appeal by a learner to the provider based on the assessment conditions and/or process: the learner believes the assessment conditions and/or process negatively impacted his/her assessment performance.

1.2 Examples of grounds for appealing the assessment process

Where the learner believes the assessment conditions and/or process did not comply with specifications and that they therefore negatively impacted his/her assessment performance, the following grounds may be considered.

Grounds which may be considered include, but are not limited to:

- Serious disruption during an examination
- The learner not having due access to the assessment instruments or the assessment event
- Other

2. Assessment Process Appeals Roles and Responsibilities

2.1 The Examinations Secretary

The Examinations Secretary must:

- Ensure that all learners are made aware of:
  - the grounds for making an assessment process appeal
  - the maximum time allowed to lodge an appeal
- Communicate the deadline date for requesting an appeal to the learner. Learners may not appeal after this date
- Communicate the ETB's/Centre's policy on secure storage and disposal of assessment evidence
- Receive the appeal application from the learner
- Submit Assessment Process Appeals Application Form (see Appendix 1) to the Independent Appeals Committee
- Inform the learner of the outcome of the appeals application

2.2 The Learner

If a learner wishes to appeal an assessment process, the learner must:

- Note the grounds for assessment process appeal (see Section 1.2)
- Note the timeframe for appeal (see Section 3)
- Lodge an appeal (with fee) (see Section 3)

2.3 The Principal

The Principal must:

- Convene an Independent Appeals Committee of three members, the members of which were not involved in the assessment process that is being appealed
- Submit the appeals application to the Independent Appeals Committee
- Inform the learner of the outcome of the appeals application

2.4 The Independent Appeals Committee

The Independent Appeals Committee must:

- Examine the learner appeal
- Investigate whether relevant assessment procedures were followed
- Make a decision on the appeal
- Inform the Principal of the outcome (see form Appendix 2)

3. Assessment Process Appeals Process

Note:

The learner is notified by the Examinations Secretary of the defined timeframe for making an appeal based on the assessment process. The learner should make the appeal as soon as possible but within the defined timeframe (recommended timeframe: **six (6) working days**) after the occurrence of the assessment condition/process in question.

The ETB will endeavour to complete all appeals within a reasonable timeframe (recommended timeframe: **six (6) working days)** after receipt of appeal applications. Every effort should be made to process the application as promptly as possible, especially if CAO/other deadlines may be impacted.

Where possible, the learner discusses the appeal application with the Teacher and/or Examinations Secretary and examines grounds for appeal and timeframe before proceeding. There is an appeal fee of €40, which is refunded to the learner if the appeal is granted. A fee waiver may be granted at the discretion of the Principal where the learner is unemployed or facing other financial constraints.

The following process outlines the steps involved in an assessment process appeal.

3.1 Assessment Process Appeals Process

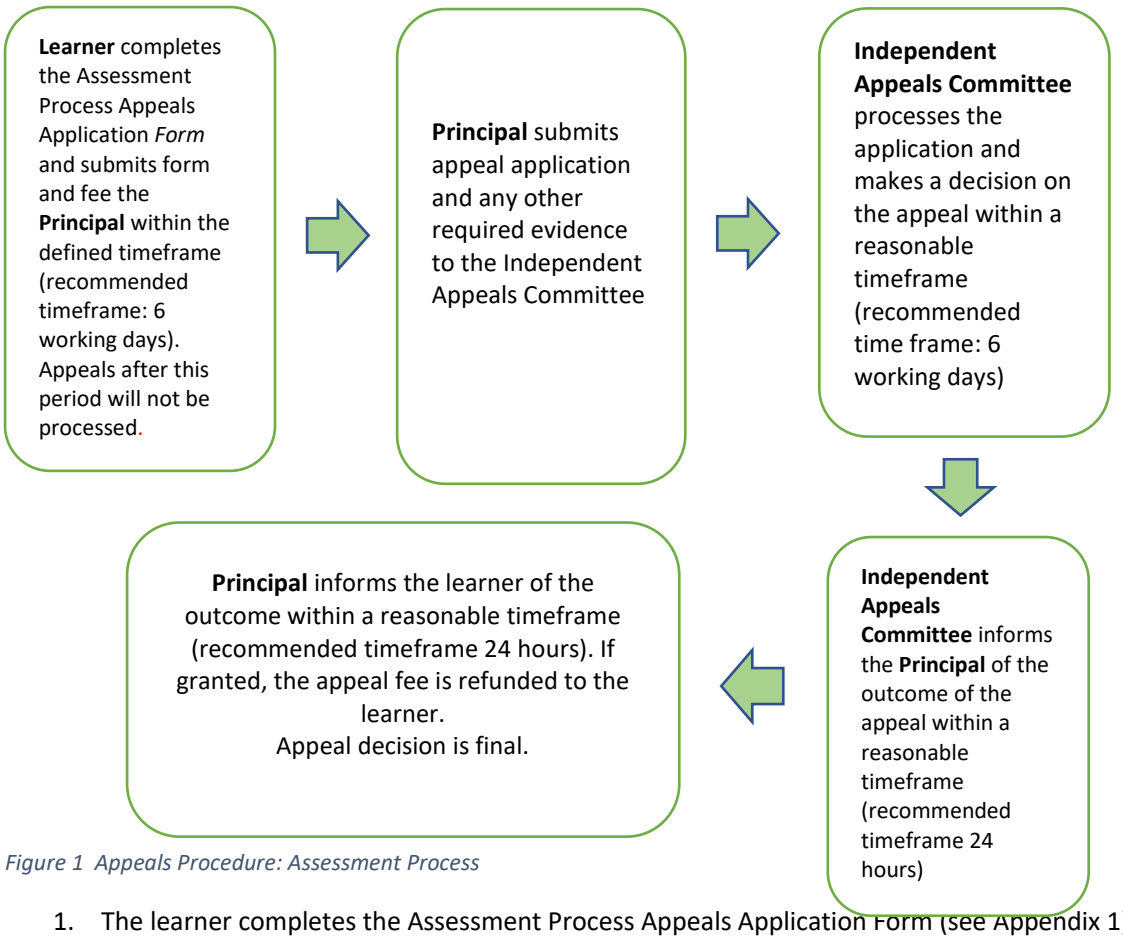

Figure 1 Appeals Procedure: Assessment Process

1. The learner completes the Assessment Process Appeals Application Form (see Appendix 1) and submits it along with the form to the Principal as soon as possible after the situation in question

but within the defined timeframe (recommended timeframe: **six (6) working days**). The learner must indicate the grounds for appealing the assessment process (see Section 1). The administrative fee must be included (see Section 3.2).

2. The Principal must convene an Independent Appeals Committee, with three members, none of whom were involved in the assessment process that is being appealed. The Principal submits the application to the Independent Appeals Committee.

3. The Independent Appeals Committee reviews the application and makes a decision on it within a reasonable timeframe (recommended timeframe: **six (6) working days**). Learners must not be unfairly disadvantaged by the timeframe involved in making the decision as a re-sit or submission of assessment evidence may be the appropriate outcome of the appeal and may need to be accommodated in a timely fashion. The decision of the Independent Appeals Committee is final.

4. The Independent Appeals Committee informs the Principal without delay and within a defined timeframe (recommended timeframe: **24 hours**) of the outcome of the appeal.

5. The Principal informs the learner without delay and within the defined timeframe (recommended timeframe: **24 hours**). If the appeal is successful, the Principal ensures that the fee is refunded. If the appeal is unsuccessful, the fee is not refunded (see Section 3.2).

3.2 Payment of the Assessment Process Appeals fee

- A fee of €40 is payable for appealing the assessment process and must accompany the application form.
- The Centre must issue the learner with a receipt.
- The Centre will lodge the funds to AIB, 7/12 Dame Street, BIC: AIBKIE2D, IBAN: IE39 AIBK 9320 8680 144042, and code the payment to S0020/1180/<relevant Location Code>. Please label the lodgement inscription "<relevant location code> Appeals", and inform Treasury of the lodgement in the normal manner.
- If an appeal is successful, the fee will be returned to the learner. Refunds must be issued via the school bank account (Petty Cash). Alternatively, the Centre can withhold the lodgement of the fee and lodge it only if the appeal is unsuccessful.
- If an appeal is not successful, there will be no refund.

Appendix 1

Assessment Process Appeals Application Form

Application Form: Assessment Process Appeals	
Part A: To be completed by the learner and returned to the Examinations Secretary by the specified deadline. Appeals after this date will not be processed.	
Centre Name:	…….
Learner Name:	…….
Date of Application:	…….
Module Code/Title:	…….
Reason for application:	…….
Appeal fee (€40) included:	Yes ☐ No ☐
Are there impending deadlines which may need to be considered with this application: CAO Applicant/Other Applicant:	Yes ☐ No ☐
If yes, please give details:	…….
Details of application:	…….
There is an administrative fee of €40 per module that you wish to appeal. This fee must be made payable to **Stillorgan College of Further Education.** Fee should be paid by EFT, cheque, postal order or bank draft. The outcome of the appeal will be communicated to you in <date >. If the outcome is successful, the administrative fee of €40 per module will be refunded to you. Appeals will be processed only with payment of the fee. I can confirm that I have read and understand the appeals procedure, including the grounds for appeal. I can confirm that I have enclosed a total fee of €___. The fee is refundable if the appeal is successful.	
Learner Signature:	…….
Date:	…….

Office Use:

Total fee received €:	**Name:**	**Date:**
…….	…….	…….

Appendix 1

Part B: (Office Use) This section must be completed by the Principal	
Name:	…….
Receipt date of application:	…….
Application outcome:	I can confirm that a review of the application has been completed and that the Appeal is: Granted ☐ Declined ☐
Reason:	…….
Appeal fee refunded:	Yes ☐ No ☐
Signature:	…….
Date:	…….

Appendix 2

Independent Appeals Committee Form

Independent Appeals Committee Form Assessment Process Appeals		
To be completed by the Independent Appeals Committee		
Independent Appeals Committee Members:	…….	
Details of evidence received:	…….	
Date received:	…….	
Outcome of decision:	Granted ☐ Declined ☐	
Date:		
Decision Details:	…….	
Signatures and Date:	Signature	Date
		…….
		…….
		…….