

Document Title/Reference	Procedures for Appeal of Examination Results
<b>Purpose</b>	To provide formal, clear and fair procedures for handling student issues with exam results.
<b>Scope</b>	Exam Results
<b>Contents</b>	Stage 1: Checking of Examination Results Stage 2: Re-Assessment of Examinations Stage 3: Formal Academic Review of Examination Results Stage 4: Formal Appeal of Examination Results
<b>Definitions</b>	<p><b>Formal Academic Review Committee</b> – Faculty Committee which, under the direction of the Supervisor of Examinations, will review exam related disputes that arise after a re-assessment of scripts has been conducted.</p> <p><b>Examinations Appeal Committee</b> – The Examinations Appeal Committee considers appeals from students on foot of decisions made by the Formal Academic Review Committee. The Education Committee appoints three members to the Examinations Appeal Committee.</p> <p><b>Education Committee</b> – A forum where representatives of higher education, the public service, graduates, students and faculty meet to advise the Institute on how it can best respond to public sector education requirements; to monitor the effectiveness of existing educational programmes; and to monitor quality improvement procedures. The Education Committee provides members for some of the IPA’s internal committees such as the Examinations Appeal Committee, Academic Appeals Committee, Complaints Review Panel and Discipline Review Panel (for non-academic breaches).</p>
<b>Contextual Guidelines</b>	ESG 1.3 ‘Student Centred Teaching, Learning and Assessment’ and QQI Core Guidelines No.5.2, which require that “a formal procedure for student appeals is in place.”
<b>Related Policy</b>	<i>Marks and Standards</i> <i>Assessment Regulations &amp; Procedures</i> <i>Exam Administration</i>
<b>Audience &amp; Communication</b>	All Staff and Students  The appeal process is communicated through programme guides and learning platforms (Moodle) and is available on the Institute’s website.

<p><b>Policy Owner &amp; Implementation</b></p>	<p>The Head of the Whitaker School is the policy owner.</p> <p>The policy is approved by the IPA Faculty.</p> <p>The Head of School and assistant registrar are responsible for ensuring that procedures are followed.</p>
<p><b>Key Implementation Actions</b></p>	<p>Procedure for Appeal of Examination Results is provided to students in their programme guides and on Moodle.</p> <p>Procedures provide students with a fair, transparent and structured suite of follow-up actions in the event of academic disagreement or notification of mitigating circumstances, including opportunities to have scripts re-assessed (stage 2), to view scripts and, in the event of continued disagreement, to request a formal academic review of case (stage 3).</p> <p>Procedures include a Formal Appeal process – an independent and final arbiter – to handle cases where the student has grounds to believe that the academic review was not properly carried out by the IPA (stage 4).</p>
<p><b>Monitoring, Evaluation &amp; Continuous Improvement</b></p>	<p>Procedures establish timelines and responsibilities to ensure that the appeal system functions effectively.</p> <p>File notes are compiled in respect of each case, with appropriate background information, correspondence, etc.</p> <p>Procedures are reviewed each year to accommodate experience of exam sessions.</p> <p>Statistics are compiled on student appeals.</p>
<p><b>Revision History &amp; Commencement Date &amp; Date of Next Review</b></p>	<p>2006: Version 1 2014: Version 2 2016: Version 3</p> <p>Commencement Date: (Version 3): September 2017</p> <p>Date of Next Review: 2020</p>

## PROCEDURES FOR APPEAL OF EXAMINATION RESULTS

Students using these procedures are obliged to exhaust each stage before being able to proceed to the next stage. These procedures relate to final assessment of a module and should be read to include, where applicable, both dissertation and examinations.

### STAGE 1: PROCEDURES FOR CHECKING OF EXAMINATION RESULTS

Students may discuss their examination results with the Education Division (which includes a check of totals) by contacting the relevant undergrad or postgrad office within 10 working days of the notification of examination results.

### STAGE 2: PROCEDURES FOR RE-ASSESSMENT OF EXAMINATIONS

#### 2.1 Grounds for Re-Assessment

A re-assessment of the paper may be conducted where a student is of the view that a result does not adequately represent his/her performance in a subject(s) or where there are circumstances which the Examination Board was not aware of when its decision was taken. Students will normally outline their reasons for requesting a re-mark.

When relying on any medical, personal, or other circumstances that may have adversely affected their performance at examinations, students should make known in writing to the Supervisor of Examinations, as soon as possible after the examination, of such, and provide evidence thereof.

#### 2.2 Re-Assessment Procedures

- (i) Students may formally request the Supervisor of Examinations to arrange a Re-assessment of their examination results within three weeks from the date of posting. Or, in exceptional circumstances, within such extended period as allowed by the Head of the Whitaker School.
- (ii) The Supervisor of Examinations shall communicate with the relevant Module/Programme Co-ordinator or his or her nominee, who shall arrange to have the script re-assessed by the original examiner as soon as possible. This will also

include a formal check to ensure that all parts of the examination have been marked and that no errors occurred in the recording, collating or combining of marks that determined the result.

- (iii) The outcome of the Re-assessment of the examination result shall be communicated in writing to the student by the Supervisor of Examinations who shall, if a change in the result is recommended, make the necessary arrangements to have the result amended.
- (iv) There shall be a fee (€60 per subject) for the Re-assessment of an examination result. If the examiner recommends an upward adjustment of marks, this fee shall be refunded.

### **STAGE 3: PROCEDURES FOR A FORMAL ACADEMIC REVIEW OF EXAMINATION RESULTS**

#### **3.1 Grounds for Formal Academic Review**

A Formal Academic Review may be conducted where:

- (a) the student is dissatisfied with the re-assessment of the examinations.
- (b) there is evidence of substantive irregularity in the conduct of the examinations.

Students will normally outline in detail their reasons for requesting a Formal Academic Review.

A request for a Formal Academic Review will only be considered where a student has first completed the Re-assessment phase and then has completed viewing the scripts under the Institute's appropriate script access process (unless the matter under consideration relates to a dissertation, a copy of which the student will normally hold, in which case the student needs to complete the Re-assessment phase only).

To view scripts, students should contact the Supervisor of Examinations, who will arrange a date for the viewing of scripts at IPA Headquarters. Students are not allowed to photograph scripts or take notes from scripts during the viewing period.

### 3.2 Formal Academic Review Procedures

- (a) The request for a Formal Academic Review must be received by the Supervisor of Examinations not later than three weeks after the results of the Re-assessment stage have been issued to the students.
- (b) The request, which must be in writing and signed by the student concerned, should set out the grounds for the Formal Academic Review in accordance with 3.1 above.
- (c) The Formal Academic Review will be carried out by a Formal Academic Review Committee, a committee of faculty, under the direction of the Supervisor of Examinations and, where appropriate and feasible, will entail the reconsideration in detail of all or part of the existing examination material by new examiners.
- (d) A fee will be charged (€100 per subject). If the committee recommends an upward adjustment of a module mark, the fee will be refunded.
- (e) Pending the outcome of a Formal Academic Review, students should be advised of one or more of the following options as appropriate:
  - a. The Formal Academic Review may not result in a change of mark.
  - b. Students should avail themselves of any opportunity to re-present for examination, on the understanding that a re-sitting of the examination would not prejudice their Formal Academic Review in any way.
  - c. The conferring of a degree, where relevant, may be deferred, pending the final outcome of the Formal Academic Review.
- (f) The candidate will be informed in writing by registered post of the outcome of the Formal Academic Review by the Supervisor of Examinations.

## STAGE 4: PROCEDURES FOR FORMAL APPEAL OF EXAMINATION RESULTS

### 4.1 Grounds for Formal Appeal

A Formal Appeal of an examination result shall be considered:

- (a) if there is evidence of substantive irregularity in the conduct of the examination not reviewed at any of the previous stages.
- (b) if the student is not satisfied that the Re-assessment, or Formal Academic Review of his/her examination result was properly carried out.

## 4.2 Formal Appeal Procedures

- (i) A request for a Formal Appeal will only be considered where a student has completed the Re-assessment and Formal Academic Review stages.
- (ii) A student who wishes to formally appeal an exam result must do so in writing, setting out the grounds for the Formal Appeal in full to the Supervisor of Examinations, within one month of the conclusion of the Formal Academic Review. There shall be a €200 fee per subject which will be refunded if the appeal is successful.
- (iii) Upon receipt of a written appeal, the Supervisor of Examinations shall refer the matter to the Examinations Appeal Committee and shall inform the Module/Programme Co-ordinators.
- (iv) Pending the outcome of a Formal Appeal, students should be advised of one or more of the following options as appropriate:
  - (a) The Formal Appeal may not result in a change of mark.
  - (b) Students should avail themselves of any opportunity to re-present for examination, on the understanding that a re-sitting of the examination would not prejudice their appeal in any way.
  - (c) The conferring of a degree, where relevant, may be deferred, pending the final outcome of the Formal Appeal.

## 4.3 Examinations Appeal Committee

- (i) The Examinations Appeal Committee considers appeals from students on foot of decisions made by the Formal Academic Review Committee. It functions as an independent and final arbiter in disputes in relation to examination results.
- (ii) The Education Committee shall appoint the three members of the Examinations Appeal Committee. The Supervisor of Examinations shall not be a member of the Committee. The quorum for any meeting of the Committee shall be three members.
- (iii) Two of the members shall be members of the Education Committee, appointed by the Education Committee, one of whom shall be appointed Chairperson. The third member shall be neither employed by the Institute nor a member of its Board of Directors, nor of the Board's Committees, preferably a qualified lawyer.
- (iv) No member of the Appeal Committee shall have an involvement in the examination process or matter being considered under appeal.

- (v) The Education Committee shall appoint two of its members to be alternate members of the Appeal Committee.
- (vi) The Examinations Appeal Committee shall consider the appeal on the grounds on which it is based, and shall as appropriate consult with the internal and external examiner(s) and staff involved in the Re-assessment and Formal Review stages and the student concerned. The Examinations Appeal Committee shall determine the appeal by giving a decision. The Chairperson of the Committee shall inform the appellant of the outcome of the appeal. The Examinations Appeal Committee shall inform the Education Committee regarding the outcome of the appeal.
- (vii) The decision of the Examinations Appeal Committee is final and no further correspondence will be entered into on the matter.