

Robotics and Automation Apprenticeship (RAA)

Assessment Appeals Procedure: Process or Results

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Document Title/Reference	Robotics and Automation Apprenticeship (RAA) Assessment Appeals Procedure: Process or Results
Purpose	<p>The purpose of this policy is to set out the procedure to appeal the Assessment process or result</p>
Scope	<p>These guidelines apply to all FET centres delivering the Robotics and Automation Apprenticeship, AMTCE as Coordinating Provider and Collaborating providers.</p>
Contents	<ol style="list-style-type: none"> 1. Assessment Process Appeals 2. Principles of Assessment in relation to Assessment Process Appeals 3. Assessment Results Appeals Process 4. Grounds for Apprentice Appeals 5. Assessment Appeals Form
Related Policies	<p>LMETB RAA Quality Assurance Policies</p>
Audience & Communication	<p>Applicable to all staff and learners of LMETB and to those of Collaborating Providers.</p>
Policy/Procedure Owner & Implementation	<p>The Policy owner is the CE of LMETB. It is the responsibility of the AMTCE and of the staff of Collaborating Providers to ensure the policy/procedure is implemented.</p>
Monitoring, Evaluation and Continuous Improvement	<p>The AMTCE QA Office together with the LMETB QA Office shall be responsible for keeping the policy and procedure up-to-date and for ensuring that only approved versions of the Policy/procedure are accessible via the LMETB website. The Procedure Owner shall periodically review this policy.</p>
Revision History & Commencement Date & Date of Next Review	<p>Commencement Date: TBC Date of next review: 4 years after above date</p>

Assessment Process Appeal

1. Principles of Assessment in relation to Assessment Process Appeals

Quality assured assessment ensures that in criterion referenced assessment “apprentices are assessed, and the assessment judgment is made based on whether the apprentice has reached the required national standards of knowledge, skill and competence for the award” (QQI, Revised 2018 p.5).

Central to quality assured assessment is the assumption that apprentices are assessed in a fair and consistent manner in line with the award standard. Quality assured assessment ensures adherence to the principles of assessment.

The following sets forth the principles of assessment which apply to this document: these principles are based on the QQI (Revised 2018) principles for assessment.

Validity

Validity is a fundamental assessment principle ensuring that an assessment measures what it is designed to measure: the relevant standard of knowledge, skill or competence required for an award should be assessed.

Validity in assessment occurs when:

- Assessment is fit for purpose (i.e., a practical assessment assesses a practical skill)
- Apprentices can produce evidence which can be measured against the award standard
- Assessors can make accurate assessment decisions
- Assessment is accessible to all candidates who are potentially able to achieve it.

Reliability

Reliability in assessment ensures that assessment measurement is accurate: the knowledge, skills, and competence which the assessment measures should produce reliable and accurate results.

Reliability in assessment ensures that results are consistent under similar conditions.

Reliability in assessment occurs when:

- The assessment is based on valid assessment techniques
- Assessment conditions are consistent
- Apprentice evidence is reliable
- Results are consistent across various assessors, contexts, conditions, and apprentices over time.

Fair

Fairness in assessment supports the validity and reliability principles and provides equal opportunity to all apprentices. Fairness in assessment ensures apprentices have access to appropriate resources/equipment in assessment; assessment design and implementation are fair to all apprentices; and policies and procedures exist to ensure fair assessment of

apprentices.

Quality

Quality in assessment ensures that all assessment processes are quality assured.

Transparency

Transparency in assessment ensures that assessment policy and procedures provide clarity to all relevant stakeholders.

Based on QQI Principles for Assessment (QQI, Revised 2018)

Apprentices have the right to appeal the assessment process within a specified timeframe. To ensure adherence to the principles of assessment, the following process should be followed in relation to ASSESSMENT PROCESS appeals. For ASSESSMENT RESULT appeals please see p.10 of this procedure document. This will thus ensure that assessment is fair for all apprentices along with being reliable and consistent across LMETB's programmes and modules.

Assessment Process Appeal

An assessment process appeal refers to the appeal by an apprentice to the provider based on the assessment conditions and/or process: the apprentice believes the assessment conditions and/or process negatively impacted his/her assessment performance.

Assessment Result Appeal

An assessment result appeal refers to the appeal of an approved result. In such cases, the apprentice is not satisfied with their assessment result: the apprentice believes the marks awarded are not representative of the quality of the work submitted for assessment. Only approved results of work submitted can be formally appealed by the apprentice. No new assessment evidence can be submitted.

2. Definitions

Approved Result

Results are results which have been through the internal verification and external authentication process and been approved for distribution to apprentices by the Results Approval Panel. An appeal can only be made based on approved results.

Assessment Process Appeal

An assessment process appeal refers to the appeal by an apprentice to the provider, LMETB/AMTCE or the Collaborating Provider based on the assessment conditions and/or process: the apprentice believes the assessment conditions and/or process negatively impacted his/her assessment performance.

Timeframe for lodging an assessment process appeal

Assessment process appeals should be made within 1 (one) week of the issuing of approved results.

3. Assessment Appeals Roles and Responsibilities

Ideally, apprentice complaints relating to the assessment process, and their immediate reporting to a relevant staff member, should be both encouraged and facilitated during the programme. It is expected that most apprentice complaints in relation to the assessment process can be addressed internally by the centre. It may be appropriate to allow apprentices to view their assessment material before a decision to appeal is made or not by the apprentice. It will be necessary for centres to document formal complaints. In the event of an assessment process appeal by the apprentice to LMETB, the Independent Appeals Committee will request any centre records that pertain to the apprentice's appeal.

The RAA National Programme Manager/ Programme Leader (Collaborating Provider)

The above person must:

- Ensure that all apprentices are made aware of:
 - a. the grounds for making an appeal (assessment result appeal or assessment process appeal, see p.18 for more information on the grounds for appeal)
 - b. the maximum time allowed to lodge an appeal.
- Communicate the deadline date for requesting an appeal to the apprentice (5 working days after issue of approved results). Apprentices may not appeal after this date.
- Receive the appeal application from the apprentice.
- Submit Assessment Appeals Application Form (See Appendix 1) to the Independent Appeals Committee
- Inform the awarding body of the result change (if successful)
- Inform the apprentice of the outcome of the appeals application.

The Apprentice

If an apprentice wishes to appeal an assessment process, the apprentice must:

- Note the grounds for appeal (assessment process appeal application, see p.18 for more information on the grounds for appeal)
- Note the timeframe for appeal (within 1 (one) week of results)
- Lodge an appeal (with fee if applicable) by completing the Assessment Appeals Application Form (See Appendix 1)

The Independent Appeals Committee

The Independent Appeals Committee must:

- Examine the apprentice appeal
- Investigate whether relevant assessment procedures were followed
- Make a decision on the appeal

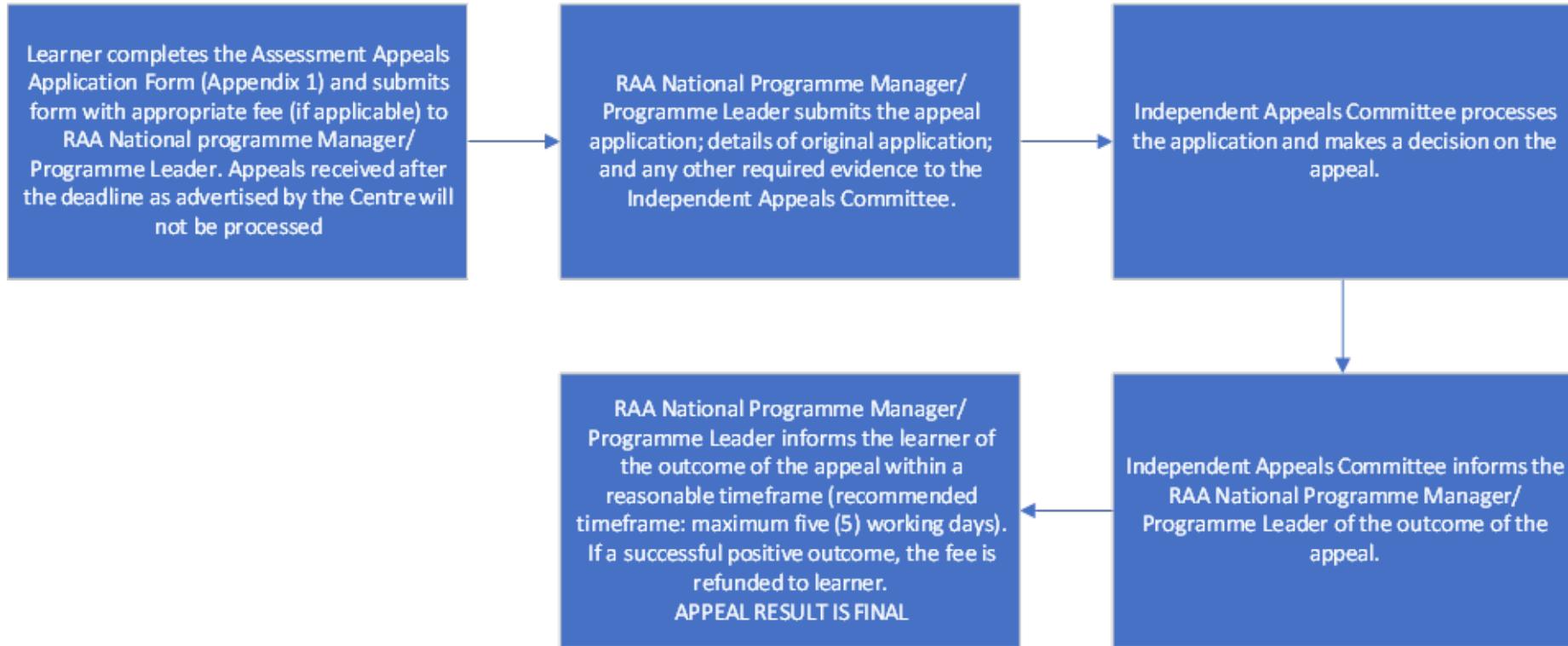
4. Assessment Process Appeals

Note:

- The Apprentice is notified by the Centre of the deadline for appeals within the given assessment period.
- LMETB will endeavor to complete all appeals within twenty (20) working days on receipt of appeal. Every effort should be made to process the application as promptly as possible, especially if CAO/other deadlines may be impacted.

Where possible, the apprentice discusses the appeal application with the RAA Programme Manager or the RAA Programme Leader (Collaborating Provider) and examines grounds for appeal and timeframe before proceeding.

The following process outlines the steps involved in an assessment process appeal. PLEASE NOTE THAT THE APPEAL RESULT IS FINAL.



References

QQI (2018 Revised) Quality Assuring Assessment Guidelines for Providers. Ireland: QQI. Available from: QQI Quality Assuring Assessment Guidelines (2013, Revised 2018)

Assessment Results Appeals

1. Definitions

Approved Result

Approved results are results which have been through the internal verification and external authentication process and been approved for distribution to apprentices by the National Examination Board/Results Approval Panel. An appeal can only be made based on approved results.

Assessment Result Appeal

An assessment result appeal refers to the appeal of an approved result. In such cases, the apprentice is not satisfied with their assessment result: the apprentice believes the marks awarded are not representative of the quality of the work submitted for assessment.

Only approved results of work submitted can be formally appealed by the apprentice. No new assessment evidence can be submitted.

Timeframe for lodging an assessment result appeal

Assessment process appeals should be made within 5 working days of the issuing of approved results.

2. Assessment Result Appeals Roles and Responsibilities

The RAA National Programme Manager/Programme Leader

- Ensure that all apprentices are made aware of:
 - the grounds for making an appeal (assessment result appeal and assessment process appeal, see p.18 for more information on the grounds for appeal)
 - the maximum time allowed to lodge an appeal.
- Communicate the deadline date for requesting an appeal to the apprentice (1 week after issue of approved results). Apprentices may not appeal after this date.
- Receive the appeal application from the apprentice.
- Submit Assessment Appeals Application Form (See Appendix 1) to the Assessment Appeals Facilitator
- Inform the awarding body of the result change (if successful)
- Inform the apprentice of the outcome of the appeals application.

The Apprentice

If an apprentice wishes to appeal an assessment result(s), the apprentice must:

- Note the grounds for appeal (assessment result appeal application, see p.18 for more information on the grounds for appeal)
- Note the timeframe for appeal (within 1 (one) week of issue of approved results)
- Lodge an appeal by completing the Assessment Appeals Application Form (See

Appendix 1)

Only assessment evidence that has already been submitted as part of the final assessment can be considered as part of an appeal: no new evidence can be submitted.

The Assessment Appeals Facilitator

The Assessment Appeals Facilitator must:

- Ensure that all documentation is available for the appeal (completed appeals form, apprentice evidence etc.)
- Assign an Appeals Examiner
- Receive the decision of Appeals Examiner
- Inform the awarding body of the result change (if successful)
- Report appeal outcome decision to the RAA Programme Manager/Programme Leader (Collaborating ETB)

The Appeals Examiner

An Appeals Examiner must:

- Examine the Assessment result appeal application and apprentice assessment evidence.
- Make a decision regarding the appeal.
- Report appeal outcome decision to the Assessment Appeals Facilitator

3. Assessment Results Appeals Process

Note:

- The learner is notified by the Centre of the deadline for appeals within the given assessment period.
- LMETB will endeavour to complete all appeals within a twenty (20) working days on receipt of appeal. Every effort should be made to process the application as promptly as possible, especially if CAO/other deadlines may be impacted.

Where possible, the apprentice discusses the appeal application with the RAA National Programme Manager or Collaborating Programme Leader and examines grounds for appeal and timeframe before proceeding.

Only approved results can be formally appealed: no new assessment evidence can be submitted.

The following process outlines the steps involved in an Assessment Result appeal.

1. Apprentice completes the Assessment
2. Application Form (See Appendix 1) and submits form to RAA National Programme Manager or Collaborating Programme Leader
3. RAA National Programme Manager or Collaborating Provider Programme Leader submits application to Assessment Appeals Facilitator. All assessment evidence, as required by the component specification/validated programme or module, must be available for the appeal. Any evidence not available will be assumed not to have been completed or submitted.
4. Assessment Appeals Facilitator processes the application and:
 - a. Assigns an Appeals Examiner
 - b. Will endeavor to complete all appeals within twenty (20) days on receipt of appeal. Every effort should be made to process the application as promptly as possible.
5. Assessment Appeals Examiner makes a decision on the appeal and informs the Assessment Appeals Facilitator. The Assessment Appeals Examiner completes a:
 - a. Totting/recording check to check for any errors. If an error is found, marks are changed.
 - b. Review of the assessment evidence and makes a decision as to whether grades are upheld or changed.

Makes a decision on the appeal and informs the Assessment Appeals Facilitator of the outcome.
6. Assessment Appeals Facilitator informs the RAA National Programme Manager or Collaborating Provider Programme Leader of the outcome of the appeal (successful or unsuccessful) within a reasonable timeframe (recommended timeframe:

maximum two (2) working days).

7. If successful, the Assessment Appeals Facilitator or RAA National Programme Manager or Programme Leader informs the awarding body of the change.
8. RAA National Programme Manager or Programme Leader or designated person, informs the apprentice of the outcome of the appeal within a 5 working days. Where applicable, the fee is refunded to apprentice.
9. At the next National Examinations Board/Results Approval Meeting, all appeal results from previous assessment period are ratified.

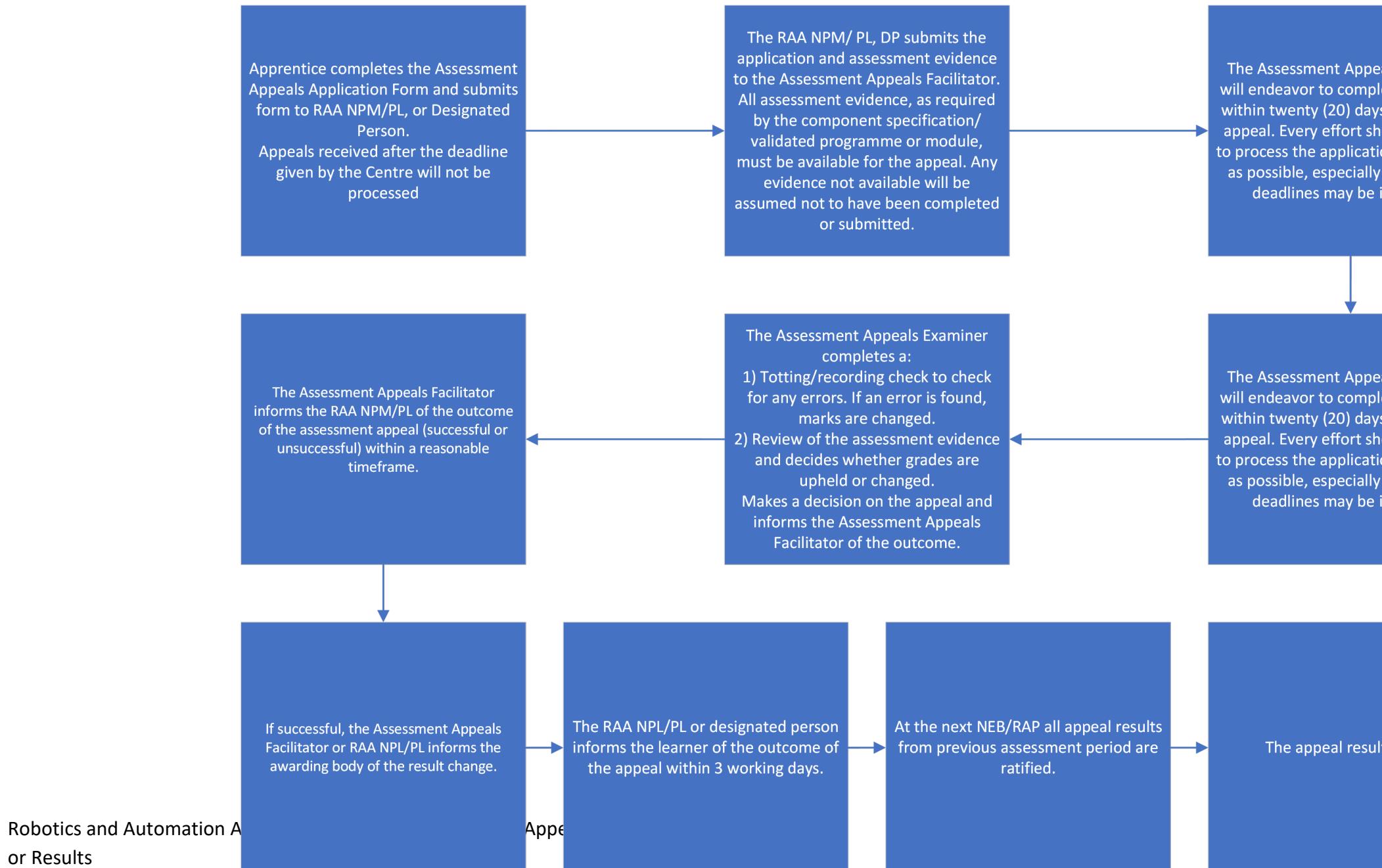
The appeal result is final

4. Repeating Assessment – Failure to Reach Standards

Apprentices may attempt each off-the-job assessment three times (First sitting, plus two repeats).

The apprentice can request that the result be rechecked and reviewed by and appealed to the relevant training provider on each occasion. The apprentice must achieve a pass or higher in all modules in Stage 1 to progress to Stage 2 etc. An apprentice who fails to achieve a pass or higher in any module will be afforded the opportunity to re-sit the individual assessment/s in which they were unsuccessful. Re-sit opportunities are for apprentices who have not passed a module, and not for gaining a higher grade. The maximum achievable grade shall be capped at Pass for any and all subsequent attempts. Thereafter, if the failure of the assessment has been confirmed by the relevant training provider on the third and final occasion, the apprenticeship shall be automatically terminated.

Apprentices and their employers shall be notified by SOLAS of this termination in writing where applicable. Apprentices may appeal such termination and request a fourth and final assessment attempt to the Apprenticeship Appeals Committee. The time limit for making an appeal is 3 months from the date of termination. SOLAS retains absolute discretion to extend this time limit. It is the policy of LMETB, as Co-ordinating Provider, to endeavor insofar as is practicable to deal with all reviews, appeals and disputes in relation to assessment matters in accordance with the principles of natural justice.



GROUNDS FOR APPRENTICE APPEALS

Apprentices may lodge an appeal if they are not satisfied with the grade awarded and/or if they perceive that there was an irregularity within the assessment process itself.

An **Assessment Process Appeal** is where the apprentice believes that the assessment did not comply with LMETB's assessment conditions, specifications or procedures and that the apprentice's assessment performance was negatively impacted as a result.

Apprentices may submit an appeal of the **assessment process** under the following areas of assessment:

- communications and information – insufficient notice or information was provided to the apprentice in relation to the assessment.
- planning and design – the assessment did not assess what it claimed to assess, or the format was not as outlined in the award descriptor.
- conducting and implementing an assessment event – the assessment regulations were not properly implemented.
- deadlines
- compassionate consideration – approved compassionate circumstances were not considered.
- reasonable accommodation
- security of the assessment materials, records, and documentation
- feedback to apprentices
- malpractice
- marking and grading
- repeats
- internal verification and authentication process
- appeals process
- results approval process

An **Assessment Result Appeal** is where the apprentice believes that the marks awarded are not representative of the quality of the work submitted. Only approved results can be appealed by the apprentice. No new assessment evidence can be submitted. The apprentice portfolio of evidence will be sent to an independent Appeals Examiner for review.

Part A: To be completed by the apprentice and returned to the National Programme Manager, Programme Leader (Collaborating Provider) or Designated Person (DP) by a specified deadline.

Please note: There is no appeal fee for the RAA Apprenticeship programme.

Please tick appropriate appeal type:

Assessment **Result** Appeal

Tick this box ONLY if you are appealing the results of your assessment.

Assessment **Process** Appeal

Tick this box ONLY if you believe the assessment conditions and/or process negatively impacted your assessment performance.

Centre Name:				
Apprentice Name:				
Apprentice Email				
Apprentice Contact number				
Programme Code/Title:				

Are there impending deadlines which may need to be considered with this application:

Yes

No

CAO Applicant/Other applicant:
 Please note: If you have applied to the CAO, please check with your FET Centre for the last date for appeal submissions. Appeals received after this date may not be considered by the CAO for the purpose of offers.

Please give details of any deadlines here:

Details of application – Please explain why you are appealing your result:

Module Code	Module Title	Module Level	Original Result	Ground for Appeal (see Table 1.1)

Candidates wishing to Appeal their final result must complete this form and return to the **National Programme Manager or Programme Leader** (Collaborating Provider) [Insert name and address of centre here], on or before xx/xx/xx. Appeals received after this date will not be processed.

I confirm that I have read and understand the appeals procedure including the grounds for appeal.		
Apprentice	Signature	Date
National Programme Manager/ Programme Leader Signature		

Part B: To be completed by the National Programme Manager/Programme Leader (Collaborating Provider and forward to the Assessment Appeals Facilitator