

## WWETB ASSESSMENT APPEALS QA PROCEDURE AND WORKFLOW

| Method   | Responsibility  | Evidence Generated   |
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| <ul style="list-style-type: none"> <li>• Learners will be made aware of WWETB’s appeal’s process (learner handbook, notice board, results letter, etc.).</li> <li>• Staff will also be made aware of WWETB’s appeal’s process through, for example, the staff handbook, bulletin, notice board, Moodle, SharePoint, WWETB’s website.</li> </ul>  | <ul style="list-style-type: none"> <li>• Centre Director/Principal</li> <li>• QQI Coordinator</li> <li>• Programme Coordinator</li> <li>• Programme Staff</li> <li>• BTEI Co-ordinator</li> <li>• VTOS Coordinator</li> </ul> | <ul style="list-style-type: none"> <li>• Learner Verification</li> <li>• Staff Verification</li> <li>• Learner handbook</li> <li>• Notice Board</li> <li>• Staff handbook</li> </ul> |
| <ul style="list-style-type: none"> <li>• Once results have been signed off by the Results Approval Panel and issued to the Learner by the Centre, a Learner may appeal that result and/or appeal the process to the Centre where the Learner attended the programme.</li> <li>• Learners who wish to lodge an appeal may do so at a cost of €30 for each result/grade being appealed. This fee will be returned to the Learner if the appeal is successful.</li> <li>• A Learner may appeal against the Assessment Process if the Learner perceives there to be irregularities/in equalities in the implementation of the process. If the process is being appealed against, the grounds for appeal should be clearly stated.</li> <li>• Notice of an appeal should be submitted on an Appeals Application Form. The Learner will have a minimum of 14 calendar days (10 working days) from the date of the Statement of Results being issued by the Centre to lodge an appeal with the Centre. Any applications for appeal received after that date will not be processed.</li> </ul> | <ul style="list-style-type: none"> <li>• Centre Director/Principal</li> <li>• QQI Coordinator</li> <li>• Programme Coordinator</li> <li>• Programme Staff</li> <li>• BTEI Co-ordinator</li> <li>• VTOS Coordinator</li> </ul> | <ul style="list-style-type: none"> <li>• Appeals Application form</li> </ul>   |
| <ul style="list-style-type: none"> <li>• Each Centre/Programme will nominate an Appeals Contact Person who will have overall responsibility for appeals for that Centre / Programme. They will:                             <ul style="list-style-type: none"> <li>• make information available to staff and Learners</li> <li>• be available to meet with Learners to discuss matters relating to appeals</li> </ul> </li> </ul>  | <ul style="list-style-type: none"> <li>• Centre Director/Principal</li> <li>• QQI Coordinator</li> <li>• Programme Coordinator</li> <li>• Programme Staff</li> <li>• BTEI Co-ordinator</li> <li>• VTOS Coordinator</li> </ul> | <ul style="list-style-type: none"> <li>• Minutes of Meetings</li> </ul>  |
| <ul style="list-style-type: none"> <li>• On receipt of an Appeals Application Form the Appeals Contact Person will contact the WWETB Appeals Process Coordinator (For 2022 this is Edel Walsh, WWETB</li> </ul>  | <ul style="list-style-type: none"> <li>• Appeals Assessor</li> <li>• Appeals Contact Person</li> </ul>  | <ul style="list-style-type: none"> <li>• Minutes of Meetings</li> <li>• Letters to and from Appeals Assessor and</li> </ul>  |

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| <p>Training Centre, 086-0460987, <a href="mailto:edelwalsh@wwetb.ie">edelwalsh@wwetb.ie</a> ). This should be done as soon as possible after receipt of an Appeals Application Form.</p> <ul style="list-style-type: none"> <li>• The final date for submission of Appeals which have flagged for CAO, to the WWETB Appeals Process Coordinator is the 20<sup>th</sup> June 2022. Any appeals received after this date may not be processed in time for the CAO deadline. Any appeals received after this date will be processed in September. The final date for receipt of appeals for the previous academic year is the 12<sup>th</sup> September 2022.</li> <li>• In processing an appeal, an Appeal Assessor who was not the original Assessor, but who has subject matter expertise in the area of the programme will be identified and contacted by the Appeals Process Coordinator.</li> <li>• The Appeals Assessor will be given the same assessment documentation and Learner’s portfolio of assessment as the original Assessor.</li> <li>• The decision of the Appeal Assessor will be communicated in writing to the Appeals Contact Person.</li> <li>• The Learner will then be informed in writing of the outcome of the appeal by the centre/programme.</li> <li>• If the appeal is successful, the WWETB Appeals Process Coordinator will inform QQI of this so QQI can issue a new Certificate to the Learner. This is submitted through the QHelp website.</li> <li>• Appeals will be processed and, where possible, a decision will be given to the Learner within one calendar month of the closing date for lodging an appeal application</li> <li>• For appeals lodged after the 20<sup>th</sup> June, it will not be possible to process the appeal until the commencement of the following academic year in September.</li> </ul> | <p>• WWETB Appeals Process Coordinator</p> | <p>Learner</p> <ul style="list-style-type: none"> <li>• Evidence of contact made to QQI re: appeal outcome</li> </ul> |
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