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**TETB APPEALS PROCESS – STEP-BY-STEP GUIDE**

This step-by-step guide has been produced to assist staff in implementing the Appeals Process. It is the intention of the ETB to continually review the success of the process and make any necessary changes following this review. If you experience any issues, or have recommendations for improving the process, please note these to QA Staff so that they can feed into the review.

Some learners may have made an application through CAO to progress to a course of study with a Higher Education provider. For this reason, there must be tight deadlines to assist learners wishing to appeal a result achieved in the June certification period. The following are the steps for administering TETB’s Appeals Process:

**CENTRE RESPONSIBILITIES:**

1. Following the meeting of the Results Approval Panel, each centre will be contacted to inform them of the outcome of the meeting regarding the approval of learners’ results by email
2. The person in the centre with responsibility for entering certification related data on the QBS will:
   1. Login to update any marks and grade changes following the approval of the results by the Results Approval Panel
   2. Print out ALL the *Authentication Report by Learner Group by Minor Award Results sheet(s)* from the QBS (will be required in the event of an appeal)
   3. Print the Provisional Statement of Results from the QBS, for each learner, by clicking on the *Reports* tab, then *Certification*, then *Authentication* and then *Provisional Statement of Results*. These results sheets can be printed per *Learner Group*
3. Once steps 1 and 2 are complete, submit the approved results to QQI for certification, via the QBS
4. Post/Give each learner the following documentation, **within 2 working days of confirmation** of results approval (from step 1 above):
   1. The statement of their results (from step 2c above)
   2. A copy of the Learner Appeals Application Form[[1]](#footnote-1). Please ensure that you input the name and address of your centre and the deadline date for appeals before sending the application form to learners. **Learners have 10 working days** from the date of issue or postmark of results to submit an application for appeal to the centre.
5. When a learner submits an appeal, before the deadline, an administrative staff member will accept the completed Learner Appeals Application Form and collect a fee of **€40 per component appeal**
6. Retain the appeal fee(s) in the centre until the result of the appeal has been determined
7. Issue a receipt to the learner in respect of the fee(s) paid
8. Designate a person who can access and forward the necessary documentation to the Appeals Office.
9. Complete an Appeals Application Form (N10) per learner, per component grade being appealed[[2]](#footnote-2)
10. Submit the N10 and the appeals documentation to the QA Appeals Office, TETB Training Services, Western Road, Clonmel, Co. Tipperary **within 3 working days of receiving the application from the learner.** Please mark the envelope with the word **‘APPEAL’.** Send by **registered post**
11. If you wish to alert the QA Office of an appeal, use the email address: [appeals@tipperaryetb.ie](mailto:appeals@tipperaryetb.ie)

Documentation to include in Appeals Envelope:

1. The learner’s assessment work, including the completed learner marking sheets
2. Copies of the assessment instruments (briefs and examination papers) and related documentation, for example, marking schemes and outline solutions
3. The relevant Authentication Report by Learner Group by Minor Awards Results sheet (from step 2b above). Ensure that **only data relating to the learner** who has lodged the appeal **is visible** on this report sheet
4. A copy of the QQI component specification
5. A copy of the TETB validated programme module

Other Evidence must be included, if relevant:

1. Digital – separate evidence per learner, files labelled with component name, code and learner name
2. Practical – labelled with learner name, component name and code

Do not submit additional unnecessary materials

**IMPORTANT: IF DOCUMENTATION OR EVIDENCE IS MISSING FROM THE APPEALS ENVELOPE, THE APPEAL WILL BE DELAYED**

Note:

* If one learner is appealing the grades achieved in more than one component, then you will have to complete more than one Appeals Application Form for that learner
* In the case where the volume of appeals in the one centre is greater than 12 it may be more appropriate to request a visit from the appeals assessor. Please liaise with the QA Officer in this case

**QA OFFICE RESPONSIBILITIES:**

1. Secure the services of appropriately trained and experienced appeal’s assessor(s) to review the grading of learners’ work and forward the received envelope to this assessor
2. Communicate the findings of the appeals to the relevant centre by email to the centre manager and the contact person named on the N10 form
3. Inform QQI where the outcome of an appeal by a learner is a change in the grade awarded to that learner
4. Return the processed Appeal envelope to the centre

**CENTRE RESPONSIBILITIES:**

1. Following confirmation from the QA Officer as to the outcome of the appeal:
   1. Retain the Statement of Appeal Outcome from the QA Officer in the centre
   2. Issue the learner with a letter indicating the outcome of the appeal[[3]](#footnote-3). If the appeal is unsuccessful, lodge the appeal fee to the relevant bank account
   3. If the appeal is successful, then the appeal fee should be returned to the learner

**APPENDIX A**

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**Learner Appeals Application Form**

Learners wishing to appeal the result of a QQI component must complete this form and return it to their centre, together with a fee of **€40.00** per appeal, before:

**Centre: Date:**

**APPLICATIONS RECEIVED AFTER THIS DATE WILL NOT BE PROCESSED**

A fee of **€40**.**00** is payable in respect of each component grade being appealed. This fee is refundable in the case of successful appeals. Fees should be paid directly to the Centre.

**APPEALS WILL NOT BE PROCESSED WITHOUT DIRECT PAYMENT TO CENTRE**

**Learner’s Name:**

**Learner’s PPSN:**

**CAO Applicant Yes 🞏 No 🞏**

**COMPONENT RESULT(s) BEING APPEALED**

|  |  |  |  |
| --- | --- | --- | --- |
| **COMPONENT CODE** | **COMPONENT TITLE** | **ORIGINAL  GRADE** | **FEE PAID**  **(Please tick)** |
|  |  |  | 🞏 |
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|  |  |  | 🞏 |
|  |  |  | 🞏 |
|  |  |  | 🞏 |
|  | **TOTAL FEE DUE (Number of Appeals X €40) )** |  | 🞏 |

**I attach fee in the total amount of €**\_\_\_\_\_\_ **in respect of this Appeal/s**

**Learner’s Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date:**  \_\_\_\_\_\_\_\_\_\_

**Principal/Director/Designate: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date:**  \_\_\_\_\_\_\_\_\_\_

**APPENDIX B**

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| --- |
| **C:\Users\Jenny\Desktop\Possible Stationery Designs\TipperaryETBLogo1August 2013.jpg**  **QQI Appeals Application FORM (N10)**  This form must be completed, on behalf of a learner, and sent with the relevant documentation to:  **The Appeals Office, QA Officer, Tipperary ETB, Western Road, Clonmel, Co. Tipperary –marking the envelope with ‘APPEAL’**  **No later than 3 working days from receiving the application from the learner**  **Appeals received after this will not be processed** |
| **Appeal Fee**  A fee of €40.00 is payable in respect of each component grade being appealed. This fee is refundable in the case of successful appeals. The centre must collect the Appeal Fee(s) and retain it in the centre until the result of the appeal has been determined  **IMPORTANT:**     1. **Do not forward the Learner Appeals Application Form along with N10 & assessment evidence** 2. **Learners should not be given the contact details of the QA staff who are overseeing appeals on behalf of TETB. Learners must communicate directly with the centre** |

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| --- | --- |
| **QQI Appeals Application FORM (N10)** | |
| **CENTRE NAME:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  **LEARNER NAME (PRINT):** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  **LEARNER PPSN: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **COMPONENT TITLE & CODE:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  **Was this Component externally Authenticated?**  **Yes ⃝ No ⃝**  **If yes, please indicate was this portfolio of assessment included in the sample moderated**  **Yes ⃝ No ⃝**  **and, what was the name of the external authenticator?** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  **FEE PAID:** 🞏 **TOTAL AMOUNT PAID: €\_\_\_\_\_\_\_**  **CENTRE ROLL NO:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  **NAME OF PERSON WHO WILL PROCESS THIS APPEAL** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  **CONTACT E-MAIL ADDRESS:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  **Contact Phone NUMBER:**  **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **SIGNATURE:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  **PRINCIPAL/DIRECTOR/QQI COORDINATOR**  **DATE: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **ORIGINAL RESULT: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **ORIGINAL GRADE: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** RESULTS SHEET ATTACHED: 🞏 Please indicate on the Authentication Report by Minor Award Results Sheet the grade under appeal | |  |  |  | | --- | --- | --- | | ***PLEASE TICK BELOW THE TYPE OF EVIDENCE REQUIRED AND/OR PRODUCED BY THE LEARNER THAT THE APPEAL’S Assessor CAN EXPECT TO SEE*** | **Required for this programme module** | **Available (if applicable)** | | ***Copy of QQI Component Specification*** |  |  | | ***TETB Programme Module*** |  |  | | ***Learner Marking Sheets*** |  |  | | ***Assessment Brief(s), as appropriate*** |  |  | | ***Examination Paper(s), as appropriate*** |  |  | | ***Learner Answer Book(s)/Portfolio of Assessment*** |  |  | | ***Outline Solutions/Suggested Answers /Marking Scheme(s)*** |  |  | | ***Disk / Printouts / Tape / Other learner evidence*** |  |  | | ***Visit required/requested for Appeal’s Assessor to centre (where volume of appeals is greater than 12)*** |  |  | | ***Evidence Cannot be sent by Registered Post/Courier and is available in Centre for Appeal’s Assessor*** |  |  | | ***Other (please specify)*** |  |  |   **Appeal Fee** A fee of €40 is payable in respect of each component grade being appealed. This fee is refundable in the case of successful appeals.  **CAO Applicant Yes 🞏 No 🞏** |

**SAMPLE LETTERS FROM CENTRE TO LEARNER**

The centre should ensure that they communicate directly with the learner on the outcome of an appeal and are welcome to use the following sample letters:

**APPENDIX C**

**Sample Letter from Centre to Learner in respect of a Successful Appeal**

Date, Learner Name, Address

**Re: APPEAL/S**

Dear Learner,

Your appeal in respect of «Component Code and Title» has been successful and a grade of «Amended Grade» has been awarded.

Your statement of results has been amended and QQI will issue you with a new Certificate. Your appeal fee of €40.00 will be reimbursed in due course.

Yours sincerely,

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Principal /Centre Coordinator/Designate

**APPENDIX D**

**Sample Letter from Centre to Learner in respect of an Unsuccessful Appeal**

Date, Learner Name, Address

**Re: APPEAL/S**

Dear Learner,

I am writing to you about an appeal that you submitted for «Component Code and Title »

This appeal has been unsuccessful and there is no change in grade.

Yours sincerely,

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Principal/Centre Coordinator/Designate

1. available for download at [www.tipperaryetb.ie](http://www.tipperaryetb.ie) and also as Appendix A to this document [↑](#footnote-ref-1)
2. available for download on [www.tipperaryetb.ie](http://www.tipperaryetb.ie) and as Appendix B to this document [↑](#footnote-ref-2)
3. sample letters available for download on [www.tipperaryetb.ie](http://www.tipperaryetb.ie) and as appendices C and D to this document [↑](#footnote-ref-3)