

**PROVIDER NAME:** CCT College Dublin

**POLICY AREA:** Standard 5: Student-centred teaching, learning and assessment

**Policy and Procedure Title:** Recheck, Review, Appeal

**Policy No:** CCTP512

**Version:** 2.1

**Policy Statement:** CCT College understands that there are instances where students may wish to question the assessment grade and or feedback they receive on their assessment. CCT College is committed to ensuring the assessment procedures are reliable, valid, accurate and fair and therefore implements appropriate procedures to facilitate learners to seek a recheck, review or appeal of an assessment decision. All rechecks, reviews, appeals, (as defined below) and disputes will be addressed in a fair, transparent and timely fashion. The outcome of a recheck, review or appeal can result in an upgrade or a downgrade of the original marks received.

This procedure provides an additional means for learners to be confident in the assessment tools, process and outcomes as applied to their individual case. The procedure promotes transparency. The College will not operate based on hearsay and all applications for review and appeal must be evidence based.

The Appeal Policy allows for an appellant to be accompanied. Any party attending a meeting as part of the appeals procedure implementation has the right to be accompanied by a friend, family member, fellow learner or a colleague. In all instances, the accompanying party cannot be a legal advocate or representative and their role is to take notes and act as a support to the party engaged in the appeal. Discussions are between the appellant and the Board and do not involve accompanying parties. The intention to bring an accompanying party, the identity of the accompanying party and their relationship to the named party must be communicated in writing to the Dean of Academic Affairs not less than 24 hours prior to the meeting.

Definitions (Recheck, Review, Appeal)

**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)

**Review:** According to QQI, 'Review means 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.'

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

A complainant who wishes to lodge an appeal may do so on a limited number of grounds. They must clearly identify the elements for which the appeal is being made. The application must also specify the grounds on which the appeal is sought and must contain all information that they require to have taken into account in the appeal.

<b>Staff Involved</b> All full time and part time faculty within CCT, Head of Faculty, Dean of School, Dean of Academic Affairs, QA Officer, Faculty Coordinators		
<b>Procedure Outline / Method(s) used to carry out this procedure</b>	<b>Responsibility of</b>	<b>Evidence generated by this procedure to ensure its effectiveness</b>
<p><b>Procedure</b></p> <p>1. It is a requirement of CCT that any complaint or dispute arising in relation to any CA and/or Exam result for the purposes of an award of QQI shall be resolved as promptly as set out in the procedures set out below.</p> <p>2. Decisions are taken in relation to learner’s assessment and examination and performance at the following points: allocation of marks, ratification of results, recheck, review, and appeal.</p> <p>3. These checkpoints create a hierarchy of decision-making where the decision taken at any level may be changed at the next level, without referring to the previous level. The decision-making entity at any particular level has full powers in relation to any decision that is brought before it.</p> <p>4. A learner contemplating a recheck of an examination paper or assessment result should contact the QA Officer without delay.</p> <p>5. A learner considering a review application is advised to seek additional feedback from the lecturer / examiner in question but should not allow this to delay their review application which can be withdrawn at no cost.</p> <p><b>Grounds for a Recheck:</b> The grounds for a recheck are as follows:</p> <ul style="list-style-type: none"> <li>• The learner believes there was a computational error in the calculation of their result.</li> </ul> <p><b>Procedures to Request a Recheck</b></p> <p>1. A learner wishing to have the marks awarded for any module re-examined should seek a recheck of the relevant assessment.</p> <p>2. Requests for rechecks must be made on the Review / Recheck/ Appeal form CCTF139 and signed by the person concerned. The learner should supply any details that he/she believes will help expedite the recheck. The fee for a recheck shall be €15 per assessment, which in the event of a successful recheck, will be refunded.</p> <p>3. A request for a recheck must be received by the QA Officer within five working days after the results have been returned to the learners. The College is not obliged to undertake a recheck for any application received</p>	Learner	
	Learner QA Officer	Recheck applications

<p>outside of this timeframe.</p> <p>4. The College will endeavour to complete all rechecks within twenty-one (21) calendar days where recheck requests have been accepted.</p> <p>5. As a recheck is an administrative checking of marks allocated and totalled, it is not necessary to be completed by a member of academic staff. However, the person undertaking the recheck is required to utilise the marking scheme to inform them of where marks should be allocated and what amount. The re-check may involve the check of all results for a module.</p> <p>6. The QA Officer will inform the learner in writing of the outcome of the recheck</p> <p>7. Where a recheck results in an upgrade or a downgraded mark, the QA Officer will notify the Faculty Coordinator and the Dean of Academic Affairs for the purpose of amending the Broadsheet of results accordingly (including any necessary change in award classification as a result of an upgrade) and notification to QQI.</p> <p><b>Review</b></p> <p>A learner is entitled to seek a review of:</p> <ul style="list-style-type: none"> <li>• An assessment</li> <li>• A module</li> <li>• A decision of a Board of Examiners</li> </ul> <p>A learner wishing to seek a review should do so using the specified form and within 5 working days of the results being published.</p> <p>It is emphasised that disagreement with the judgement of the examiner(s) does not constitute grounds for a review.</p> <p><b>Grounds for A Review</b></p> <p>The grounds for a review are as follows:</p> <ul style="list-style-type: none"> <li>• the academic regulations of the College were not implemented correctly</li> <li>• the regulations do not adequately relate to the learner in question</li> <li>• compassionate circumstances exist which may not have been known or considered by the college. Compassionate circumstances must be notified in writing to the QA Officer when they occur. Where the learner delays notifying the College of any compassionate circumstances, the College is not obliged to take these into consideration.</li> </ul> <p>In the case of compassionate circumstances relating to assessment performance, it is expected that evidence of compassionate circumstances is dated prior to, or on the date of, the assessment under consideration. Medical certification dated after the fact indicating the possibility of compassionate circumstances at an earlier date will not normally be accepted.</p> <p><b>Procedures to Be Followed to Request a Review</b></p> <ol style="list-style-type: none"> <li>1 A review form must be completed and signed by the learner and submitted to the QA Officer. The QA Officer will decide whether a review should be granted, considering the grounds outlined above.</li> <li>2 If a review is granted, then the examinable material is re-examined by an assessor who did not undertake</li> </ol>	<p>Recheck personnel QA Officer</p> <p>Faculty Coordinator Dean of Academic Affairs</p> <p>Learner QA Officer Independent examiner</p>	<p>Report of outcome of recheck Notification records</p> <p>Broadsheet</p> <p>Review application Decision records</p>
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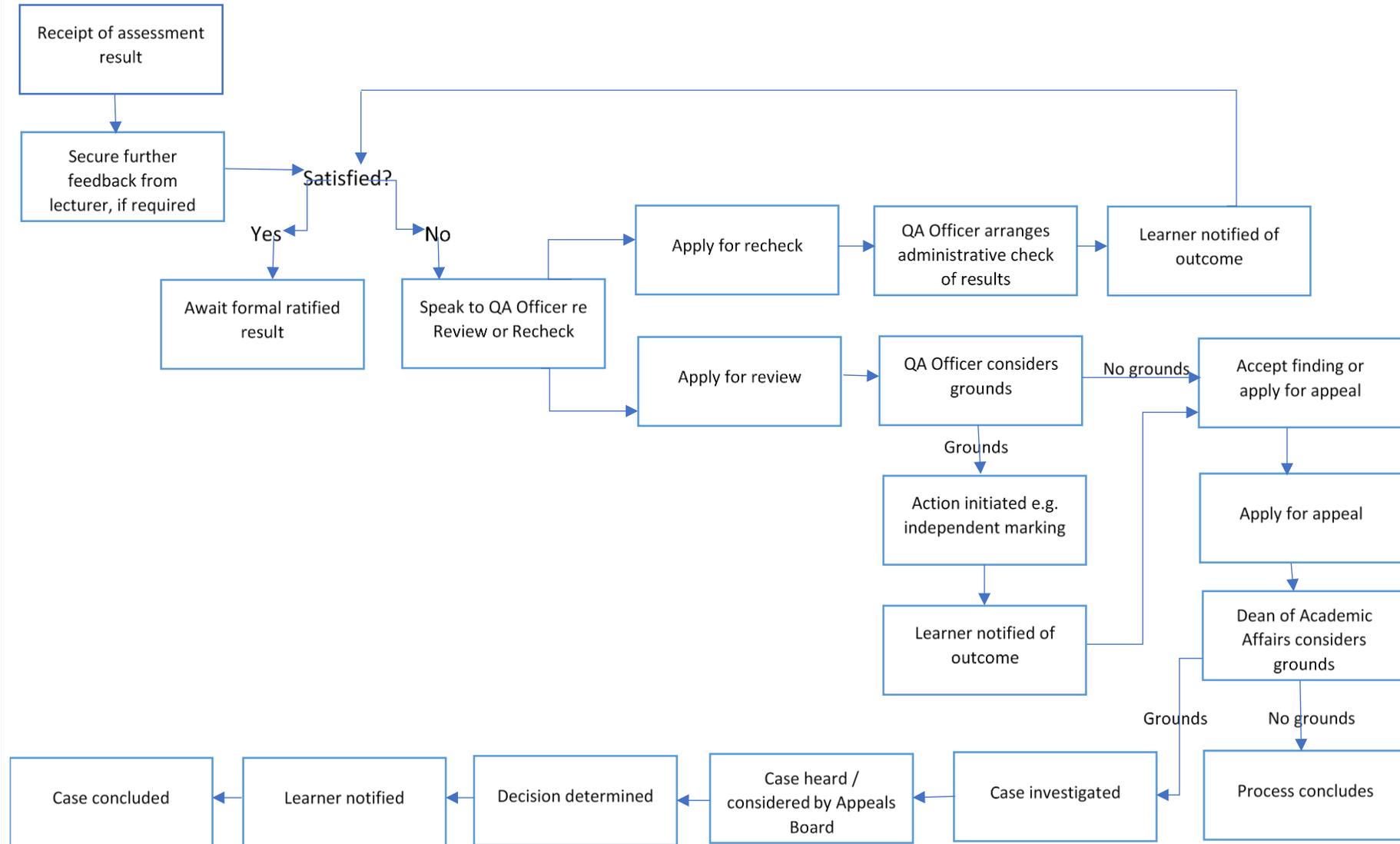


<p>The fee for an appeal is €60, refundable where the appeal is successful.</p> <p>Where the Dean of Academic Affairs believes there is evidence of grounds for an appeal, he / she will constitute an Appeals Board to consider the case.</p> <p>Attendance at the Appeals Board meeting by the learner is at the discretion of the Dean of Academic Affairs and may not be deemed necessary.</p> <p>Where an appeal results in an upgrade or a downgraded mark, the Dean of Academic Affairs will amend the Broadsheet of results accordingly (including any necessary change in award classification as a result of an upgrade) and will inform the Awarding Body.</p>	<p>Dean of Academic Affairs</p>	<p>Broadsheet</p>
<p><b>Membership and Function of the Appeals Board</b></p> <p>1. Membership of an Appeals Board</p> <ul style="list-style-type: none"> <li>• Chair: Chair of Academic Council</li> <li>• Two members of Academic Council, one of which must be an academic staff representative or Head of Faculty</li> <li>• An external examiner or academic from outside the College.</li> </ul> <p>The Appeals Board is considered quorate when the Chair and two others are present.</p> <p>2. The Appeals Board will consider the report of the relevant decision-making authority. They are entitled to ask the learner to address circumstances on which they based the appeal.</p> <p>The learner may make a presentation at the Appeals Board and may be accompanied. Any party attending a meeting as part of the appeals procedure implementation has the right to be accompanied by a friend, family member, fellow learner or a colleague. In all instances, the accompanying party cannot be a legal advocate or representative and their role is to take notes and act as a support to the party engaged in the appeal. Discussions are between the appellant and the Board and do not involve accompanying parties. The intention to bring an accompanying party, the identity of the accompanying party and their relationship to the named party must be communicated in writing to the Dean of Academic Affairs not less than 24 hours prior to the meeting.</p> <p>3. The Appeals Board may seek (through the Chair) such information or advice as it considers necessary and, in such manner, as it considers appropriate. Having considered the circumstances, the Appeals Board will decide the outcome of the appeal.</p> <p>4 The College reserves the right to engage the services of any appropriate professionals that it deems necessary.</p> <p>5 All decisions of an Appeals Board shall be by majority vote. In the event of a tie, the Chairperson shall have a</p>	<p>Appeals Board</p>	<p>Minutes of Appeals Board meeting</p>

<p>casting vote.</p> <p>6 The learner will be informed by the Dean of Academic Affairs in writing the outcome of the appeal. Where appropriate, the Dean shall notify QQI of the outcome of the review.</p> <p>7. All necessary faculty and staff will be informed of the outcome of the appeal by the Dean of Academic Affairs</p> <p>Figure 516 overleaf provides a diagrammatic explanation of the review, recheck and appeals processes.</p>	<p>Dean of Academic Affairs</p>	<p>Notification records</p>
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Figure 516

### Review, Recheck, Appeal Process



<b>Monitoring</b>		
<b>Monitor (Job Title)</b>	<b>Frequency</b>	<b>Monitoring Method(s)</b>
Dean of Academic Affairs, QA Officer	Ongoing reviews throughout the academic year After each ASB and Examination Period Annual review for full academic year	Analysis of applications and decisions on a programme / module basis Exam Board report Minutes of Appeals Board meetings

**POLICY CONTROL SHEET**

Policy Title	Recheck, Review, Appeal
Responsible Officer(s)	Dean of Academic Affairs, QA Officer
Issuance Date	August 2015
Effective Date	August 2017
Last Review Date	March 2018
Supersedes	Version 2.0
Next Review Date	August 2019
Designated Reviewer(s)	Dean of Academic Affairs, QA Officer
Scope	Internal staff (full and part time); Learners; Academic Standards Board; Board of Examiners, Appeals Board

**Revision History**

<b>Revision</b>	<b>Approval Date</b>	<b>Revision Description</b>	<b>Originator</b>	<b>Approved By</b>
New Policy	August 2015	New QA system	Senior Management Team	Head of Academics, College Registrar
Version2.0	August 2017	Updated to reflect changed organisational roles and responsibilities and to provide greater clarification.	Dean of Academic Affairs	QA Committee
Version 2.1	April 2018	Amendment to membership of the Appeals Board to reflect consistency with Academic Misconduct Policy. Clarification of right to appeal outcome of a review and of a decision of board of examiners	Dean of Academic Affairs	Academic Council
Version 2.1	May 2018	Renumbered, was CCTP516, now CCTP512	QA Committee	Academic Council

**References upon which the Policy section is based**

CCT Policy area	Student centred teaching, learning, and assessment
Statutory & System Wide Basis	The Irish Qualifications and Quality Act (Education and Training), 2012; European Standards and Guidelines for QA in the European Higher Education Area, QQI Assessment and Standards
Related CCT Policies / Forms	CCTF139 – Recheck / Review / Appeals Form