

IADT Assessment Appeals Policy and Procedures

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Purpose	This is the policy and procedures for dealing with Assessment Appeals at the Institute
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Who needs to know about this document	Registrar, Heads of Faculty, Heads of Department, all staff and students.
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Policy Author	Office of the Registrar
Policy Owner	Registrar

Introduction

This policy is intended to detail the Institute's provision and support for students who wish to submit an assessment appeal.

In IADT, an Assessment Appeals Board is a subcommittee of Academic Council.

It is recommended that this procedure is used in conjunction with the following:

1. [QQI Assessment and Standards revised 2013](#)
2. IADT Marks and Standards Policy
3. IADT External Examiners Procedures

Scope

This policy and procedure applies to all taught programmes of study leading to an IADT award.

Definitions

The following definitions: (as outlined in QQI Assessment and Standards revised 2013) have been adopted by IADT:

- **Appeal:** "An appeal is a request to a higher authority for the alteration of the decision or judgement of a lower one. In the context of the assessment of students, the lower authority could be a board of examiners, and the higher authority the academic committee or one of its sub-committees. An appeal is a request for a review of a decision of an academic body charged with decisions on student progression, assessment and awards". The QAA28 code of practice 'defines an "appeal" as a request for a review of a decision of an academic body charged with decisions on student progression, assessment and awards'.

In IADT the lower authority is the Assessment board, students may appeal to the higher authority which is the Assessment Appeals Board.

- **Review:**
A *review* means the re-consideration of the assessment **decision**, either by the original assessor or by other competent persons". A review may result in one of the following outcomes: grade unchanged, grade increased or grade decreased.

A review is an integral part of the appeals process

- **Administration Recheck:**

A *recheck* means the administrative operation of checking (again) the recording and addition of the combination of all component scores for a module and/or stage. A recheck may result in one of the following outcomes: grade unchanged, grade increased or grade decreased.

Re-checks and reviews should be completed in time for the appropriate QQI grant of awards date. The relevant external examiner should be notified and/or consulted if any change in classification is decided by the academic committee following review. Re-checks should be managed directly by the responsible academic unit.

Correction of Error

If following a meeting of an IADT Assessment Board, an error is discovered in the recording or calculation of a grade and/or in the recording of an overall result, a Correction of Error form will be completed by the Head of Department, and signed by the Registrar. This form will be submitted to the Assessment Appeals Board for noting & sign off. An updated transcript will then be issued to the student by the Office of Academic and Student Affairs.

Grounds for appeal of assessment

A student who wishes to lodge an appeal may do so on a limited number of grounds, these include administrative errors/material irregularity in assessment procedures or an appeal on medical/personal/extenuating circumstances.

The student must clearly identify the module(s) and the elements for which the appeal is being made. The application must also specify the grounds on which the appeal is sought and must contain all information that the student requires to have taken into account in the appeal.

1. Appeal on administrative error or a material irregularity in assessment procedures

An appeal of an assessment result shall be considered only if any of the following minimum standards of programme delivery were not met by IADT:

- a) A student believes they were adversely affected by an irregularity in how the assessment was conducted; e.g. in written examinations, insufficient/inaccurate information on examination papers and continual assessments, or faulty IT equipment.
- b) They believe they were adversely affected by an administrative error, resulting in an incorrect grade being recorded on the student database
- c) They believe that due process was not followed, and seek verification that their work was assessed in accordance with IADT procedures, and that the process was fair and consistent. For example;

- Were students informed of assessment requirements (modes, weightings)?
- Was appropriate feedback provided to students on assessment?
- Were the assessment processes reviewed by external examiners, as laid down in IADT External Examiner Procedures?

2. An appeal on medical, personal or extenuating circumstances

An appeal may be made on the grounds of medical, personal or extenuating circumstances if a student believes they were adversely affected by factors which the Assessment Board was unaware of when making its decision, e.g. personal or medical reasons.

However, these are not in themselves grounds for changing a grade. You may at the discretion of the Appeals Board be allowed to resubmit at the next exam period as a first sitting.

a) Appeals on Medical Grounds:

In the event of illness during an assessment period, a student may lodge an appeal. An appeal on medical grounds must be supported by appropriate, signed and dated medical certification on headed paper.

b) Appeals on Personal Grounds:

An appeal on personal grounds, e.g., relating to personal difficulties, must be supported by documentary evidence provided by a recognised professional (e.g. psychologist, counsellor, etc.). Documentary evidence provided must be legible and stamped by the relevant professional.

c) Appeals on the Grounds of Extenuating Circumstances:

A student seeking an appeal on the grounds of extenuating circumstances relating to other factors such as the death of a relative or other incident, must submit written evidence; for example, a death notification or Garda report Grounds for appeal of an assessment.

Assessment appeal submission

Before a student submits an appeal

After results have been published, students can discuss these with their programme coordinator or other appropriate staff. The aim is to understand these results and provide guidance for students in the future. This early communication can provide useful clarification and feedback and may help to inform a student's decision on whether to proceed or not with an appeal.

However, once an appeal is submitted to the Registrar's Office, it is no longer appropriate for a student to consult with faculty staff about the appeal lodged.

Written assessments

In programmes where written examinations are conducted a student may make a request to the Office of Academic and Student Affairs to view their scripts. To ensure applications to view scripts are processed within the appeal deadline date, three full days are set aside, commencing one day after formal publication of results and ending the day before the appeal submission deadline. To organise viewing of your script, please complete a [Request to View Examination Script form](#) and bring to the Academic and Student Affairs Office.

To view your files in the Faculty Admin Office, please contact the relevant office to organise a date/time, explaining that you wish to do this with a view to making an appeal.

Practical assessments

For practise based programmes, students may decide to review their student assessment feedback sheets, these are available from student files retained in the Faculty Office.

Assessment Appeals Board

The Office of the Registrar convenes an Assessment Appeals Board. The Board is made up of the Registrar (Chair) or a nominee, a Head of Department (other than the Department in which the student is registered), and a current Academic staff representative from Academic Council. Other relevant staff, such as the Examinations Officer or the Manager of Academic and Student Affairs, may be present to respond to the Board's queries.

Terms of Reference

To conduct the formal appeals process of the Institute.

Standing Orders for the Assessment Appeals Board

- The Assessment Appeals Board will convene as necessary after assessment periods scheduled in the academic calendar.
- The Board shall meet to consider an appeal, along with the response from the programme team to the students appeal.
- The Board will arrive at one of the following decisions
 - To uphold the appeal
 - To reject the appeal
- The Registrar will provide a recording secretary for the Board meeting.
- In carrying out its duties, the Board may request further factual information from the relevant Academic Department, the Examinations Office, or any other relevant offices within IADT.
- The decisions of the Board are recorded in Minutes
- Minutes of the Appeals Board are circulated to the Faculty Administrator, Head of Department and the Examinations Office. Copies of the Minutes and letters to the students are stored on a restricted access folder on the Institute' shared drive.

What the Appeal Board does not do

The Assessment Appeals Board does not attempt to replicate the assessment functions of an Assessors Board and, as a consequence, does not involve itself in re-assessing any assessment elements of a student's work. Therefore, it is requested that you do not include any assessment materials such as dissertations, essays, programs or reports, with your appeal submission, as they will not be considered.

Decision of the Assessment Appeals Board:

The Assessment Appeals Board will review all documentation relating to the appeal, including a response from the Faculty, and will make a decision on their findings. The decision of the Appeals Board will be conveyed in writing by the Registrar's Office to students within five working days of the outcome of the Appeals Board, informing them of the outcome of the Assessment Appeals Board. If the appeal is successful, the appeal fee is refunded via the student's bank account.

Appeals assessment Procedure

Having viewed their script or feedback sheet, a student may decide to proceed with an appeal. The appeals process will include an administration recheck of a student's grades.

Note: Following the decision of an Assessment Board, and pending the outcome of any appeal process, the student is advised to follow the recommendations of the Assessment Board.

Deadlines

Deadline dates are set for appeal submissions after every Assessment Board, deadlines are within five working days of the formal (online) publication of results. Submissions should be lodged with the Office of Academic and Student Affairs within these timelines.

Submission deadlines will be strictly adhered to.

Appeals Fees

Appeal fees are €25 per module, up to a maximum of €100 per sitting. This fee must be paid online via <https://epay.iadt.ie/open>. Evidence of payment must be submitted with your appeal submission form.

Submitting an appeal

1. To make an appeal the student should complete the [Appeal Application form](#) and attach evidence of payment and any supporting documentation. Forms and supporting documents can be delivered to the Academic + Student Affairs in Room A027, Atrium Building, or online by the specified deadlines. The deadline for receipt of appeals of results is 5 working days after the posting of exam results online. This date will be included in the Academic Calendar and Student Handbook each year.
2. Do not include any assessment materials such as dissertations, essays, programs or reports, with your appeal submission, as they will not be considered.
3. When drafting an appeal, students should endeavour to moderate the language of their submission to reflect the facts around their specific case, and avoid inappropriate references, generalisations, anecdotal third party hearsay or personalised comments.
Complaints against an individual should not form part of the appeal. If a student wants to make a complaint against a staff member or another student, they should refer in the first instance to the IADT Complaints Procedures and/or the IADT Mutual Respect Policy (both on IADT website).
4. Students may wish to contact the Student Union for support and advice on how to proceed with an appeal.
5. Third party appeals will not be accepted.

Assessment Appeals Board

- The Registrar carries out an initial assessment on which appeals have sufficient ground to go before an Appeal Board.
- For appeals that are deemed to be of sufficient grounds to continue, the Senior Quality Officer (SQO) forwards soft copies of these to the relevant Faculty for a response. A deadline is set by which the SQO must receive the response (see Appendix 2 for Faculty Response Form) back from the Faculty, in soft copy format.
- The Office of the Registrar convenes an Assessment Appeals Board.
- The decision of the Appeals Board will be conveyed in writing by the Registrar's Office to students within five working days of the outcome of the Appeals Board, informing them of the outcome of the Assessment Appeals Board. If the appeal is successful, the appeal fee is refunded via the student's bank account.
- In exceptional circumstances, a student may challenge the findings of the Assessment Appeal Board by initiating an appeal to the President.

Appeal to the President

Such an appeal should be lodged as soon as possible, but no later than ten working days after the student has received the decision of the Assessment Appeals Board; this is to ensure minimum disruption to a student's continuing studies.

- To initiate an Appeal to the President, a student must show substantial grounds for disputing the findings of the Assessment Appeals Board, e.g. evidence of faulty procedure on the part of the Assessment Appeals Board, clear conflict of interest on the part of a member (or members) of the Appeals Board or significant new evidence which was not available to or considered by the Appeals Board.
- An Appeal to the President is a very serious undertaking and should only be entered into if the student believes that the Assessment Appeals Board did not discharge its duty properly.
- An Appeal to the President should not be initiated solely on the grounds that a student does not agree with the decision of the Assessment Appeals Board.
- The President shall decide between the two following courses of action:
 - Reject the appeal
 - Ask the Assessment Appeals Board to review its decision (citing reasons why this is considered necessary)
- The President will issue a response to the appeal within five working days.

Appendix One – Forms

The following forms are included in this appendix:

1. **Appeal against Examination/Assessment results Application Form**
This form is to be should be completed in full by the student who is appealing their grades
2. **Faculty Response to Appeal of Assessment Result (Recheck + Review)**
Form is completed by the Faculty in response to an appeal by a student and on completion of a recheck of the result and review of the assessment decision.
3. **Faculty Correction of Error Form**
This Form is completed when an error is discovered in the recording or calculation of a grade and/or in the recording of an overall result.

Appeal against Examination/Assessment Results Application Form



This form should be completed in full by the student who is appealing their grades

Student Name	
Student Number	
Programme Title	
Stage (Year)	
Date of Results Publication	
Address	
Student Email Address	
Mobile Phone Number	
Clearly state the Module(s) titles and the elements for which the appeal is being made	

Grounds for Appeal

You must specify the grounds on which you have based your appeal. You may appeal against an examination/assessment results **on the following grounds only** – please tick the relevant box (es)

Administrative Error or a material irregularity in assessment procedures	You believe your performance was adversely affected by an irregularity in how the assessment was conducted, eg in written exams, insufficient or inaccurate information on the examination papers or faulty IT equipment	
	You believe you were adversely affected by an administrative error which has resulted in an incorrect mark being recorded on the student database	
	You believe due process was not followed and seek verification that your work was assessed in accordance	
Documentary Evidence	If you are seeking an appeal on the grounds of an administrative error or a material irregularity in assessment procedures which have made a real and substantial difference to your result, you must attach any relevant documentation which supports your case	

Appeals Board Use Only

Decision Upheld by Appeals Board

Yes

No

Date of Appeals Board Meeting

Signature of Appeals Board Chair

Exams Office Use Only (if appeal is upheld)

Grade Changed

Yes

No

Date Grade Changed

New GPA

New Academic Standing

Signature of Exams Officer

Faculty Response to Appeal of Assessment Result (Recheck + Review)



A response is required for each module/assessment appealed.

Student Name			
Student Number			
Programme Title		Stage (Year)	
Title of Module Appealed			

Recheck

All appealed assessments must be rechecked - a recheck means the administrative operation of checking the recording and addition of the combination of all component scores for a module. Normally, more than one person should participate in verifying this chain of checks (e.g. a lecturer and a Faculty Administrator)

This result has been rechecked and the outcome is (tick relevant box)	Rechecked with Grade Change	Yes		No	
	The result is changed From		To		
	Rechecked with No Grade Change	Yes		No	
Signed					
Position					
Date					

Review

Review

A review means the re-consideration of the assessment decision, either by the original assessor or by other competent persons. Appellants must indicate the grounds on which they have requested a review

Grounds for Appeal
Give your comments, if any, on the grounds for the appeal

Review of Assessment Decision

The presumption is in favour of the original marks. Comments should generally be used to justify changes in these marks. Where appropriate, relate proposed changes to the grounds for appeal.

This assessment decision has been reconsidered and the outcome is (tick relevant box)

Reviewed with Grade Change	Yes	No
The result is changed from	to	
Reviewed with No Grade Change	Yes	No

Comments

Change in Overall Result following Recheck or Review

(Note: The Faculty must notify the relevant External Examiner if any change in classification of an award is decided following the Assessment Appeals Board meeting.)

If the result is changed, by either recheck or review, please record any implications this has for the student’s overall result for the sitting.

Signed

Position

Date

Office Use Only

This report has been copied to the student’s Faculty record

Student record database updated

File copy retained with examinations appeals record for sitting

Faculty Correction of Error Form



This form is to be used by Faculties only – to be completed and signed by the relevant Head of Department. When completed, this should be forwarded to the Senior Quality Officer for noting at the Appeals Board

Student Name		
Student Number		
Programme Title		
Stage (Year)		
Date of Results Publication		
Details of Correction of Error	Module Titles where an error occurred	Grade change recommended
Signature of Head of Department		
Date		

Appeals Board Use Only

Approved by Appeals Board	Yes	No
Date Approved		
Signature of Appeals Board Chair		

Exams Office Use Only

Grade Changed	Yes	No
Date Grade Changed		
New GPA		