

## QQI Results Appeals: Information for Learners

Laois and Offaly Education and Training Board Further Education and Training Services

### Can I appeal my results?

Yes. If you are not satisfied with the grade you were awarded for a module you have the right to appeal the result. You can appeal as many results as you like.

### Is there a fee?

Yes. It costs €40 for each result you appeal.

You must pay this fee when you are applying for an appeal. However, if an appeal is successful you will get a refund for that module.

For example, if you appeal the results of two modules, it will cost you €80. If one module appeal is successful, you will get a refund of €40. If both module appeals are successful, you will get the full €80 refunded.

Please contact your providers for information on how to pay an appeal fee.

### How do I apply?

You need to complete the **QQI Results Appeal Form** and return it to your programme provider. This form was sent to you along with your Statement of Results and a cover letter. The letter gives you the cut-off date for appeals and the name of the person to contact about your appeal.

Therefore, you need to:

- Complete the QQI Results Appeal Form
- Enclose €40 for each module you are appealing
- Return the completed form and fee to your programme provider by the date given in the cover letter.

### What happens next?

The QQI Results Appeal process has two stages

Stage 1: **Recheck of learners marks, and**

Stage 2: **Appointment of External Appeal Examiner**



## Stage 1

At Stage 1 your marks will be double-checked by a member of the LOETB Quality Assurance Support Service.

If we find there was an error, we will revise your grade

Then a staff member from the Quality Assurance Support Service will contact you and tell you what your revised grade is.

At this point you can choose to accept the new grade or not.

If you choose to accept the new grade the Quality Assurance Support Service will ensure it is entered onto the QQI system and will appear on your certificate.

This ends the appeal process for you and you will have your fee refunded.

## Stage 2

At Stage 2, an independent Appeals Examiner is appointed by the Quality Assurance Support Service to review your work and make a decision regarding your grade. The Appeals Examiner will be someone with experience in teaching and assessing work in the subject area you are appealing. They will not have seen your work before, and will not have been involved in any decisions about your work on this module up to this point.

The Appeals Examiner will review the following:

- The work you submitted for certification in the module under appeal. **No new work can be submitted.**
- The grade awarded for the module.
- The QQI award standards that apply to the module.
- Module documentation – for example, module descriptor, assignment briefs, marking schemes and so on.
- All relevant policies – for example, plagiarism policy, deadlines and so on.

When they have reviewed all the relevant information, the Appeals Examiner will decide whether or not to change your grade. They will send their decision to the Quality Assurance Support Service who will inform your programme provider. Your programme provider will write to you with the result.



## **Appeal Results.**

If your appeal is successful, the Quality Assurance Support Service will ensure that your grade is changed on the QQI system and it will appear on your certificate. If the successful appeal means your overall grade for a major award is changed, a new certificate may be issued by QQI. You will also have your fee refunded.

If your appeal is unsuccessful at Stage 2, you may wish to submit a complaint under the LOETB Complaints Policy. Information on our complaints policy is available on our website [www.loetb.ie](http://www.loetb.ie) or from your programme provider.

Please note that all queries regarding a Result Appeal should be directed to your programme provider.

## **Other FAQs**

Q. I didn't get the grade I wanted because I didn't submit one component of the module. Can I submit the missing material with my appeal?

A. No. The Appeals Examiner will review only the work you submitted originally.

Q. I had difficult personal issues at the time of the assessment that I feel affected my performance. Can I enclose a note with my appeal to explain this?

A. No. The Appeals Examiner will not consider any special circumstances. Furthermore, if there is anything other than your original submission included with your appeal, the examiner may refuse to carry out their review.

Q. There was a question on the exam paper that the tutor never covered in class. Can I explain this at the appeals stage?

A. No. This is a matter you should raise with your tutor and, if necessary, with your programme provider.