



**MAYO, SLIGO and LEITRIM
EDUCATION and TRAINING BOARD (MSLETB)**

**MSLETB Learner Appeals Process in respect of QQI
Assessments**

Introduction

Mayo, Sligo and Leitrim ETB (MSLETB) has put in place an Appeals Process for all QQI assessments. Appeals will be processed by MSLETB directly. The MSLETB Appeals Office is located in MSLETB Appeals Office, Mayo College of Further Education and Training – Lucan Street Castlebar, Co. Mayo F23 FW70

This document has been produced by MSLETB to outline the roles and responsibilities of centres, learners and the MSLETB Appeals Offices in the processing of Learner Appeals. The document outlines:

Section1: MSLETB Appeals Process

1. Centre Roles & Responsibilities
2. Appeals Office Roles & Responsibilities

Section 2: MSLETB Learner Appeals Documentation

1. Information to Learners
2. Learner Appeal/s Request Form
3. MSLETB Appeals Application Form
4. Appeal Outcome

Appendices:

Appendix 1 – Sample letter to learners from centre

Appendix 2 – Sample Learner Appeal Request Form (completed by learner and sent to centre)

Appendix 3 – MSLETB Appeal Application Form (completed by centre and sent to MSLETB Appeals Office)

Appendix 4 – Statement of Appeal Outcome (sent from Appeal Office to centre)

Appendix 5 – Sample letters from centre to learner regarding outcome of appeal)

Section 1: MSLETB Appeals Process

Centre Roles and Responsibilities

1. The Centre has prime responsibility for communications with learners. The MSLETB Appeals Office will communicate directly with the centre and the centre directly communicates with learners. The centre has the responsibility to ensure the learner does not contact or communicate with the Appeals Office.
2. The **centre checks and ensures the validity of the appeal request of the learner.**
4. The centre is required to check, examine and assemble all learner evidence and assessment requirements pertaining to the component(s) being appealed.
5. The Appeal fee/s (**€40.00**) per grade being appealed must be collected from the learner by the centre. **This fee must be made payable to Mayo, Sligo and Leitrim ETB by cheque, bank draft or postal order only.**
6. The centre must send the following documentation to the Appeals Office by the specified date:
 - ✓ Fee paid by learner (referenced *QQI Learner Appeal*)
 - ✓ MSLETB Appeal Application Form (completed by centre)
 - ✓ Authentication Report by Learner Group by Minor Award Results Sheet
 - ✓ Appeal Component Specification & relevant Programme Module or Module Descriptor
 - ✓ Learner Assessment Evidence, including the original marks sheet(s)
7. All appeals by learners who have applied through the CAO for Higher Education programmes should be clearly indicated on the Appeal Application Form as **“CAO Applicant”**.
8. All Appeals must be received by the Appeals Office on or before **12:00 noon on the specified date. Appeals received after this date cannot be processed.**
9. The centre is advised to use registered post or courier service when sending appeals to the Appeals Office.
10. Only evidence that has previously been presented by the learner, and has been securely retained in the centre following the initial assessment, can be considered as part of an appeal. **No new evidence can be submitted.**
12. The centre will be informed by the Appeals Office regarding the outcome of the appeal by letter or email and the centre/college will then inform the learner of the outcome of their appeal within a reasonable timeframe.
13. Following the completion of the Appeals Process, centres will be informed by the MSLETB Appeals Office of appeal outcomes.
14. Centres will notify QQI via QHelp of any grade changes prior to deadlines specified by QQI. The outcome of an appeal may have a significant bearing on whether an applicant through the CAO is offered a place on a Higher Education programme. The CAO operate to extremely strict timelines, and results that are not communicated to them in time **will not** be included in the calculation of points, and subsequent candidate place offers.

MSLETB Appeals Office Roles & Responsibilities

1. The Appeals Process will involve a re-examination of:
 - a) The learner evidence presented for the component/module under appeal
 - b) The assessment result awarded for the component/module
2. An Appeals Examiner will be assigned by the Appeals Office for the purpose of the appeal. The Appeals Examiner who re-examines a learner appeal will not be the teacher/tutor who made the original assessment decision, or the Authenticator assigned to the centre during the assessment period for that award.
3. The Appeals Office will communicate the outcome of the appeal directly to the centre via letter or email and will return all evidence to the centre.
4. The centre will communicate the outcome of the appeal directly to the learner. If an appeal is successful, the €40.00 fee will be refunded to the centre for reimbursement of the learner.
5. The Appeals Office will not communicate directly with learners and will not respond to communications that do not emanate from a college/centre.
6. Appeals Office contact details:

MSLETB Appeals Office
Mayo College of Further Education and Training – Lucan Street
Castlebar,
Co. Mayo
F23 FW70
Email: davidcrowley@msletb.ie
Telephone: 086-0320539

Section 2: MSLETB Learner Appeals Documentation

This section contains documentation required by learners and centres in respect of the processing of Appeals.

Information for Learners

1. For all learners, information on the Appeals Process and the procedures and deadline for submitting an appeal must be made available to the learner.
2. Learners are entitled to appeal their result/s awarded for individual awards or components.
3. A learner who wishes to make an appeal must complete and submit a Learner Appeal/s Request Form which is available from their centre. Learners must be given up to **10 working days** from receipt of results to return the request form and appeal fee/s to the centre. The centre must determine a date which complies with the minimum notice required and inform the learners of this date. Learners should be informed that Appeals received by the centre after this date will not be processed.

4. A fee of **€40.00** is payable in respect of each module/component being appealed. This fee is refundable in the case of successful appeals. This fee of €40.00 per appeal **must be given by the learner directly to the centre.**
5. Learners should be informed that Appeals cannot be processed without the payment of fees.
6. Learners must communicate directly with the centre and should **under no circumstances** contact the MSLETB Appeals Office.

Learner Appeal/s to Centre

When sending results to the learner the centre will indicate;

1. Their own date by which the learners must submit an application to appeal to the centre ensuring that the requirement of up to **10 working days notice** is adhered to. (see *Appendix 1- sample letter to learner from centre*)
2. The centre provides the learner with a Learner Appeal Request Form (see *Appendix 2 - sample Learner Appeal Request Form*). The centre retains this application form for their records.

Appeal Application to MSLETB Appeals Office

1. The MSLETB Appeal Application Form must be sent by the centre to the MSLETB Appeals Office by the specified time and date. (see *Appendix 3 – MSLETB Appeal Application Form in Respect of QQI Assessments*).
2. Applications must include the appeal fee and all learner evidence and documentation pertaining to the appeal(s).

Notification of appeal outcome from MSLETB Appeals Office to Centre

1. A statement will be issued by letter or email from the Appeals Office directly to the centre on completion of the Appeals Process (see *Appendix 3 - Statement of Appeal Outcome*).

Notification of appeal outcome from Centre to Learner (and to QQI where necessary)

1. The centre retains the statement for their own records and issues the learner with a separate letter communicating the appeal outcome i.e. the centre must not issue this statement to the learner. (see Appendix 5 for sample letters).
2. The centre contacts QQI with any grade changes via QHelp
3. In the event of a successful appeal the Appeal Fee will be reimbursed to the learner by the centre.

Appendix 1 - Sample Letter to Learners from Centre

The centre should ensure that they directly communicate with the learner regarding appeals and are welcome to use the following sample letter:

Dear <Learner>

I am pleased to enclose your QQI results for the <month> <year> assessment period.

Key to Grades

Distinction: 80 - 100%

Merit: 65 - 79%

Pass: 50 – 64%

Unsuccessful: You have not achieved a Pass grade in this module

Appeals

If you wish to appeal a result, you must complete and return the enclosed Learner Appeal Request Form to <name of centre> by xx/xx/xx. A fee of €40 will be charged for each module being appealed. Only the results of work which you have already submitted for assessment and which is held in the centre can be appealed. **NO NEW WORK CAN BE SUBMITTED.**

Queries

All queries or appeals relevant to the enclosed statement of results should be addressed to:

<Relevant Staff Member>

<Centre>

<Centre Contact Details>

<Signature>

<Date>

Appendix 2 - Sample Learner Appeal/s Request Form

Learners wishing to appeal their received final result or any aspect of the assessment process must complete this form with the appropriate fee attached and return to their centre before;

<Centre inserts date here >

APPLICATIONS RECEIVED AFTER THIS DATE WILL NOT BE PROCESSED

A fee of €40.00 is payable in respect of each result/grade being appealed. This fee is refundable in the case of successful appeals. Fees should be made payable to Mayo, Sligo and Leitrim ETB by cheque, bank draft or postal order

APPEALS WILL NOT BE PROCESSED IF PAYMENT IS NOT ATTACHED TO THIS APPLICATION

Centre Name: _____

Learner Name: _____

Learner PPSN: _____

COMPONENT/MODULE BEING APPEALED

COMPONENT/ MODULE CODE	COMPONENT/MODULE TITLE	ORIGINAL RESULT & GRADE	FEE PAID (Please tick)
			☐
			☐
			☐
			☐
	TOTAL FEE DUE (Number of Appeals X €40)		

I attach fee in the total amount of €_____ in respect of this Appeal/s

I am a CAO Applicant Yes ☐ No ☐ (please tick)

Learner's Signature: _____

Date: _____

Principal/Head of Centre : _____

Date: _____

Appendix 3 - MSLETB Appeal Application Form in Respect of QQI Assessments

<Ref Month/Year QQI Certification Period>

A centre wishing to appeal a result/s on behalf of a learner must complete this form and return with all required documentation to;

MSLETB Appeals Office,
Mayo College of Further Education and Training – Lucan Street
Castlebar, Co. Mayo F23 FW70

on or before 12noon on <deadline date>

QQI CENTRE NUMBER: _____ QQI CENTRE
NAME: _____

CENTRE CONTACT NAME: _____
EMAIL: _____

LEARNER NAME: _____ LEARNER PPSN:

LEARNER HAS APPLIED TO CAO: YES ☐ NO ☐

COMPONENT CODE & TITLE: _____

External Authenticator: _____

Please tick below the type of evidence required and/or produced by the learner that the Appeal Examiner can expect to see:

Available where applicable

- | | |
|---|--------------------------|
| 1. Learner Marking Sheets | ☐ |
| 2. Assessment Technique Evidence | ☐ |
| 3. Examination Paper | ☐ |
| 4. Learner Assignments Answer Book(s) | ☐ |
| 5. Learner Answer Books | ☐ |
| 6. Disk/ Printouts/ Tape | ☐ |
| 7. Assessment Brief/Marking Scheme | ☐ |
| 8. Outline Solutions/Suggested Answers/Marking Scheme | ☐ |

Is a visit to the centre by the Appeal Examiner required?

Yes ☐

No ☐

If yes *please give reason:* _____

Signed: _____

Date: _____

Principal / Head of Centre

Appendix 4 - Statement of Appeal Outcome from MSLETB Appeals Office to Centre

Centre Name: _____ **QQI Centre Number:**

Learner Name: _____

Learner PPSN: _____

OUTCOME OF MSLETB APPEAL

Component Code	Component Title	ORIGINAL GRADE	APPEAL GRADE

The appeal fee of €40.00 will be reimbursed in due course for every component where the appeal resulted in an upgrading.

Yours sincerely,

MSLETB Appeal Office

Appendix 5 - Sample letters from Centre to Learner regarding outcome of appeal

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

(a) Sample Successful Letter from Centre to Learner

Date, Learner Name, Address

Re: QQI APPEAL/S (Month/year)

Dear Learner

Your appeal in respect of «Component/Module_Code» 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 /Head of Centre

(b) Sample Letter from Centre to Learner in respect of an Unsuccessful Appeal

Date, Learner Name, Address

Re: QQI APPEAL/S (Month/year)

Dear Learner

I am writing to you in regard to an appeal submitted for «Component/Module_Code»

This appeal has been unsuccessful and there is no change in grade. Your certificate has been issued with **(month /year Assessment)** Certificates.

Yours sincerely,

Principal/Head of Centre