

ORGANISATION: Central Remedial Clinic	REFERENCE NO: PPORG55
TITLE: Assessment Repeats and Appeals Policy	VERSION NO:
AUTHOR: Noel Carroll	EFFECTIVE FROM: 13th June 2022
APPROVED BY: CRC Policy Committee	PAGE i OF 13
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TITLE:	Assessment Repeats and Appeals Policy
AREA:	CRC Adult Services
REFERENCE No:	PPORG 55
AUTHORS:	Noel Carroll
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EFFECTIVE FROM:	13 th June 2022
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RESPONSIBLE FOR AUDIT & REVIEW:	QA Monitoring and Review Committee

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List of Abbreviations

CRC	- Central Remedial Clinic
EC	- Education Committee
EA	- External Authentication
GDPR	- General Data Protection Regulation
IV	- Internal Verification
LO	- Learning Outcome
NFQ	- National Framework of Qualifications
QA	- Quality Assurance
QAC	- Quality Assurance Committee
QAM	- Quality Assurance Manual
QAS	- Quality Assurance System
QQI	- Quality and Qualifications Ireland
RAP	- Results Approval Panel
RT	- Rehabilitative Training
RPL	- Recognition of Prior Learning
SMT	- Senior Management Team
The 2012 Act	- <u>Qualifications & Quality Assurance (Education & Training) Act 2012</u>
TDC	- Training and Development Centre

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Links to Forms / Report Templates

- [Learner Appeal of Assessment Results](#)

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1.0 Policy Statement

The policy is designed to ensure fair and consistent assessment of learners is achieved by incorporating an assessment repeat and appeals process.

All assessments are administered within a framework of formal written regulations as required by QQI's Assessments and Standards (Revised, 2013).

Only approved results can be formally appealed by a learner. All results are approved through the Results Approval Panel.

2.0 Purpose

CRC Adult Services is committed to ensuring all assessments repeats and appeals meet the highest standard and are in line with the requirements set by the Quality and Qualifications Ireland Assessment and Standards, Revised 2013. This policy will ensure that CRC Adult Services maintains and improves on the quality of assessments repeats and appeals delivered to learners.

The purpose of this policy is to support CRC Adult Services in ensuring the development and implementation of good practice in the processing of assessments repeats and appeals across all training programmes.

CRC Adult Services is dedicated to delivering a high-quality learning experience and to ensure quality assurance is maintained throughout the assessment repeat and appeals process.

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3.0 Scope

The policy applies to learners, support staff, trainers, and programme coordinators, involved in the assessment repeats and appeals process. All training staff are familiar with the assessment tools and techniques and are encouraged to further their knowledge with Continuous Professional Development (CPD).

This policy applies to all programmes and courses delivered by the CRC leading to an accredited QQI award under the National Qualifications Framework.

4.0 Legislation / Other related policies

- CRC Assessment Governance Strategy
- CRC Quality Assurance Manual
- Data Protection Act 2018
- EU GDPR 2016/679 General Data Protection Regulations
- Qualifications and Quality Assurance (Educations and Training) Act 2012
- Statutory Quality Assurance Guidelines - developed by QQI for Independent/Private Providers coming to QQI on a Voluntary Basis – QQI 2016
- Statutory Quality Assurance Guidelines developed by QQI for use by all Providers – QQI April 2016.

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5.0 Glossary of Terms and Definitions

Appeal: The process of making a request to get a decision reversed.

Assessment: A variety of methods or tools used by trainers to evaluate, measure, and document the academic readiness, learning progress, skill acquisition, or educational needs of learners.

Learner: A person who is 16 years and over and attends a training programme leading to an award under the NQF.

Learning Outcomes: Due to prior learning undertaken a learner understands and can demonstrate the required standard.

Repeats: A learner may wish to complete an identical assessment again if unhappy with the outcome of the original assessment.

6.0 Roles and Responsibilities

All learners entering a programme will be subject to the same quality processes that underpin all CRC programmes as outlined in CRC Quality Assurance Manual and policy documentation. CRC is responsible for the academic standards and quality assurance of the formation and delivery of assessments. This ensures quality integrity of assessments, repeats and appeals.

It is the responsibility of the:

Education Council:

- To ensure that this policy represents a fair and consistent assessment repeats and appeals process that is quality assured at all stages.
- To support the identification of good practice and inform areas for improvement that need addressing.
- Audit repeat and appeals results from the Results Approval Panel (RAP).

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- Review and approve decision-making that has been taken by other CRC groups, and committees and subcommittees relating to assessment repeats and appeals process across CRC Adult Services.
- To be assured of the implementation of best practise across training programmes and by which the attainment of national standards to be monitored.

Programme Coordinators:

- To ensure the implementation of all aspects of this policy in their training programme.
- To ensure that staff in their area are working in full compliance with this policy.
- To ensure training staff are informed at induction and relevant training programmes of the importance and necessity of adhering to the policy and to ensure integrity of assessment repeats and appeals process.
- Is responsible for ensuring that records relating to learners are kept in a record that is structured according to appropriate CRC guidelines.

Trainers:

- Have an obligation to comply with this policy.
- Are informed at Induction and relevant training courses of the importance and necessity of adhering to this policy.
- Trainers are to inform learners of their right to question the validity of an assessment process or an assessment result.

Learners:

- It is the responsibility of students to meet the set requirements of their modules.
- Are aware and familiar with the options available to them through the assessment repeats and appeals policy as outlined in the Learner Handbook.
- All learners have a right to question the validity of an assessment process or an assessment result.

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Assessment Appeals Committee:

- Must appoint an appropriate person to evaluate the assessment appeal.
- The assessment repeat and appeals must be carried out within an agreed time scale.
- The Committee will inform the learner of the outcome of the appeal within an agreed timescale.
- The Committee will inform the Results Approval Panel of any appeals.

7.0 Grounds for appeal

A Learner must specify the grounds on which the appeal is sought. The following grounds may be considered:

- Administrative error
- Personal grounds
- Medical grounds
- Other extenuating circumstances

7.1 Procedure / Protocol / Guideline

1. The Trainer will assess your work and what you have learned in class and a provisional result is prepared.
2. Your work is checked by another trainer in the centre to make sure that everything is assessed correctly. This is called **Internal Verification**.
3. Then CRC will then hire a qualified **External Authenticator** (a qualified person outside of the CRC) to the centre to check the results. This is called **External Authentication**.
4. When this is completed, results are approved by a group called a **Results Approval Panel**.
5. If a learner is unhappy with a decision, they can **Appeal** their results. The Appeals form can be found here - [Learner Appeal of Assessment Results](#)

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6. When the CRC is happy that everything has been done correctly, they will ask for the certificates. This is called **Certification Request**.

7.2 Repeat assessment

- Should a learner fail to attend an assessment event, then the learner may be offered other opportunities to repeat the assessment.
- Assessment repeat opportunities will not be offered should it not be in the best interest of the learner.

7.3 Assessment result appeals

- Should a learner not be satisfied with their final assessment results, then they can then raise an appeal within 10 days of receiving their result by completing the [Learner Appeal of Assessment Results form](#). Once the Programme Coordinator has been informed, they will evaluate the appeal.
- The Programme Coordinator will submit all the appropriate documentation to the Assessment Appeals Committee.
- The outcome of the appeal will be notified to the learner by the Programme Coordinator.

8.0 Revision and Audit

This policy will be reviewed on a periodic basis by:

- QA Monitoring and Review Committee

Implementation of subcommittees findings and recommendations will be audited by the Education Council.

Revision cycle of this policy is no more than three years.

9.0 References and Bibliography

- [Quality and Qualifications Ireland \(2018\) Quality Assuring Assessment Guidelines for Providers.](#)
- [Sector Specific QA Guidelines for Independent Private Providers \[2016\]](#)

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- Qualifications and Quality assurance (Education and training) Act 2012 revised
- CRC Quality Assurance Manual

10.0 Appendices

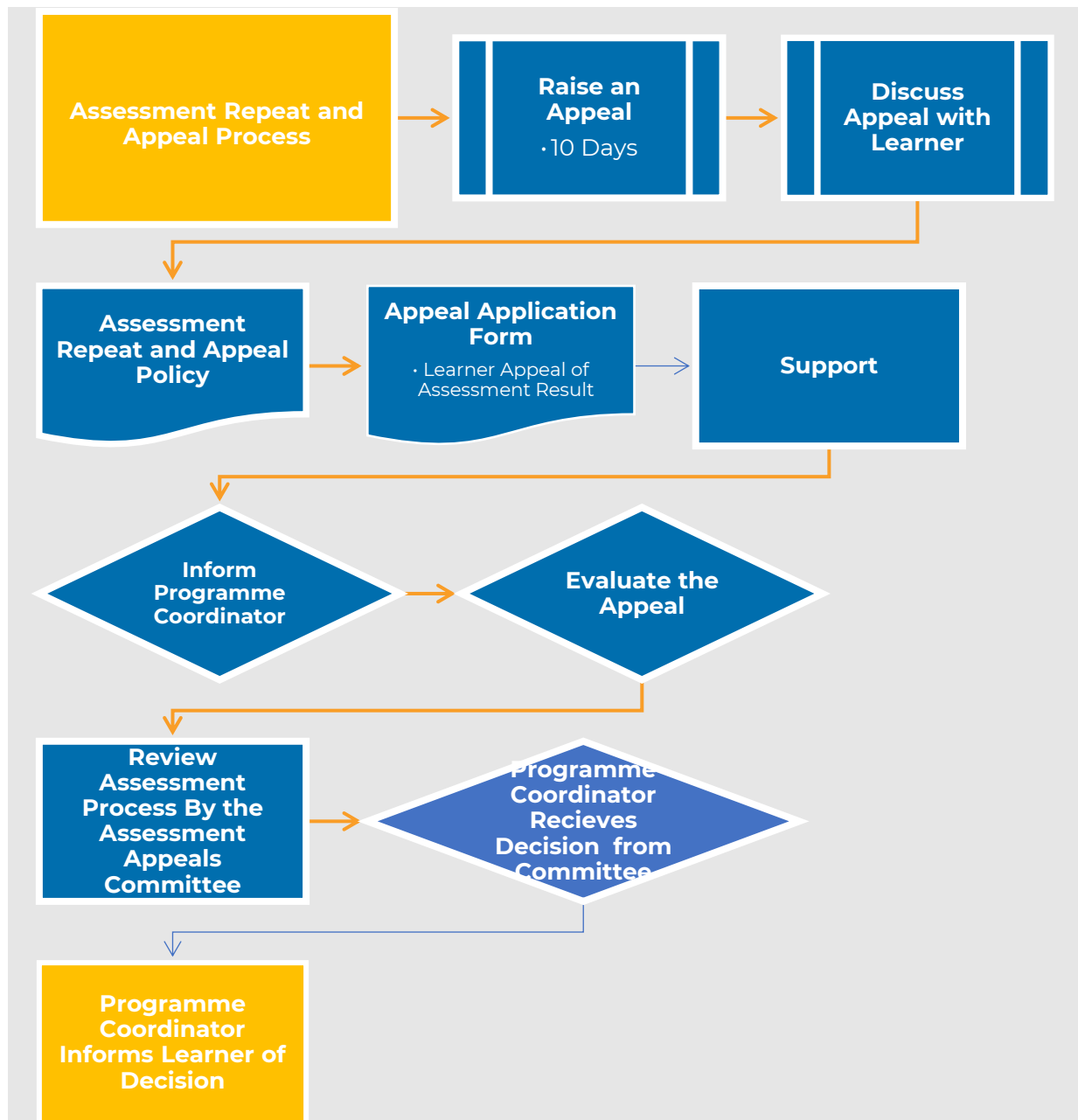
Appendix i. Figure 1: Assessment Repeat and Appeal Process Overview

Appendix ii. Figure 2: Consistent and Fair Assessment System

Appendix iii. Figure 3: General Assessment Strategy Overview

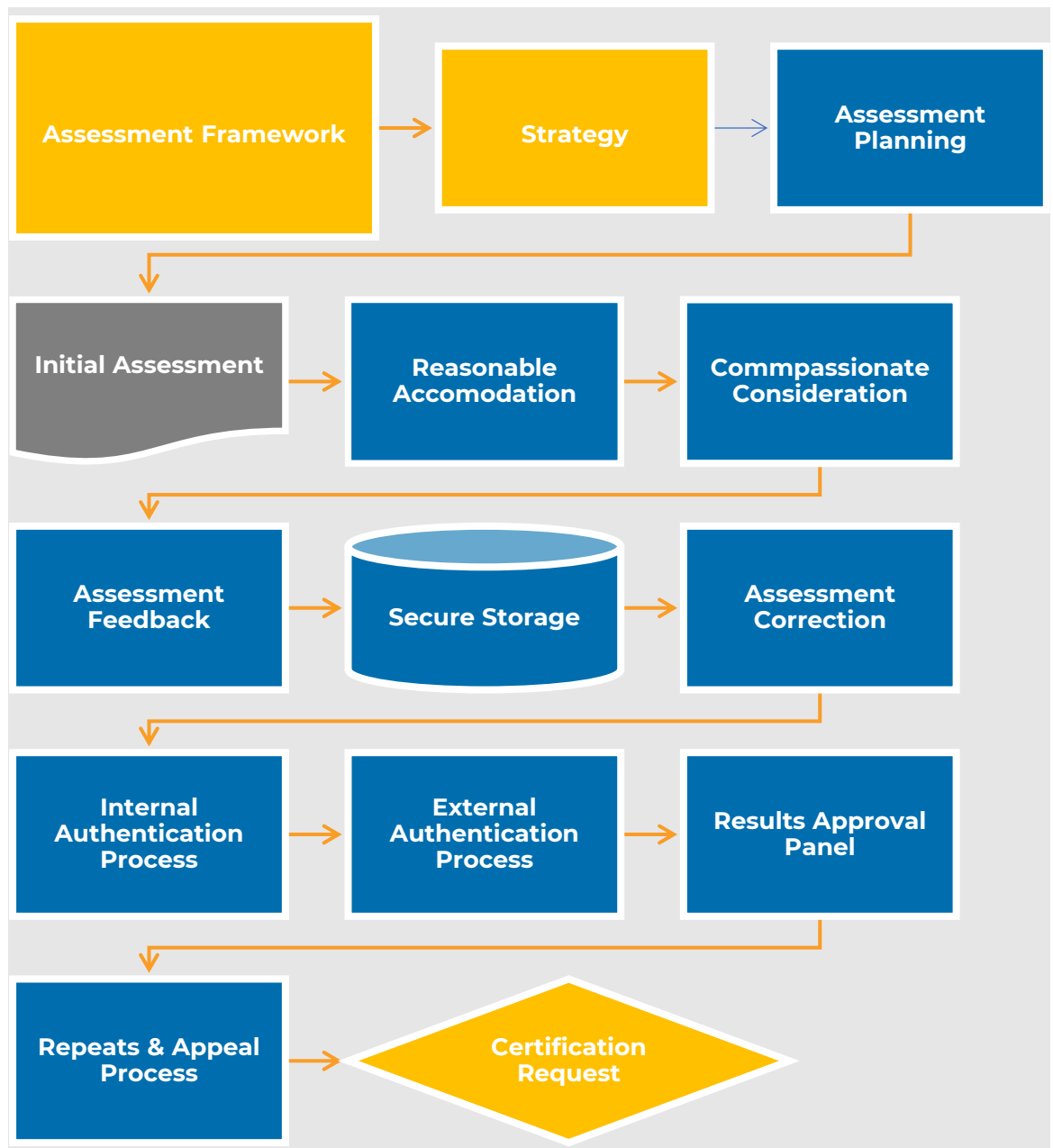
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Figure 2: Assessment Repeat and Appeal Process Overview



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Figure 2: Consistent and Fair Assessment System



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Figure 3: General Assessment Strategy Overview

