

Appeals Process

QQI states that “a provider should put in place an Appeals Process. An Appeals Process will enable the learner to appeal

- The assessment process, if they perceive there to be any irregularities/inequality in its implementation
- The assessment result”

Only approved results can be formally appealed by the learner.
(Quality Assuring Assessment, Guidelines for Providers, May 2007, p33).

Internal Consultation

A learner who wishes to appeal his/her results should notify the VTOS Co-Ordinator in writing of their intention to appeal their result.

A meeting will then be convened between the VTOS Co-Ordinator and the tutor to discuss the grounds for the appeal and to explain the learner’s grade.

If the learner is still dissatisfied with the result of this meeting, they may then proceed with the external appeals process.

External Appeals Process

LWETB will conduct its Appeals Process as follows:

- Information will be given to all Learners on the Appeals Process, including procedures and deadlines for submitting an appeal – A minimum of 2 weeks will be allowed for learners to lodge an appeal.
- A learner must lodge their appeal in writing directly to the registered centre. A fee of €40.00 will apply per appeal and will be returned to the learner if the outcome of the appeal is successful.
- Only evidence that has previously been presented by the learner, and has been retained in *the relevant centre* following the initial assessment can be considered as part of an appeal. No new evidence can be submitted.
- All assessment evidence as required by the component specification / validated programme module must be available for the appeal. Any evidence not available will be assumed not to have been completed or submitted.
- *The relevant centre* will process the appeal within a reasonable timeframe and will ensure that the appeal assessor is not the original assessor.
- *The registered centre* will inform the learner of the outcome of the appeal within a reasonable timeframe.

- Following the completion of the Appeals Process, QQI will be informed by *the relevant centre* of any successful appeals (changes in the assessment grades awarded). QQI will make any required amendments to grades on the QQI Business System (QBS) & will re-issue a certificate for the learner.