

QA 6.18 Cork ETB QQI External Appeals Process Procedure



Purpose of Procedure

The purpose of this procedure is to ensure that an External Appeals Process is in place for all learners in all Cork ETB Colleges and Centres offering QQI assessments. Learners are entitled to appeal their final result/s awarded for individual awards or components. The final result is the result that has been externally authenticated and approved by the Results Approval Panel.

Scope of Procedure

This procedure applies to all further education and training provision provided by Cork ETB colleges and centres or by organisations funded by Cork ETB to provide further education and training, accredited.

Where the appeals procedures of an awarding body other than QQI differ from this procedure, the appeals procedure of that other awarding body takes precedence.

Responsibilities

1. College/Centre Roles and Responsibilities

1. The College/centre has prime responsibility for communications with learners. The QA Office will communicate directly with the college/centre and the college/centre directly communicates with learners.
2. In college/centres where the number of appeals is greater than 12, the college/centre must contact the QA Office with a view to arranging a visit to the college/centre by an Appeals Examiner/s. The college/centre must indicate this on the External Appeal Application Form QA6.18a and forward the Application form QA6.18a to the QA Office on or before the QQI Appeals deadline.
4. The College/centre is required to check the relevant component specification descriptor to ensure that all the appropriate assessment evidence produced by the learner is available for the appeal.

5. The Appeal fee/s (**€40.00**) must be collected from the learner by the college/centre. Appeal fees must be referenced **QQI EXTERNAL APPEALS** and transferred to CORK ETB via electronic funds transfer to CORK ETB's Bank Account, the details for which are given below:

Cork Education and Training Board

Allied Irish Bank, 66 South Mall, Cork.

Account Number: 80975002

Sort Code 93-41-78

BIC: AIBKIE2D

IBAN: IBAN IE20 AIBK 9341 7880 9750 02

6. The College/centre must e-mail appealsoffice@corketb.ie the Remittance Advice form QA 6.18c including the List of Learner Names when sending payment to CORK ETB.
7. The College/centre must enclose a copy of the Remittance Advice Form QA6.18c including the List of Learner Names along with the following Appeal documentation:
 - ✓ External Appeal Centre Application Form QA6.18b
 - ✓ Authentication Report by Learner Group by Minor Award Results Sheet
 - ✓ Learner Assessment Evidence, including the original marks sheet(s)
8. In light of Covid 19, the college/centre is advised to email appealsoffice@corketb.ie before sending any appeals to the QA Office to discuss the mechanism of the delivery of the appeals to the QA Office.
9. Only evidence that has previously been presented by the learner and has been securely retained in the college/centre following the initial assessment, can be considered as part of an appeal. **No new evidence can be submitted.**
11. If learner evidence is of such a nature that it cannot readily be forwarded to the QA Office, and a visit to the college/centre by an Appeals Examiner is required, the college/centre will indicate this on the External

- Appeal Application Form QA 6.16a and will forward the Appeals Application form QA6.16a to the QA Office.
12. The centre/college will be informed by the QA Office regarding the outcome of the appeal by email and the centre/college will then inform the learner of the outcome of their appeal within a reasonable timeframe.
 13. Following the completion of the External Appeals Process, QQI will be informed by the QA Office of appeal outcomes. QQI will make any required amendments to grades on the QQI Business System.

2. Appeals that may have an 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 point's calculations, and subsequent candidate place offers. In order to ensure that a learner who has applied through the CAO and who is appealing the marks awarded to them through the ETB External Appeals Process in respect of QQI Awards benefits from any upgraded results awarded through the External Appeals Process, applications for appeals in these cases must be received by the Cork ETB QA Office **not later than 12:00 midday on Friday 19th of June.**

All appeals by learners who have applied through the CAO for Higher Education programmes should be clearly marked on the External Appeal Application Form QA6.18a as **"CAO APPLICANT"**. A note to that effect should also be included on the Remittance Advice note.

3. QA Office Roles & Responsibilities

1. The External Appeals Process will involve a re-examination of:
 - a) The learner evidence presented for the component under appeal
 - b) The assessment result awarded for the component
2. An Appeals Examiner will be assigned by the QA Office for the purpose of the appeal. The Appeals Examiner who re-examines a learner appeal will not be the teacher/tutor who made the original assessment decision, or the External Authenticator assigned to the college/centre during the assessment period for that award.

3. The QA Office will communicate the outcome of the appeal directly to the college/centre via e-mail and will return all evidence to the college/centre.
4. The college/centre will communicate the outcome of the appeal directly to the learner. If an appeal is successful, the €40.00 fee will be refunded to the college/centre for reimbursement of the learner.
5. The QA 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 and will issue a new Certificate directly to the college.
6. The QA Office will not communicate directly with learners and will not respond to communications that do not emanate from a college/centre.

7. QA Office Contact Details:

Appeals Cork ETB QA Office

Cork Training Centre
Rossa Avenue
Bishopstown
Cork

E-mail: appealsoffice@corketb.ie

Information for Learners

1. For all learners, information on the External Appeals Process and the procedures and deadline for submitting an appeal must be made available to the learner at the start of a course, and when results are provided to learners.

2. Learners are entitled to appeal their result/s awarded for individual awards or components.

3. In light of Covid 19, Learners will have not the option of viewing assessment material for a specific component prior to making an appeal. The viewing of marked assessments process provides learners with an opportunity to see how the component in question was marked.
4. A learner who wishes to make an appeal must complete and submit a Learner Appeal/s Application Form QA6.18a which is available from their college/ centre. Learners must be given a **MINIMUM OF 10 WORKING DAYS** from receipt of results/ to return the application form and appeal fee/s to the college/centre.

If a learner has applied to **CAO**, the 10 working days for return of appeal is changed to a **MINIMUM of 10 DAYS** to meet the deadline that QQI have set for CAO candidates. The college/centre 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 college/centre after this date will not be processed.

5. A fee of **€40.00** is payable in respect of each component being appealed. This fee is refundable in the case of successful appeals. This fee of €40.00 per appeal **must be paid by the learner directly to the college/centre.**
6. Learners should be informed that Appeals cannot be processed without the payment of fees.

2. Learner Appeal/s Application Form QA6.18a

1. The Learner Appeal/s Application Form QA6.18a must be available from the college/centre for all learners undertaking assessment.
2. The Learner Application Form is in Word format so that the college/centre can insert their own date by which the learners must submit an application to appeal, ensuring that the minimum

- requirement of **10 working days' notice** is adhered to. In the case of a learner that has applied to the CAO the notice is **10 days' notice**.
3. The Learner Appeals Application form must be signed by learner and by College Principal/Centre Manager.
 4. The college/centre retains the Learner Application form for their records and should not forward it to the QA Office along with Appeal documentation.
 5. This procedure and the learner application form will be forwarded to Cork ETB centres in May from which the Learner Application Form QA6.18a can be downloaded. A copy of Learner Appeal/s Application Form is on following page.

Document Details

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References:	