



QQI RESULTS APPEALS PROCESS

Quality Assurance Support Service

QQI Results Appeals, Laois and Offaly Education and Training Board

Purpose: The purpose of this document is to explain the process of processing learner appeals in relation to QQI assessment results in LOETB.

Scope: This procedure applies to programmes leading to QQI awards at levels 4, 5 and 6 with the exception of apprenticeships, Construction Skills Certification Scheme (CSCS) and Quarrying Skills Certification Scheme (QSCS). For non-QQI awards, refer to the relevant awarding body's procedure.

Step		Responsibility	Associated documentation
1.	Issuing Appeal form		
1.1	<p>At the start of the academic year, the LOETB QA Support Service notifies Programme Providers of LOETB's QQI Results Appeal deadlines for the year. These are the dates by which Results Appeals must be received by the QA Support Service.</p> <p>The Programme Provider nominates a staff member to act as the nominated Appeals Contact Person for the QA Officer and learners. The name of the nominated Appeals Contact Person is notified to the QA Support service.</p> <p>Training Services: NLN's and the CTC nominate an appeals contact internally. For Contracted Training Courses and Local Training Initiatives, (LTIs) the appeals contact is the relevant LOETB Training Officer.</p>	<p>QA Officer</p> <p>Programme Providers</p> <p>Training Officers</p>	<p>Calendar of Results Appeal deadlines</p>
1.2	<p>For Further Education course learners, the information below is sent out immediately after the Results Approval meeting</p> <p>For Training Course learners, the information below is sent out once the RCCRS upload to the QBS has been completed. The QA Support Service will forward learners Provisional Statements of Results and QQI appeal documentation to the relevant Training Officer who will send it to learners.</p> <p>Each learner is issued with the following</p> <ul style="list-style-type: none"> • Cover letter (template provided by QA Support Service) • Their Provisional Statement of Results from the QBS • Information sheet: QQI Learner Appeals - Information for Learners • Results Appeal Form 	<p>Nominated Appeals Contact</p> <p>QA Officer</p>	<p>Template letter.</p> <p>Learner Provisional Statement of Results</p> <p>Results Appeal Form</p> <p>'QQI Learner Appeals - Information for Learners' Information sheet</p>

	Notification of the deadline for receipt of appeals including the name and address of the Appeals Contact Person must be included on the cover letter. Learners must make an Appeal through the nominated appeals contact person.		
2.	Processing Learner Appeal Form		
2.1	Learners wishing to appeal should return a completed Results Appeal Form, along with the fee of €40 per component/module. Learners must communicate directly with their appeals contact person regarding their Appeal.	Nominated Appeals Contact	Results Appeal Form
2.2	A receipt for appeal fees is issued to the learner. The appeals contact person documents the appeals they are submitting on behalf of learners	Nominated Appeals Contact	Record of learner payment / Copy of receipt Appeal Log
2.3	The appeals contact person submits the following items to the QA Support Service by the relevant date on the LOETB Appeals Calendar in respect of each appeal. (If sending appeal documents they must be sent by courier or registered post.) <ul style="list-style-type: none"> • Completed QQI Results Appeal Form, signed by appropriate Programme Provider staff, (e.g. Centre Manager, Principal, Programme Manager, etc.) • A copy of the relevant results sheet e.g. <ul style="list-style-type: none"> ○ For QBS Users – The Authentication Report by Learner Group by Minor Award Results Sheet for the relevant modules ○ For RCCRS users- The F12 Course Summary Assessment Sheet and Approval Form <p>Please ensure that only data relating to the learner who has lodged the appeal is visible on the results sheet, i.e. all other learner data should be redacted.</p> <ul style="list-style-type: none"> • Component / Module Information: <ul style="list-style-type: none"> ▪ QQI Component Specification or Module Descriptor or a copy of the Assessment Instrument Specification ○ For Further Education providers: <ul style="list-style-type: none"> ▪ The Assessor Pack 	Nominated Appeals Contact	Documentation for each appeal Record of registered post / courier record.

	<ul style="list-style-type: none"> All learner assessment evidence submitted by the learner for certification, including digital or practical pieces of work. No new learner evidence may be submitted. The original marking sheet(s) and marking schemes Relevant assessment policies e.g. Plagiarism Policy <p>Incomplete appeals packs cannot be processed and will be returned to the programme provider.</p>		
3.	Processing the Appeal –Stage 1		
3.1	<p>The Appeals process is divided into two stages</p> <p>Stage 1: Recheck of Marks</p> <ul style="list-style-type: none"> The Appeal details are recorded in the QA Support Service Appeal log. QA Officer rechecks the learner’s marks. If the marks are totaled correctly, the Appeal proceeds to Stage 2 If learner’s marks have been incorrectly totted leading to a change of grade, see Steps 4 and 5. 	QA Officer	<p>Appeal log</p> <p>Record of outcome of recheck</p>
4.	Notification of Appeals Stage 1 Outcome		
4.1	The learner is notified of their revised grade and offered the opportunity of concluding their appeal at this stage with their revised grade. The learner may choose to end their appeal at this stage or they may continue their appeal to Stage 2	QA Officer	<p>Email</p> <p>Record of phone call</p> <p>Appeal log</p>
4.2	<p>Where the learner chooses to accept the revised grade and conclude the Appeal at Stage 1, the QA Officer will:</p> <ul style="list-style-type: none"> Notify QQI of grade to be changed on QBS Notify the appeals contact person of revised grade Return Appeal documentation to the appeals contact person. Keep a record of Appeal outcome 	QA Officer	<p>QQI request for grade change</p> <p>Email</p> <p>Appeals pack</p> <p>QA Appeal log</p>
5.	Notification of Appeals Stage 1 Outcome to providers		
5.1	The appeals contact person is notified where a learner’s mark/ grade has changed at recheck stage. They are also notified regarding the learner’s decision to conclude or continue with their Appeal.	QA Officer	Email

5.2	<p>Appeals contact person role:</p> <ul style="list-style-type: none"> • Formal notification of the outcome of the Appeal is sent to the learner in writing as per template letter • Appeal fee is returned to the learner where the learner has chosen to conclude their appeal at the recheck stage 	Nominated Appeals Contact	<p>Letter to learner</p> <p>Record of return of fee.</p>
6.	Processing the Appeal-Stage 2		
6.1	<p>Even in the case of an upgrade at the recheck stage a learner can choose to progress their Appeal to Stage 2</p> <p>Stage 2: Independent review of learner evidence</p> <ul style="list-style-type: none"> • An Appeals Examiner is appointed by the QA Support Service to review the learner's work • The Appeals Examiner will be a subject matter expert with teaching/external authentication experience in the subject area who is not connected with the centre and who has not been involved in any assessment decisions regarding the learner's work in this module up to this point. • All appeal documentation is provided to the Appeal Examiner. • A report from the Appeals Examiner will be sent to the QA Support Service and will include the recommended outcome with supporting detail. • The report is reviewed to ensure it is clear and comprehensive. If further information or clarification is required, this will be sought from the Appeals Examiner. • The Appeals Examiner returns the appeals documentation to the QA Support Service • The recommendation is recorded in the QA Support Service Appeal log and a copy of the report is retained on file in the QA Support Service 	QA Officer	Appeal report and recommendation
7.	Notification of the Appeal Stage 2 outcome to the Programme Provider		
7.1	The outcome of the Appeal is communicated to the appeals contact person by email along with a copy of the appeal report.	QA Officer	Email with result
7.2	QQI is informed where the outcome of the appeal results in a grade change	QA Officer	Notification of grade change

7.3	The Appeals documentation is returned to the appeals contact person	QA Officer	Record of registered post or delivery receipt
8.	Notification of Appeal Stage 2 outcome to the Learner		
8.1	The appeals contact person issues a letter to the learner indicating the outcome. (See template) Please note: The learner does not receive a copy of the examiner's report.	Nominated appeals contact	Letter to learner
8.2	The appeals contact person ensure the appeal fee is returned to the learner where: <ul style="list-style-type: none"> The learner choses to conclude their appeal after Appeal stage 1 And /or <ul style="list-style-type: none"> The learner was upgraded as a result of the mark recheck at Appeal Stage 1 And /or <ul style="list-style-type: none"> Where the appeal was deemed successful by the Appeals Examiner at Appeal Stage 2 The appeal fee is retained by the Programme Provider where: <ul style="list-style-type: none"> The appeal was deemed unsuccessful by the Appeals Examiner at Appeal Stage 2 If the appeal fee is retained, the fee is lodged to the LOETB bank account.	Nominated appeals contact	Record of return of fee or Lodgment record.
	Documents associated with this Procedure		
	<ul style="list-style-type: none"> Appeal Calendar QQI Learner Appeals – Information for Learners Appeal Form Statement of Results template letters (CAO & non-CAO) Outcome of appeal template letters (Successful / Not Successful) 		