	Document Title	Re-Check, Reviews and Appeals		
	Doc. Number	TRA-PRO-003	Doc. Owner	Head of Training & Development
	Author	Angela Byrne	Revision	Rev. 03
	Reviewed by	John Kelly	Approved by	John Kelly
	Next Review Date	25/07/2024	Approved Date	25/07/2023

1. Policy Statement

At Shorcontrol Safety we value the service we provide to our learners and are committed to the continuous delivery of a positive learning experience for all. Our learners can reasonably expect that at Shorcontrol Safety we follow our published assessment procedures. Furthermore, these procedures are fair, consistent and fit-for-purpose and that we comply with our legal obligations in the conduct of our assessment processes.

Our policy acknowledges the right of the learner to request reconsideration of assessment marks when they believe that one or more of these expectations have not been met. We aim to be completely transparent towards the resolution of any discrepancies that may arise.

The principles set out in our Code of Conducts & Ethics Policy, Equality, Diversity & Inclusion Policy, and Data Privacy & Protection Policy are foundational and inherent in the development and application to the contents of this policy.

2. Purpose

The purpose of this procedure and its associated documents outlines how Shorcontrol Safety governs requests for re-check, review, and appeal of learners' coursework/exams/assessments. This policy is consistent with, and designed to support our Mission, Vision, and Values, by ensuring the provision of quality educational programmes that support the achievement of learner outcomes and enable access, educational opportunities, and progression for a diverse learner population.


3. Scope

The scope of this procedure applies to learner requests for reconsiderations of mark/grade awarded for coursework/exams/assessments and continuous assessment elements (if applicable). The procedure will apply to any course which incorporates graded assessments, of which are part of the requirement to complete to a satisfactory level prior to being awarded any award, certification, or registration card.

The application and implementation of this policy is mandatory to all personnel engaged with Teaching & Learning including those who work directly for and on behalf of Shorcontrol Safety.

4. Definitions

Term	Definition
Re-check	The administrative operations of re-checking the recording and addition of marks for a module or course.
Review	The detailed re-consideration of the assessment decision of all or part of the examined material either by internal and/or external assessor.
Appeal	A request to a higher authority for the alteration of the decision or judgement of a lower one. In this context it is an appeal against the result of a review which is carried out by the Academic Committee.
Assessment	Tools used to measure a learner's ability to comprehend, understand and/or retain knowledge pertaining to a course's subject-matter. Approaches include exams, tests, quiz, practical exercise, or other method determined by tutor as applicable to course.


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5. General Procedure Guidelines

- In the event that a learner fails an assessment, the learner must where possible be made aware of the reason for the failing grade or mark on the day that the assessment is submitted by them.
- Some courses contain assessments (e.g., project reports) which can be submitted after the course has officially ended; in these instances, the learner must be informed of when they will be made aware of the outcome and reason for the mark, they received by a specific date set out by the tutor prior to the last day of the course.
- In circumstances where the learner has failed the assessment, they are entitled to appeal the decision with either the assessor or tutor (if different) on the course provided.
- Reconciliation will be attempted to the best of the assessor or tutors' ability on that day and outcome of the appeal shall be communicated to the learner.
- Where the learner does not accept the decision, they may further appeal their assessment result in writing to the Head of Training and Development at Shorcontrol Safety for consideration.
- Complaints and appeals procedures will be communicated to the learner as required or upon request.
- Accredited governing bodies will dictate whether a learner must either re-sit the entire course, part of the course and/or retake the assessment(s). The decision will be made by the accredited course provider unless stated otherwise by the governing body itself.

5.1 *Feedback*

- For some of Shorcontrol Safety courses, assessments may have a submission date which occurs after the last day which the course or program concludes.
- When attending the course, the tutor will inform all learners of the date which assessments are due.
- When applicable, and if reasonably practical, learners will be informed of the date which they will receive confirmation of their course results.
- In some instances, the course or programmes assessments must be sent to the awarding body for grading and verification; this may result in Shorcontrol Safety and its tutors' inability to accurately relay an exact date which the learner will receive confirmation as to whether they pass or fail a course.
- When results are issued to the learner on their coursework/exams/assessment, the learner may request to meet with the assessor to discuss their marks/grades.
- This can be carried out in an informal or formal setting, depending on the request of the learner.
- For informal settings the learner may approach the assessor in person and request a discussion.
- For formal settings the learner must contact Shorcontrol Safety's Head of Training and Development and/or Training Administration in writing (via email) and request an appointment for the discussion.
- The aim of these discussions is to provide formative feedback to the learners, especially to those who may need to repeat the work, and also to explain the basis of the learners' marks/grades


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against the assessment criteria, particularly when the learner believes that the assessor may have made an error in grading the work.

- If a learner is contemplating making a request for a re-check or review, they should email the relevant assessor to set up this discussion or consultation meeting. This meeting can happen in person or online via MS Teams or Zoom etc. The scripts/minutes from these discussions cannot be issued to the learner but they must be consulted in situ.
- If following the discussion/consultation meeting the learner wants to dispute the results, they may do so through the 're-check' process.


5.2 Re-Check

- A re-check of coursework/exams/assessment materials means a verification that they have been marked and that these marks have been entered and combined accurately in the results records used to issue the final result to the learner.
- A re-check does not involve an academic re-examination or re-evaluation of the presented material by the learner. It is simply a re-verification that all materials submitted were indeed marked and that the total marks were correctly calculated and notified.
- The re-check will be carried out by the Head of Training & Development, relevant assessor, tutor, and training administration as required.
- Applications for re-check must be made formally (via email) using the TRA-FM-039 Re-check and Review Application Form and sent to Head of Training & Development.
- The application must be submitted no later than 5 working days after the results have been issued to the learner and preferably a feedback consultation will have happened prior to the re-check request submission.
- The results of the re-check will be communicated to the learner by the Head of Training & Development or Training Administration Manager.
- Results can result in one of the following for a re-check:
 - Grade remains unchanged,
 - Grade is increased,
 - Grade is decreased.
- In the case of grade changes, the training admin team will arrange the amendment of the results in relevant portals.
- Certificates of attendance can be issued for learners if requested, while re-check is in process.
- Learners can expect to receive the final result of re-check no longer than 10 working days from confirmation of receipt.
- Learner can submit an appeal of the final result determined from the re-check.

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5.3 Review

- A review of assessment materials for more than one course/module/programme involves detailed consideration of the assessment decision of all or part of the examined material by both internal and external assessors.
- The Head of Training & Development will liaise with the relevant assessors, tutors, and the Academic Committee (if applicable) to ensure that all pertinent materials form part of the review process.
- Applications for a review must be made formally (via email) using the TRA-FM-039 Re-check and Review Application Form and sent to Head of Training & Development.
- The application for a review must be submitted no later than 5 working days after the results have been issued to the learner.
- Applications must state the grounds on which the review is sought. The following are considered grounds for a review:
 - There were compassionate or extenuating circumstances that may have affected the results which were not known at the time of assessment, and which were not considered by the assessor.
 - That evaluation of the assessed material was erroneous and did not comply with the actual published grading criteria.
 - One or more of the results was significantly out of sequence with other components assessed within or across modules.
 - That there were procedural or administrative errors in the assessment or the assessment process.
 - An application made by a learner on the basis that a result in all, or in part, was below their projected expectations may not be considered as reasonable grounds for a review.
- The result of the review will be communicated to the learner by the Head of Training & Development or Training Administration Manager.
- Results can result in one of the following for a review:
 - Grade remains unchanged,
 - Grade is increased,
 - Grade is decreased.
- In the case of grade changes, the training admin team will arrange the amendment of the results in relevant portals.
- Certificates of attendance can be issued for learners if requested, while review is in process.
- Learners can expect to receive the final result of review within 15 working days from confirmation of receipt, so long as is reasonably practicable depending on the complexity of the review.
- Learner can submit an appeal of the final result determined from the review.

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5.4 Appeals

- All learners have the right to appeal the decisions made from a re-check and review within 5 working days from the issue of outcome.
- All appeals shall be communicated formally by the learner to the Head of Training & Development, clearly stating the reason for appeal.
- The reasons stated and the supporting evidence cannot be the same reasons provided at the review stage. The Head of Training & Development shall utilize the support of the Academic Committee to consider the appeal.
- All submitted written appeals will be recorded on TRA-FM-001 Recheck, Review and Appeals Tracking Register and the learner will be kept informed of the outcome in a reasonable and practical amount of time depending on the complexity of the assessment grading process.
- Assessments which are true/false, yes/no or multiple choice, of which are graded off of a *Master Assessment Sheet*, shall take no longer than 5 business days to have a final decision to be made and relayed to the learner.
- Assessments which follow grading rubrics (e.g., written projects, open-ended essay questions, etc.) shall take no longer than 10 business days to have a final decision to be made and relayed to the learner.
- In the event of an error or the successful appeal of a result or decision which alters the learners pass or fail status for the course; Shorcontrol Safety's Training Administration team will inform the relevant awarding body and the learner of the error and final outcome of the corrected result or decision.
- All appeals decisions are final.
- Where the appeal against assessment brings the outcome of other results into serious question, this would be considered as a potential 'adverse effect' as other learners may be affected.
- Any assessments which are found to contain errors or have a successful appeal placed against them must be reassessed by the Tutor and the Head of Training & Development.
- This must be done in order to ensure that current and future learners who partake in the same course will be given fair and accurate assessments.
- In such cases, Shorcontrol Safety will ensure the following:
 - Any other learner who has been affected is identified,
 - Effects are corrected or mitigated as far as is reasonably possible. This may involve adjusting the outcome of assessments (pass/fail) and re-issuing of results, or revoking certification.
 - Appropriate action is taken to avoid a reoccurrence. This may involve taking action against assessors, tutors, internal and/or external quality assessors or sub-contractors etc.
- Shorcontrol Safety management team ensure that any actions pertaining to the contents of this procedure are monitored through our internal reporting process. Trends are identified and relevant actions put in place to negate reoccurrence.

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5.5 Academic Committee Involvement

Any appeal which is received by the Head of Training and Development, or the General Manager is subject to review by the Academic and Quality Assurance Committees.

The role of the Academic Committee involved in the appellate procedure is:

- To ensure that the Learner received a fair and just appeal outcome by Shorcontrol Safety.
- To ensure that any errors caught by the Learner with regards to the training or assessment material is corrected.

The role of the Quality Assurance Committee involved in the appellate procedure is:


- To keep record that an appeal has occurred as well as record the particulars of how the decision issued by either the Head of Training and Development or the General Manager was reached.

6. Responsibilities

Employee Title/Classification	Responsibility
Directors, Top Management, Senior Management & Committee Members	To ensure the necessary resources are available within the organisation for the implementation of this policy. To ensure the contents of this policy are implemented effectively. To investigate and act upon any breaches or violations which may arise or be reported in relation to this policy.
Employees/ Staff/ Instructors/ Sub-contractors	To adhere to the requirements set out in this policy. To report any breaches or violation of this policy to top/senior management for investigation and resolution.
Internal Quality Assessor (IQA)	To ensure the documentation including assessment materials, produced for and from courses, adhere to the QA processes as required by the relevant awarding organisations, auditing companies, internally and various NGO accreditations.
Learners	To adhere to the requirements set out in this policy. To report any breaches or violation of this policy to instructor/employees/staff for investigation and resolution.

7. Enforcement

Employee Title/Classification	Responsibility
General Manager	Has the discretion of determining the repercussion on the discovery of any member of staff, tutors, managers, visitors, or subcontractor's breach or violation of this policy. Has the discretion of determining the repercussions on the discovery of a manager or assigned responsible personnel's failure to enforce or follow this policy or its procedures.
Head of Training & Development	Has the discretion of determining the repercussions on the discovery of any subordinate or learner's breach or violation of this policy.
Internal Quality Assessor (IQA)	Has the discretion of determining the respective repercussions on the discovery of any tutor/assessor in breach or violation of this policy.

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8. Related Information and Documents

Document ID	Title
Policy Statement	<ul style="list-style-type: none"> • Mission, Vision, & Values • Quality Policy • Dignity Charter • Equality, Diversity & Inclusion
Additional Support	<ul style="list-style-type: none"> • Code of Conduct for Tutors • Code of Conduct for Learners • Learner Handbook • Garda Vetting • Requests for additional supports • Individual learning plans • Extension Requests • Tutorial Requests • Learner Complaints • RPL Application Form • RPL Appeals Form
TRA-POL-017	Teaching & Learning Policy
TRA-FM-041	Recheck, Review and Appeals Tracking Register
TRA-FM-039	Re-Check and Review Application Form
TRA-FM-040	Appeals Application Form

9. Procedure Review

This procedure shall be reviewed when:

- There is a change of General Manager at Shorcontrol Safety.
- There is a change in any of the related policies or procedures found in section 8. *'Related Information & Documentation'* of this document.
- As prescribed in Shorcontrol Safety's policy and procedure review schedule.
- As determined or requested by the General Manager at Shorcontrol Safety.

Revision Date	Author with Title	Description
	Adam Romans; Quality Coordinator	Initial release of procedure
11/05/2023	Angela Byrne; QHSM	Review, update and reformat layout/structure to align with QCI reengagement guidelines.
25/07/2023	Angela Byrne; QHSM	Update of document ID's and code.