



Appealing Results Procedure

Issue Date: 23122021

Version Number: 3

Responsibility: Quality Officer

Scope: Applies to learners

If a learner is unhappy with the results of their assessment, they are advised to contact the Programme Coordinator who will explain how the assessment was marked and graded. If the learner then wishes to appeal this result, they can submit an appeal. The procedure is also outlined in the Learner Handbook, which is circulated with all learners on our QQI accredited courses.

Procedure:

1. Learners are informed about the process at Induction, in the Learner Handbook, at the Certification Requirements briefing with the trainer, and with the statement of results.
2. The learner's results are submitted to QQI and the learner is then notified of their results.
3. If the learner wishes to see the assessor's feedback, we email out their relevant assessment material with the examiner's comments on the marking sheets.
4. If a learner is unsatisfied with the result, they may make a formal appeal in writing, stating the grounds for appeal.
5. This is done by email and sent to the Quality Officer.
6. Learners have 5 working days to appeal the result from when they receive their results.
7. The appeal request is kept securely by the Quality Officer in a subfolder under the learner's name.
8. ITT must initiate an external review process within 5 working days of the appeal being accepted.
9. The learner's assessment with the assessor's comments and marking sheets are sent to an independent External Reviewer. The original assessor has no part in the review.

10. The independent External Reviewer will process the appeal within 10 working days from receipt of materials from Irish Times Training.
11. Once the independent External Reviewer has reviewed the delegate's work, the result of the appeal is recorded and communicated to the learner by email.