



**TITLE: ASSESSMENT RE-CHECK, REVIEW AND APPEALS POLICY**

<b>Effective Date</b>	16 September 2019	<b>Version</b>	2.1
			Appendix 1.2 added to the Policy.
<b>Approved By</b>	Academic Council	<b>Date Approved</b>	16 September 2019
		<b>Review Date</b>	Annually
<b>Superseded or Obsolete Policy / Procedure(s)</b>		<b>Owner:</b>	
2 – <i>Assessment Re-Check, Review and Appeals Policy</i> (16 September 2019)		Office of the Registrar	
Policy reviewed to revise procedures for academic re-checks, reviews and appeals along with a new application form.			
1 – <i>Assessment Re-Check, Review and Appeals Policy</i> (7 June 2017)			
Initial Issue			

## 1. Purpose of Policy

The following Policy and associated documents govern requests for re-check, review and appeal of examination and assessment material at Carlow College, St. Patrick's (hereinafter Carlow College). This Policy is in compliance with *QQI Assessment and Standards Revised 2013*.

## 2. Definitions

*Re-check:* The administrative operation of re-checking the recording and addition of marks for a module and/or stage.

*Review:* The detailed re-consideration of the assessment decision of all or part of the examined material either by internal or external examiners, or both.

*Appeal:* a request to a higher authority for the alteration of the decision or judgement of a lower one. In this context it is an appeal against the result of a *Review* which is carried out by a sub-group of Academic Council.

### **3. Scope of Policy**

This Policy deals with learner requests for reconsideration of marks awarded for examinations and continuous assessments elements including, but not limited to, essays, portfolios and dissertations.

### **4. Policy Statement**

Learners can reasonably expect that the College follows its published assessment procedures; those procedures are fair, consistent and fit-for-purpose and that the College complies with its legal obligations in the conduct of its assessment processes. This Policy acknowledges the right of the learner to request a reconsideration of assessment marks when they believe that one or more of these expectations have not been met.

The spirit of this Policy is one of transparency and dialogue towards resolution of difficulties that may arise. It ensures that in the first instance there is an opportunity for informal consultation between student and lecturer to explain how certain marks have been arrived at. It is the practice of this College to initially recommend this route to learners who may be contemplating lodging an application for a formal re-check or review of their results.

If, however, a student wishes to move to a formal application for a re-check or review, the procedure is fully outlined and the application form is easily accessed. The grounds under which a review may be requested are clearly outlined, the procedure is transparent and the outcome will be communicated to the learner within a set timeframe.

### **5. Roles and Responsibilities**

#### *Office of the Registrar*

This office will ensure that details of the procedures for Academic Re-Checks, Reviews and Appeals and the Application Forms for Re-Checks, Review and Appeals are communicated to students when they receive notification of their end-of-year results. Applications for re-checks, received within the five-day timeframe and accompanied by the relevant fee, will be forwarded to the Programme Director. Applications for reviews, received within the five-day timeframe and accompanied by the relevant fee, will be forwarded to the Registrar and Programme Director. This office will communicate the result of a re-check or review to a learner and will retain documentation relating to the results of re-checks and reviews.

#### *Registrar*

The Registrar, along with the relevant Programme Director, will decide whether the grounds stated in an application for review are valid and will set the process of the review in train. The Registrar will then arrange for the result of the review to be communicated to the learner and arrange for broadsheets and SRMS systems to be amended if necessary. The Registrar will deal with requests for appeals of a review decision, will decide if the grounds for an appeal are valid and will set up a sub-group of Academic Council to consider the appeal.

#### *Programme Director*

The Programme Director will deal with requests for re-checks in conjunction with the relevant assessor(s) and Academic Administration. She/he will arrange for the result of the review to be communicated to the learner and arrange for broadsheets and SRMS systems to be amended if necessary. The Programme Director, along with the Registrar, will decide whether the grounds stated in an application for review are valid and will assist in setting the process of the review in train.

## *Assessors*

All assessors should ensure that they are available for learner consultation in the days following the issue of the end-of-year results. They should also be available to participate in a re-check or review of one or more of their modules.

### **6. Associated Documentation**

- Appendix 1: Procedures for Academic Re-Checks, Reviews and Appeals
- Appendix 1.1: Applied Social Studies (Professional Social Care) Procedures for Reviews and Appeals of Assessment Decisions Regarding Practice Placement and Portfolio Modules
- Appendix 1.2: Application Form for Re-Checks and Reviews

### **7. Referenced Policy**

- *Assessment of Learners Policy*

### **8. Monitoring and Review**

The Policy will be subject to continuous assessment and evaluation, and will be formally reviewed on an annual basis.

## Appendix 1: Procedures for Academic Re-Checks, Reviews and Appeals



### Procedures for Academic Re-Checks, Reviews and Appeals

#### Stage 1 Informal Consultation between Student and Lecturer (No fee)

Following the online issue of results on the Student Gateway, assessors involved in the specific assessment tasks are available to meet individual learners by appointment, to review their scripts and discuss their marks. Such consultations aim to:

- give formative feedback to learners, especially to those who need to repeat; and
- explain the basis of the learner's grade/mark against the assessment criteria, especially where the learner believes that the assessor may have made an error in grading the work.

If a student is contemplating making a request for a re-check or review, they should email the relevant assessor to set up a consultation meeting. If a student is unable to come into the college for a meeting, they may request a phone call or an email exchange with the assessor. They should note, however, that scripts cannot be copied and sent to them but must be consulted in situ.

If, following the consultation, a student wishes to dispute results she/he may do so through the Stage 2 process below.

#### Stage 2 Application for a Re-Check or Review of Assessment Material

##### Re-Check

A re-check of assessment materials for one or more modules means a verification that exams and/or continuous assessment have been marked and that these marks have been entered and combined accurately in the results sheets used in arriving at the final examination result. A re-check does not involve an academic re-examination or re-evaluation of the material presented by the student. It is simply a re-verification that all materials submitted were indeed marked and that the total of marks were correctly calculated and notified. The re-check will be carried out by the relevant Programme Director in consultation with the assessor(s) and Academic Administration.

Application for a re-check must be made on the *Re-Check and Review Application Form* (available on the website). The completed form must be emailed to [officeoftheregistrar@carlowcollege.ie](mailto:officeoftheregistrar@carlowcollege.ie). A request for a re-check must be submitted in writing to the Office of the Registrar not later than five working days after the examination results have been issued. Only a completed form, signed by the candidate, will be considered. A fee of €20 per module will be charged for the re-check that will be refunded to the candidate in the event that the re-check results in a positive upward change in mark.

The result of the re-check will be communicated to the student by the Office of the Registrar. There is no appeal process for a recheck.

## Review

A review of assessment materials for one or more modules involves detailed re-consideration of the assessment decision of all or part of the examined material by both internal and external examiners. The relevant programme Director will liaise with the examiners and Academic Administration to ensure that all pertinent materials form part of the review process.

Application for a review must be made on the *Recheck and Review Application Form* (available on the website). The completed form, along with any supporting, documentary evidence, must be emailed to [officeoftheregistrar@carlowcollege.ie](mailto:officeoftheregistrar@carlowcollege.ie). A request for a review must be submitted in writing to the Office of the Registrar not later than five working days after the examination results have been issued. Only a completed form, signed by the candidate, will be considered. A fee of €70 per module will be charged for the review that will be refunded to the candidate in the event that the review results in a positive upward change in mark.

Applications must specify the grounds on which the review is sought. The following are considered valid grounds for a review:

1. That there were compassionate or extenuating circumstances that may have affected the results which were not known at the time of assessment and which were not considered by the Board of Examiners.
2. That evaluation of assessed material was erroneous and did not comply with the published grading criteria.
3. One or more of the results was significantly out of sequence with other components assessed within or across modules.
4. That there were procedural or administrative errors in the assessment or the examination process or the processing of assessment results.

Note that an application by a candidate on the basis that a result in all, or in part, was below their projected expectation may not be considered as reasonable ground for a review.

The result of the review will be communicated to the student by the Office of the Registrar. This result can be appealed by the student (see below).

The re-check and review can result in one of the following outcomes:

- a) Grade remains unchanged    b) Grade is increased    c) Grade is decreased

In the case of b) and c) the Registrar and/or Programme Director will arrange for the amendment of the result on the broadsheet and SRMS system.

## **Stage 3      Appeal**

A student can appeal the decision from the Stage 2 Review within five working days from the receipt of the notification of the outcome of the review. The appeal should take the form of a letter sent to the Registrar or his/her nominee stating the reasons for the appeal. The reasons stated and the supporting evidence cannot be the same reasons provided at the review stage. The Registrar will appoint a sub-group of Academic Council to consider the appeal.

Students who wish to appeal the decision of the review process will incur an additional €70 fee per module which will be refunded to the candidate in the event that the appeal results in a positive upward change in mark.

### **Timeline for Communicating Outcome of Re-Checks, Reviews and Appeals**

Learners can expect to learn the result of a re-check within two working days of the receipt of the application.

Review outcomes will be communicated as soon as possible and certainly before the date for repeat examinations and repeat assessment submission. Learners who have requested a review of a module which they have failed, should register for repeat examinations and/or prepare for reassessment of material.

If a learner appeals the result of a review, a sub-group of the Academic Council will be set up by the Registrar and will come to a decision in a timely fashion.

## **Appendix 1.1: Applied Social Studies (Professional Social Care) Procedures for Reviews and Appeals of Assessment Decisions Regarding Practice Placement and Portfolio Modules**



### **Applied Social Studies (Professional Social Care) Procedures for Reviews and Appeals of Assessment Decisions Regarding Practice Placement and Portfolio Modules**

#### **Stage 1 Informal Consultation between Learner and Lecturer (No Fee)**

Following the completion of the Placement Assessment Reports, College Practice Tutors (Assessor) involved in the specific assessment tasks are available to meet individual learners by appointment, to review their assessment reports and discuss the results. Such consultations aim to:

- give formative feedback to learners, especially to those who need to repeat; and
- explain the basis of the learner's grade/mark against the assessment criteria/standards of proficiency especially where the learner believes that the assessor may have made an error in grading the work.

If a learner is contemplating making a request for a review, they should email the relevant Assessor to set up a consultation meeting. If a learner is unable to come into the College for a meeting, they may request a phone call or an email exchange with the assessor. They should note, however, that scripts / reports cannot be copied and sent to them but must be consulted in situ.

If, following the consultation, a learner wishes to dispute results she / he may do so through the Stage 2 process below.

#### **Stage 2 Application for a Re-Check or Review of Assessment Material**

##### Re-Check

A re-check of Placement assessment materials, namely the Portfolio, means a verification that this continuous assessment has been marked and that these marks have been entered and combined accurately in the results sheets used in arriving at the final examination result. A re-check does not involve an academic re-examination or re-evaluation of the material presented by the student. It is simply a re-verification that all materials submitted were indeed marked and that the total of marks were correctly calculated and notified. The re-check will be carried out by the relevant Programme Director in consultation with the assessor(s) and Academic Administration.

Application for a re-check must be made on the *Re-Check and Review Application Form* (available on the website). The completed form must be emailed to [officeoftheregistrar@carlowcollege.ie](mailto:officeoftheregistrar@carlowcollege.ie). A request for a re-check must be submitted in writing

to the Office of the Registrar not later than five working days after the examination results have been issued. Only a completed form, signed by the candidate, will be considered. A fee of €20 per module will be charged for the re-check that will be refunded to the candidate in the event that the re-check results in a positive upward change in mark.

The result of the re-check will be communicated to the student by the Office of the Registrar. There is no appeal process for a recheck.

### Review

A review of assessment materials for the portfolio and marked elements of the Practice Placement and Portfolio modules involves detailed re-consideration of the assessment decision of all or part of the examined material by both internal and external examiners. The relevant Programme Director will liaise with the examiners and Academic Administration to ensure that all pertinent materials form part of the review process.

A review of PASS / FAIL / OTHER decisions relating to performance on practice placement involves the detailed re-consideration by an individual or panel appointed by the Office of the Registrar, of the reports that go towards that decision. These are as follows:

- the report compiled by the Field Practice Educator – **B.A. in Applied Social Studies in Social Care Placement Assessment Form**
- the report of the College Practice Tutor – **Three-Way Visit Report Form**

Where the learner disagrees with the assessment decision, after Stage 1 above has been completed, application for a review may be made on the *Recheck and Review Application Form* (available on the website). The completed form, along with any supporting, documentary evidence, must be emailed to [officeoftheregistrar@carlowcollege.ie](mailto:officeoftheregistrar@carlowcollege.ie).

A request for a review must be submitted in writing to the Office of the Registrar not later than five working days after the placement assessment decision has been issued. Only a completed form, signed by the candidate, will be considered. A fee of €70 per module will be charged for the review that will be refunded to the candidate in the event that the review results in a positive upward change in mark.

Applications must specify the grounds on which the review is sought. The following are considered valid grounds for a review:

1. That there were compassionate or extenuating circumstances that may have affected the results which were not known at the time of assessment and which were not considered by the Board of Examiners.
2. That evaluation of assessed material was erroneous and did not comply with the published grading criteria.
3. One or more of the results was significantly out of sequence with other components assessed within or across modules.
4. That there were procedural or administrative errors in the assessment or the examination process or the processing of assessment results.

It is not appropriate for anyone to attempt to re-mark practice (Ford and Jones, 1987) and reviewers should limit the review to the following issues:



1. Did placement appear, on the face of it, to have been competently administered by the FPE in line with their identified role (see Practice Placement Handbook, 2.3)?
2. Was the assessment based on relevant factors, e.g. knowledge, skills and competencies (proficiencies)?
3. Was the evidence offered to support opinions?
4. Was that evidence related to reasonable limits of attainment?
5. Were valid measures used as criteria for assessment?

The result of the review will be communicated to the student by the Office of the Registrar. This result can be appealed by the student (see below).

The re-check and review can result in one of the following outcomes:

- b) Grade remains unchanged      b) Grade is increased      c) Grade is decreased

In the case of b) and c) the Registrar and / or Programme Director will arrange for the amendment of the result on the broadsheet and SRMS system.

### **Stage 3      Appeal**

A learner can appeal the decision from the Stage 2 Review within five working days from the receipt of the notification of the outcome of the review. The appeal should take the form of a letter sent to the Registrar or his / her nominee stating the reasons for the appeal. The reasons stated and the supporting evidence cannot be the same reasons provided at the review stage. The Registrar will appoint a sub-group of Academic Council to consider the appeal.

Learners who wish to appeal the decision of the review process will incur an additional €70 fee per module which will be refunded to the candidate in the event that the appeal results in a positive upward change in mark.

### **Timeline for Communicating Outcome of Re-Checks, Reviews and Appeals**

Learners can expect to learn the result of a re-check within two working days of the receipt of the application.

Review outcomes will be communicated as soon as possible and certainly before the date for repeat examinations / placement and repeat assessment submission. Learners who have requested a review of a module which they have failed, should register for repeat examinations and/or prepare for reassessment of material.

If a learner appeals the result of a review, a sub-group of the Academic Council will be set up by the Registrar and will come to a decision in a timely fashion.

## Appendix 1.2: Application Form for Re-Checks and Reviews



**CARLOW  
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### Application Form for Re-Checks and Reviews

#### General Information

- Before completing the form please read *Carlow College Procedures for Academic Re-Checks, Reviews and Appeals*.
- Please complete in BLOCK LETTERS or in TYPESCRIPT
- Please email completed form to [officeoftheregistrar@carlowcollege.ie](mailto:officeoftheregistrar@carlowcollege.ie) no later than five working days following the issue of results

#### Personal Details

Name:			
Address:			
Telephone Number:			
Programme:		Stage	
Student ID No			

#### Assessment to be re-checked or reviewed

Academic Year:	
Date of issue of results:	
Which module(s) do you wish to be re-checked or reviewed? Give titles and lecturer(s)	
Module Titles	Lecturer name(s)



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**Supporting Documentation**

Please list any supporting documentation here. You should scan and submit such documentation with your form. Please ensure that documentation is appropriate and legible.


**Signature**

Applicant's Signature

Date:
