

MAYO TRAINING INSTITUTE

Appeals Policy

Mayo Training Institute will provide learners with a fair, transparent and structured process for appealing an assessment result.

An appeal may be considered on the following grounds:

- A learner feels that an error has been made in the tally of marks/assignment of grade. This is considered a **recheck**.
- A learner feels that the marks awarded do not accurately reflect the merits of their answer or the proper application of the marking scheme. This is considered an assessment **review**.
- A learner is dissatisfied with the outcome of the recheck and/or review. This is a formal appeal for an **independent review** of the learner's grade.

A grade appeal may be informal or formal.

- An informal appeal is an oral discussion between the learner and the tutor/assessor.
- A formal appeal involves the learner submitting an Appeals Form.

The Appeals Form can be obtained by emailing the Training Team at info@mayotraininginstitute.ie.

Appeals Procedure

Informal Appeal

All learners can ask to have your results checked. This will be completed by the tutor/assessor in conjunction with the Centre Manager.

Formal Appeals Procedure

Learners are informed about the appeals process at the commencement of the course, in the Learner Handbook and in an email with the Statement of Results.

- The appeal must be made via Mayo Training Institutes Appeals Form (available from any member of the Training Team) and must be made within 7 days of the issue of the provisional results. The same Appeal Form is used for formal Review and Appeal.

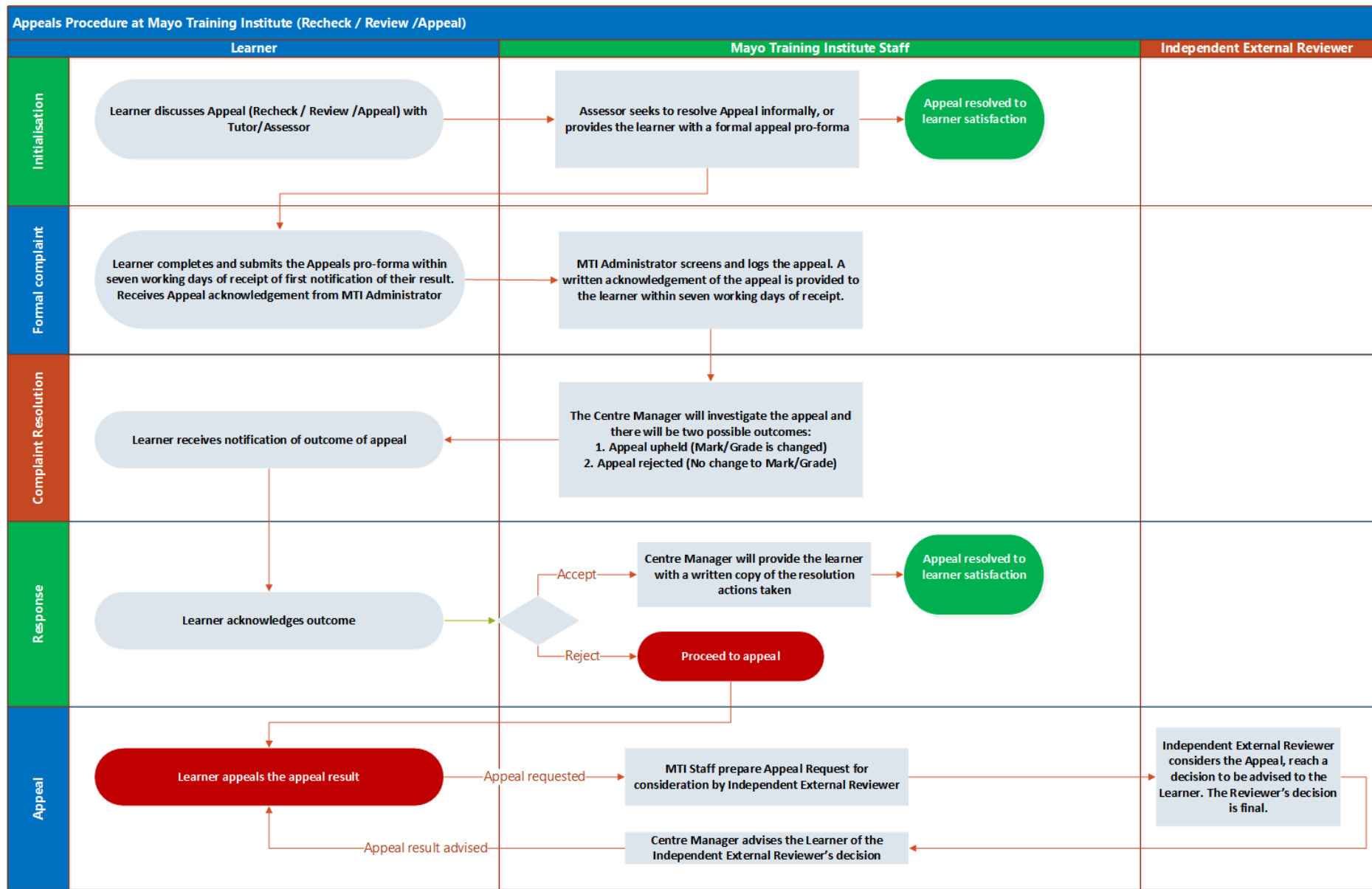
- All completed Appeals Forms must be sent to the Centre Manager, Mayo Training Institute, N5 Retail Park, Castlebar. (info@mayotraininginstitute.ie.)
- Learners will receive an e-mail confirmation of receipt of their appeal within seven working days of receipt
- There is a fee of €60 for formal appeals which is entirely refundable if the appeal is upheld
- Only existing assessment materials will be considered. No new evidence can be submitted
- All assessment evidence as required by the module descriptor must be available for the appeal
- Any evidence not available will be assumed not to have been completed.
- The Centre Manager will assess the appeal and advise the learner of the outcome in writing
- There are two possible outcomes:
 - The learner appeal is successful (appeal upheld). In this case the learner assessment results are updated accordingly
 - The learner appeal is unsuccessful (appeal denied). In this case the assessment result remains unchanged
- If the learner does not agree with the decision of the Centre Manager they have the option to appeal the decision (see Independent External Review below).

Independent External review

- The learner's assessment with the assessor's comments and marking sheets will be sent to an Independent External Reviewer. The original assessor has no part in the review.
- The Independent External Reviewer will process the appeal within a reasonable timeframe, typically 10 working days from receipt of materials.
- Once the Independent External Reviewer has reviewed the delegate's work, the result of the appeal is recorded and communicated to the learner by email.

Timescales:

- Learner must appeal within seven days of receipt of first notification of results
- Learner appeal will be acknowledged within seven working days
- Appeal result will be advised within seven working days of the acknowledgement of the appeal submission
- The independent external review (if invoked) will conclude within fourteen working days of receipt of the review materials by the reviewer.



Formal Appeals Form

Name: _____ Phone number: _____

Learners PPSN: _____ Date: _____

Email (Please Print): _____

COMPONENT /MODULE CODE	COMPONENT / MODULE TITLE	ORIGINAL RESULT & GRADE	FEE PAID (TICK)

Reason for Review or Appeal

Evidence supplied		
Item #	Document	

Learners Signature: _____

Centre Managers Signature: _____