



QQI ASSESSMENT APPEALS PROCEDURE: RESULTS APPEALS AND PROCESS APPEALS (ALL PROVISION)

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1. Definitions

1.1 Approved Result

Approved results are results which have been through all stages of the certification process and been approved for distribution to learners by the Results Approval Panel. An appeal can only be made based on approved results.

1.2 Assessment Result Appeal

An assessment result appeal refers to the appeal of an approved result. In such cases, the learner is not satisfied with an assessment result: the learner believes the marks awarded are not representative of the quality of the work submitted for assessment.

Only **approved results of work submitted** can be formally appealed by the learner. No new assessment evidence can be submitted.

1.3 Assessment Process Appeal

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

1.4 Timeframe for lodging an assessment appeal

Assessment Result Appeals and Assessment Process Appeals should be made within **10 working days** of the issuing of approved results.

2. Principles of assessment in relation to Assessment 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, Revised 2018, p.5). 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 (Revised 2018) principles of assessment.

2.1 Principles of Assessment

2.1.1 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

2.1.2 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 over time across various assessors, contexts, conditions and learners

2.1.3 Fairness

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

2.1.4 Quality

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

2.1.5 Transparency

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

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

3. Assessment Appeals Roles and Responsibilities

3.1 The Provision

- The Provision has prime responsibility for communications with learners. The External Appeals Office will communicate directly with the Provision and the Provision directly communicates with learners. The Provision has the responsibility to ensure the learner does not contact or communicate with the External Appeals Office.
- The Provision must determine a date which complies with the minimum notice required and inform the learners of this date. Learners should be informed that appeals received by the Provision after this date will not be processed.
- Documentation for appeals in respect of minor awards must be accompanied by the relevant programme module descriptor. An appeal in respect of a minor award cannot be re-examined without the relevant programme module descriptor.
- The Provision is required to check the relevant module descriptor to ensure that all the appropriate assessment evidence produced by the learner is available for the appeal.
- The Provision must e-mail the **External Appeals Summary Sheet** to appealsoffice@lcetb.ie
- The Provision must enclose External Appeals Summary Sheet with the following Appeal documentation:
 - Provision External Appeal Form (N10)
 - Authentication Report by Learner Group by Minor Award Results Sheet
 - Appeal Programme Module Descriptor
 - Learner Assessment Evidence, including the original marking sheet(s)
 - Learner support files
 - Any other relevant documentation
- The Provision is advised to use registered post or courier service when sending appeals to the External Appeals Office.
- The Provision must ensure that access is provided to any soft copy evidence on Teams, Moodle or OneDrive. QASS will provide Provision with the email address for the EA(s). Links to Moodle courses must be shared – it is not sufficient to just add EAs to the course(s).
- Provision must check all evidence stored on a platform is available.
- Only evidence that has previously been presented by the learner and has been securely retained in the Provision following the initial assessment, can be considered as part of an appeal. **No new evidence can be submitted.**
- Personal letters/documents sent to Provision from learners to support their appeals applications should not be sent to QASS.

- If learner evidence is of such a nature that it cannot readily be forwarded to the External Appeals Office, and a visit to the Provision by an Appeals Examiner is required, the Provision will indicate this on the External Appeal Application Form (N10) and will forward the N10 form to the External Appeals Office.
- The Provision will be informed by the External Appeals Office regarding the outcome of the appeal by email and the Provision will then inform the learner of the outcome of their appeal within a reasonable timeframe. The Provision will arrange the refund of the €40 per module appeal fee to the learner following a successful appeal decision following the steps in [Appendix 1 - Fee lodgement and refund process](#)
- Following the completion of the External Appeals Process, QQI will be informed by the External Appeals Office of any successful appeal outcomes. QQI will make any required amendments to grades on the QQI Business System. New certificates will be issued by QQI to Provision.

3.2 The Learner

If a learner wishes to appeal an assessment result, process or both the result and process the learner must:

- Note the grounds for appeal (assessment result appeal, assessment process appeal or result and appeal)
- Note the timeframe for appeal (see Section 1.4)
- Lodge an appeal (with relevant fee) (see Section 5 or 6).

Only assessment evidence that has already been submitted as part of the final assessment can be considered as part of an appeal; no new evidence can be submitted.

3.3 The External Appeals Office

- The External Appeals process will involve a re-examination of:
 - The learner evidence presented for module under appeal
 - The assessment result awarded for the module
- An Appeals Examiner will be assigned by the External Appeals Office for the purpose of the appeal. The Appeals Examiner who re-examines a learner appeal will not be the internal assessor who made the original assessment decision, or the External Authenticator assigned to the Provision during the assessment period for that award.
- In the case of Assessment Process Appeal the External Appeals Office will examine the learner appeal, investigate whether relevant assessment procedures were followed and make a decision on the appeal.
- The External Appeals Office will communicate the outcome of the appeal directly to the Provision via e-mail and will return all evidence to the Provision.

- The External Appeals Office will provide Provision with an overall summary sheet of appeals decisions. Provision are to inform each learner of their individual outcomes. A template for this letter can be found on StaffCONNECT [Assessment Procedures and Forms](#).
- The Appeal Report Form completed by the Appeals Examiner is held by the External Appeals Office. A copy will be sent to the Provision for their records and relevant feedback should be given to the assessor.
- The External Appeals Office will communicate the outcome of the appeal directly to QQI. In cases where an appeal is successful, QQI will amend the original result on the QQI Business System (QBS) and will issue a new certificate directly to the Provision.
- The External Appeals Office will not communicate directly with learners and will not respond to communications that do not emanate from the Provision.
- The External Appeals Office is located in -
Limerick and Clare Education and Training Board External Appeals Office
Quality Assurance Support Service
College of Further Education & Training
Ennis Campus
Clonroad
Ennis, County Clare
E-mail: appealsoffice@lcetb.ie

3.4 The Appeals Examiner

An Appeals Examiner must:

- Examine the External Appeals Application Form (N10) and learner assessment evidence
- Make a decision regarding the appeal
- Complete an Appeal Report Form for each learner

4. Implication for CAO offers

The outcome of an appeal may have a significant bearing on whether an applicant through the CAO is offered a place on a Higher Education programme. The CAO operate to extremely strict timelines, and results that are not communicated to them in time **will not** be included in the points' calculations, and subsequent candidate place offers.

All appeals by learners who have applied through the CAO for Higher Education programmes should be clearly marked on the Provision External Appeal Application Form (N10) as "**CAO APPLICANT**". A note to that effect should also be included on the External Appeals Summary Sheet.

Applications for appeals in these cases must be received by the External Appeals Office as per the date provided by QQI.

5. Assessment Result Appeals Process

Important:

- The learner is notified by the Provision of the deadline for appeals within the given assessment period.
- Assessment appeals should be made within the minimum requirement of **10 working days' notice**.
- Limerick and Clare Education and Training Board will endeavour to complete all appeals within a reasonable timeframe (**recommended timeframe: twenty (20) working days**) on receipt of appeal. Every effort should be made to process the application as promptly as possible, especially if CAO/other deadlines may be impacted.
- Note: Only evidence made available to the appeals office will be reviewed

Where possible, the learner discusses the potential result appeal with the Assessor and/or Provision Co-ordinator and examines grounds for appeal and timeframe before proceeding.

Only approved results can be formally appealed: no new assessment evidence can be submitted.

5.1 Learner completes the Assessment Appeals Application Form and submits form to Provision together with the Appeals Fee

The learner must complete and return the **Assessment Appeals Application Form** and fee to their Provision. Appeals received after the deadline will not be processed. A fee of €40 is payable in respect of each module being appealed. The fee is refundable in the case of successful appeals. The fee of €40 per module appealed must be paid by the learner directly to the Provision. Cheque, Bank Draft and Postal Order are the only permitted forms of payment. Provision must lodge received payments, complete the **Bank Lodgement Record** and send to the Treasury Department.

Learners should be informed that Appeals cannot be processed without the payment of fees.

Learners must communicate directly with the Provision **and under no circumstances** should contact the **External Appeals Office**.

The Assessment Appeals Application form must be signed by the learner and by the Provision.

5.2 Provision submits application to External Appeals Office

Provision submits the Provision External Appeals form (N10), External Appeals Summary Sheet, the original evidence (including any digital evidence) and any other relevant documentation to the External Appeals Office. Access to soft copy evidence on Teams, Moodle and OneDrive must be provided.

Provision emails a copy of the External Appeals Summary Sheet to the following email address – appealsoffice@lcetb.ie

All assessment evidence, as required by the validated programme or module, must be available for the appeal. Any evidence not available will be assumed not to have been completed or submitted.

The Provision retains the learner's Assessment Appeal Application form for their records and should not forward it to the External Appeals Office.

5.3 External Appeals Office assigns an Appeals Examiner

The External Appeals Office assigns an Appeals Examiner who will endeavour to complete all appeals within **twenty (20) working days** on receipt of appeal. Every effort should be made to process the application as promptly as possible, especially if CAO/other deadlines may be impacted.

5.4 Assessment Appeals Examiner makes a decision on the appeal and informs the External Appeals Office

The Assessment Appeals Examiner completes a:

1. **Totting/recording check** to check for any errors. If an error is found, marks are changed.
2. **Review** of the assessment evidence and makes a decision as to whether grade is upheld or changed
3. Makes a **decision** on the appeal and informs the External Appeals Office of the outcome.
4. Completes a report for each module examined.

5.5 External Appeals Office informs the Provision of the outcome (successful or unsuccessful)

within a **maximum two (2) working days**. The External Appeals Office will generate a summary report of the Successful and Unsuccessful appeals applications and will forward them to Provision. Provision should send each learner a letter informing them of the outcome of their appeal. A sample letter can be found on StaffCONNECT [Assessment Procedures and Forms](#).

5.6 If successful, the External Appeals Office informs QQI of any grade change(s).

5.7 The Provision informs the learner of the outcome of the appeal application

The Provision informs the learner of the outcome of the appeal within a reasonable timeframe a **maximum five (5) working days**. Where an appeal is successful, the fee is refunded to learner. Provision requests refunds by completing the **Refund Claim Form** and sending it to the Treasury Department.

5.8 At the next Results Approval Meeting, all appeal results from previous assessment period are ratified. The appeal result is final.

5.9 If successful, the Provision must ensure that the certificate(s) issued by QQI with the original results for that period are not posted to learners.

6. Assessment Process Appeals

Note:

- The learner is notified by the Provision of the deadline for appeals as per the authentication calendar for the relevant period.
- Assessment process appeals should be made within the minimum requirement of **10 working days' notice**.
- Limerick and Clare Education and Training Board will endeavour to complete all appeals within a reasonable timeframe (**recommended timeframe: twenty (20) working days**) on receipt of appeal. Every effort should be made to process the application as promptly as possible, especially if CAO/other deadlines may be impacted.
- Note: Only evidence made available to the appeals office will be reviewed.

Where possible, the learner discusses the potential process appeal with the Assessor and/or Provision Co-ordinator and examines grounds for appeal and timeframe before proceeding.

6.1 Learner completes the Assessment Appeals Application Form and submits form to Provision together with the Appeals Fee

- The learner must complete and return the Assessment Appeals Application Form and fee to their Provision. Appeals received after the deadline will not be processed. A fee of €40 is payable in respect of each module being appealed. The fee is refundable in the case of successful appeals. The fee of €40 per module appealed must be paid by the learner directly to the Provision. Cheque, Bank Draft and Postal Order are the only permitted forms of payment.
- Learners should be informed that Appeals cannot be processed without the payment of fees.
- Learners must complete the section of the form related to Assessment Process Appeals detailing why they believe the process wasn't correctly followed.
- No copies of any communication between the learner and the assessor/Provision should be included in the application
- Learners must communicate directly with the Provision **and under no circumstances** should contact the **External Appeals Office**.
- Provision must lodge received payments, complete the **Bank Lodgement Record** and send to the Treasury Department.
- The Learner Appeals Application form must be signed by the learner and by the Provision Manager/ Co-ordinator.

6.2 Provision complete Part B of the form

- Provision reviews the details the learner has provided outlining the basis for their Assessment Process appeal application.
- Provision completes the section of the form outlining their response to the learner's grounds for appeal. As much detail as possible should be included to enable the appeals office to make an informed decision.
- Only evidence made available to the appeals office will be reviewed. No additional information will be accepted.
- No copies of any communication between the learner and the assessor/Provision should be included in the application.

6.3 Provision submits Appeals documentation to the External Appeals Office

Provision submits the Provision External Appeals form (N10), External Appeals Summary Sheet, the original evidence (including any digital evidence) and any other relevant documentation to the External Appeals Office. Access to soft copy evidence on Teams, Moodle or OneDrive must be provided using the email address supplied by the External Appeals Office.

Provision emails a copy of the External Appeals Summary Sheet to the following email address – appealsoffice@lcetb.ie

All assessment evidence, as required by the validated programme or module, must be available for the appeal. Any evidence not available will be assumed not to have been completed or submitted.

Note: Provision must ensure that the assessor involved is available for consultation should any queries arise from the Appeals Office.

6.4 External Appeals Office informs the Provision of the outcome of the appeal (successful or unsuccessful)

The External Appeals Office will examine the learner appeal, investigate whether relevant assessment procedures were followed and make a decision on the appeal. External Appeals Office informs Provision of outcome 1.1 within a maximum two (2) working days. The External Appeals Office will generate an overall summary sheet for each Provision.

6.5 The Provision informs the learner of the outcome of the appeal application

The Provision informs the learner of the outcome of the appeal within a reasonable timeframe a **maximum five (5) working days**. Where applicable, the fee is refunded to learner. Provision request refund(s) by completing the **Refund Claim Form** and sending it to the Accounts Department – [see Appendix 1](#).

The appeal result is final.

References

QQI (2018 Revised) *Quality Assuring Assessment Guidelines for Providers*. Ireland: QQI. Available from: <https://www.qqi.ie/Downloads/Quality%20Assuring%20Assessment%20-Guidelines%20for%20Providers%20Revised%202013.pdf> [accessed 05th Dec 2024].

Appendix 1 - Fee lodgement and refund process

The following steps must be taken when lodging appeals fees and requesting refunds for successful appeals:

- The Fee of 40 euro per module is to be paid by learner to the provision. The only accepted forms of payment are cheque, bank draft and postal order. A receipt must be issued to the learner.
- All payments received by the centre should be lodged to the LCETB main account. The **LCETB Bank Lodgement Record** must be completed and sent to treasury@lcetb.ie.
- The fees for successful appeals must be refunded to learners. This is requested from the Accounts Department by completing the **Refund Claim Form** and returning to accounts@lcetb.ie along with a copy of the original receipt.
- A cheque will be issued by accounts to the person(s) stated on the form in the next creditors run.