

<b>PROVIDER NAME: CCT College Dublin</b>			
<b>POLICY AREA: Standard 5: Student-centred teaching, learning and assessment</b>			
<b>Policy and Procedure Title:</b>	<i>CCTP509: Recheck, Review, Appeal Policy</i>	<b>Policy No: CCTP509</b>	<b>Version: 2.3</b>

**Policy Statement:** CCT College understands that there are instances where students may wish to question the decisions of assessors or committees within CCT. In all cases, the College encourages the learner to request additional feedback or clarification from the decision-making body / individual in the first instance. Having secured additional feedback or clarification, if the learner feels there has been an error, the College has recheck, review and appeal procedures in place.

For clarity, rechecks and review procedures apply to assessment decisions only i.e. assessment results, module results, Exam Board decisions. The appeal procedure applies to academic decisions arising from reviews or decisions of the Academic Standards Board. Appeals against decisions of complaint committees or disciplinary committees are not addressed by this policy (see applicable complaints procedure or disciplinary procedure).

Assessment procedures including moderation and external examining of assessments and the operation of Boards of Examiners in CCT ensures the fairness, reliability and validity of assessment decisions. Similarly, the policy and procedure for Academic Misconduct and the operation of the Academic Standards Board ensure fairness and transparency in managing cases of suspected misconduct and the application of penalties. Notwithstanding this, CCT recognises that errors can occur and therefore offers opportunity for students to apply for a recheck, a review of an appeal of an assessment decision, as applicable.

The right to a review or appeal is not automatic and is only granted in cases where there are grounds for such action. Reviews and appeals are not means of securing second opinion when a mark is disputed but the re-considering of a decision or procedure where it is evidenced that it was erroneous in some way. For this reason, CCT specifies the limited grounds upon which a review or appeal will be granted. Disagreement with a judgement (including an assessment decision) is not considered grounds for a review or an appeal.

**Grounds for A Review**

The grounds for a review are as follows:

- a. **the academic regulations of the College were not implemented correctly** – the learner must specify which regulation(s) were not implemented correctly and provide evidence to support this.
- b. **evidence of a procedural irregularity in the assessment process** – the learner must specify which procedure and what the irregularity comprises of and the evidence to support this
- c. **compassionate circumstances exist which may not have been known or considered by the college.** Compassionate circumstances must be notified in writing to the QA Office when they occur. Where the learner delays notifying the College of any compassionate circumstances, the College is not obliged to take these into consideration.

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. Where compassionate circumstances result in a replacement assessment attempt being offered, the review fee will not normally be refunded in cases where the student could have notified the College when they occurred.

#### **Grounds for Appeal**

The learner can appeal the outcome of a review or a decision of the Board of Examiners or a decision of the Academic Standards Board on the following grounds:

- a) **The decision-making did not properly address the learner's case** – the learner must specify what aspects of the case were not properly addressed by the decision-making and evidence this.
- b) **Procedural irregularity in the completion of the decision-making** – the learner must specify which procedure, what the irregularity comprises of and the evidence to support this. For appeals against a review outcome, the procedural irregularity must relate to the review process and not the original assessment process.

The introduction of new material that could have been provided previously to inform decision-making will not normally be accepted as valid grounds for appeal. The appeal against a decision of a Board of Examiners cannot be used to secure further consideration of an assessment decision that has already been subject to a review and appeal.

Where a student feels an assessment outcome is erroneous in some way, the student should avail of the recheck, review or appeal of an assessment decision, as applicable to their case. All rechecks, reviews, appeals, (as defined below) and disputes will be addressed in a fair, transparent and timely fashion. A mark can go up, go down or remain unchanged as a result of a recheck, a review or an appeal.

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 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:** '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.’ CCT applies this definition and recognises that re-consideration of the assessment decision does not always require a re-assessment of the work that is subject to a review.

**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.

**Staff Involved**

All full time and part time faculty within CCT, Dean of Faculty, Dean of Academic Affairs, QA Office, Faculty Office

**Procedure Outline / Method(s) used to carry out this procedure**

**Responsibility of**

**Evidence generated by this procedure to ensure its effectiveness**

**Procedure**

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.
2. Decisions are taken in relation to learner’s assessment performance at the following points: allocation of marks, ratification of results, recheck, review, and appeal.
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.
4. A learner contemplating a recheck of an assessment result should contact the QA Office without delay, following publication of ratified results.
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.

Learner

**Procedures to Request a Recheck**

1. A learner wishing to have the marks awarded for any module re-checked should make their application to the QA Office.
2. Requests for rechecks must be made on the Assessment Decision Query Form and submitted by the learner concerned. The learner should supply any details that they believe 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.
3. A request for a recheck must be received by the QA Office within five working days after the ratified results have been returned to the learners. The College is not obliged to undertake a recheck for any application received outside of this timeframe.

Learner QA Office

<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 Office 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 Office will notify the Faculty Office and the Dean of Academic Affairs for the purpose of amending the Broadsheet of results accordingly (including any necessary change in award classification) and notification to QQI.</p> <p><b>Review</b>  A learner is entitled to seek a review of:</p> <ul style="list-style-type: none"> <li>● An assessment result</li> <li>● A module result</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 ratified results being published. It is emphasised that disagreement with the judgement of the examiner(s) does not constitute grounds for a review.</p> <p><b>Procedures to Be Followed to Request a Review</b></p> <ol style="list-style-type: none"> <li>1 Only a written request for a review made to the QA Office and signed by the learner concerned will be considered. A request for a review must state the grounds upon which the review is sought, and the learner must supply evidence in support of the request.</li> <li>2 Review applications must be received by the QA Office within five working days after the results have been returned to the learners. Requests made after that time will not normally be considered.</li> <li>3 The QA Office will arrange for consideration of the application and a review of the grounds to determine whether there are grounds for review.</li> <li>4 If a review is granted, the QA Office will determine the parameters of the review required. This may or may not be undertaken by the assessor who did the original assessment. A review does not automatically include re-assessing the work under review. Review can include, but is not limited to: <ul style="list-style-type: none"> <li>● Reviewing the regulations applied and amending an assessment decision accordingly if an error is found, or re-assessing the work taking the error into account</li> <li>● Reviewing the assessment procedures followed and amending the assessment decision accordingly if an error is found, <b>or</b> re-assessing the work taking the error into account</li> <li>● Reviewing the assessment decision in the context of accepted PMCs or re-assessing the work taking the PMCs into account <b>or</b> extending a further opportunity to complete the assessment in question. In the case of the latter, the assessment attempt under review will be discounted and the new attempt will be accepted in its place.</li> </ul> </li> </ol>	<p>Recheck personnel QA Office</p> <p>Faculty Office  Dean of Academic Affairs</p> <p>Learner QA Office</p> <p>Independent examiner</p> <p>QA Office</p>	<p>Recheck applications</p> <p>Report of outcome of recheck Notification records</p> <p>Broadsheet</p>
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<p>5 The outcome of the review will supersede the decision of the original examiners. The learner will be informed by the QA Office in writing the outcome of the review. If the learner is dissatisfied with the outcome of a review, they may appeal the decision in accordance with the appeal section below.</p> <p>6 Where a review results in an upgrade, a downgraded mark, or a replacement assessment opportunity, the QA Office will notify the Faculty Office and 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>7 CCT endeavours to complete all reviews within twenty-one calendar days where review requests have been received and accepted.</p> <p>8 The fee for a review shall be €30, which will be refunded in the event of a review identifying the assessment decision was erroneous due to action or inaction on behalf of the College.</p>	<p>QA Office Faculty Office</p>	<p>Review application Decision records</p>
<p><b>Appeal Stage</b></p> <p><b>Procedure to Be Followed to Request an Appeal</b> A request for an appeal must be received by the Dean of Academic Affairs no later than the date specified in correspondence, or within 5 working days where no date is specified of the publication of the results / decision.</p> <p>Only a written request for an appeal signed by the person concerned will be considered. The learner must supply evidence in support of their request.</p> <p>It is important that an appellant provides as full detail as possible in their appeal application. Failure to provide information at the appeal application stage may result in no further opportunity being provided to share this information. It is the responsibility of the learner to provide full details. The College and the Appeals Board is not required to consider any information not provided at the Appeal application stage.</p> <p>The fee for an appeal is €60, refundable where the appeal is successful.</p>	<p>Learner</p>	<p>Notification Broadsheets</p> <p>Appeal application</p>
<p>Where the Dean of Academic Affairs believes there is evidence of grounds for an appeal, they 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 rules in favour of the appellant all changes arising from that decision e.g. change in assessment result, award classification, entitlement to assessment attempt, removal of penalty the Dean of Academic Affairs will arrange for the appropriate communication of the decision and updating of records including, where applicable, amendment of the Broadsheet of results and notification to the Awarding Body.</p>	<p>Dean of Academic Affairs</p>	<p>Broadsheet</p>



## POLICY CONTROL SHEET

<b>Policy Title</b>	Recheck, Review, Appeal Policy
<b>Responsible Officer(s)</b>	Dean of Academic Affairs, QA Office
<b>Issuance Date</b>	June 2025
<b>Effective Date</b>	June 2025
<b>Last Review Date</b>	August 2022
<b>Supersedes</b>	Version 2.3
<b>Next Review Date</b>	August 2027
<b>Designated Reviewer(s)</b>	Dean of Academic Affairs, QA Office
<b>Scope</b>	Internal staff (full and part time); Learners; Academic Standards Board; Board of Examiners, Appeals Board

### Revision History

Revision	Approval Date	Revision Description	Originator	Approved By
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
Version 2.2	August 2019	Clarification that reviews and rechecks apply to ratified results only.	Dean of Academic Affairs	Academic Council
Version 2.3	August 2022	Amendment to grounds for review, providing greater clarity on what the grounds are and what is required of an applicant when appealing on those grounds. Scope for a review to result in actions other than re-marking of the assessment. General updating and clarification. Integration of right to appeal against a decision of the ASB	QA Office	Academic Council
Version 2.4	June 2025	Renumbered, was CCTP512, now CCTP509	Dean of Academic Affairs	Academic Council

### References upon which the Policy section is based

<b>CCT Policy area</b>	Student centred teaching, learning, and assessment
<b>Statutory &amp; System Wide Basis</b>	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
<b>Related CCT Policies / Forms</b>	CCTF139 – Recheck / Review / Appeals Form CCTP508 – Academic Integrity and Academic Misconduct Policy