

Procedure Title	Learner Appeals
Associated Policy	<ul style="list-style-type: none"> • Chapter 5 Teaching and Learning • Chapter 6 Assessment of Learners
Version Number	V1
Owner	Education and Training Manager
Adoption Date	06 2022
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New review date	09 2024

Purpose

To provide learners with a fair and transparent system to appeal the assessment process and /or their approved result.

Scope

All Learner

Steps for Implementation

- All learners seeking certification are given an assessment brief. This brief is explained verbally, with one-to-one support/counselling if required.
- Learners are supported through the assessment process, with one-to-one support if required.
- Special arrangements for assessment of individuals with particular needs is put in place if required, if at all possible (that is, reasonable accommodation).
- If a learner is not satisfied that their allocated mark reflects the evidence they presented to the internal verifier/external authenticator, they have the right to appeal to LWL **within fourteen days** of receiving notification of their mark.
- The learner is given the opportunity to view their work and marking sheet onsite in LWL at an arranged time or is can be scanned and emailed to the learner.
- If the learner decides to proceed with the appeal, a Learner Appeals Forms should be submitted and include an administration fee of €50 per module within 5 days of review of the viewing.
- Appeal fees must be paid in advance to LWL and are refunded to the learner if the result is upgraded.
- Appeal requests should be submitted to the ETM.
- Subsequent to the lodgement of this appeal, the following is instigated:-
 - Re-evaluation by Internal Verifier
 - Re-evaluation by the External Authenticator or by external expert if the External Authenticator has already accessed the work during the External Authentication process.
 - Notification sent to QQI of appeal, and outcome of internal re-evaluation should the results change.

- If QQI subsequently decide to conduct a second evaluation by an External Assessor, LWL will facilitate this.
- The Learner will be notified in writing of actions taken, and the final decision.

Corrective Action

- Corrective actions are used to deal with errors, omissions and or deliberate acts by learners/staff, which would impact on the validity of the assessment process. This involves all issues of concern (errors, omissions, deliberate acts by learners/staff, etc.) relating to the validity and integrity of assessment are immediately reported to the ETM, investigated and an appropriate action plan is put in place:
- Corrective Action Plan
 - Errors are recorded
 - Document a correction action plan
 - Document procedures and corrective actions
- Where applicable, a meeting is held with relevant stakeholders to discuss the error and appropriate corrective action to be applied.

Reference Documents

Correspondence

Supporting Documents

- Learner Appeals Application Form
- Learner Appeals External Feedback
- Learner Appeals Corrective Action
- Learner Appeals Log