

P9 S18 Recheck, Review and Appeals Policy

Version 1 – Publication Date 01/12/2019

PURPOSE AND POLICY CONSIDERATIONS

It is the policy of Forus Training that all learners have the opportunity to discuss their provisional results with the appropriate staff after the issuing of provisional results by us, and, where the learner finds it necessary, to seek a recheck and/or review of their results. This policy covers all grades and all levels of award.

A two-stage process is provided for learner feedback and/or recheck or review of learner evidence.

Stage 1 must be followed before entering into Stage 2.

Recheck, Review and Appeals Policy Procedure

STAGE 1: INFORMAL CONSULTATION BETWEEN LEARNER AND TUTOR

An informal consultation means the tutor and the learner meet so that:

1. Guidance can be given to the learner regarding future performance or repeat assessments, and/or
2. The learner's results can be discussed with a view to clarifying how marks were / were not awarded.

Learners are obliged to avail of feedback from tutors before requesting a recheck or review. This procedure is **INFORMAL**. It is at the discretion of the tutor to decide what format it will take. Can be over the phone for example. There is an obligation to show the learner the assessment, if requested. The learner is not entitled to ask for a copy of the assessment. The tutor will demonstrate to the learner how the marks were allocated in the case of the particular learner's assessment and indicate how these marks were lost or gained.

TIMEFRAME: This opportunity to discuss assessment results is made available to learners by learners notifying Forus Training during the 3 working day period following the day of issue of provisional results (i.e. the day of results publication plus the next 3 working days).

HOW TO APPLY: Learners can inquire about an **Informal Consultation** by contacting Forus Training by email providing their **name, course title and location** to certification@forustraining.ie and asking about arranging an informal consultation or by calling Forus Training on (044)9349400.

APPLICABLE FEE: No fee applies.

Forus Training records the request and sets up an appointment for the learner with the tutor(s) concerned.

If, following the consultation, a learner wishes to dispute results, he/she may do so through the Stage 2 or Stage 3 of this procedure.

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STAGE 2: REQUEST FOR A RECHECK OF AN ASSESSMENT

Stage 1 above must be completed before entering into Stage 2.

Re-check means the administrative operation of checking (again) the recording and combination of component scores for a module and/or stage.

What does a recheck involve?

The recheck process shall be carried out by the relevant Forus Training personnel (Head of Certification) in consultation with the tutor(s) and the learner concerned. The process normally involves establishing that all answers, part answers and/or other assessment materials have been assessed and totaled correctly. This involves checking the assessment again and, re-calculating the final scores, and where appropriate, modifying the results accordingly. **Marks allocated can be increased or decreased.**

There is no appeal process for a recheck.

TIMEFRAME: Completed forms must be submitted to the Forus Training within five working days of the Informal Consultation as detailed in stage 1 above. Requests received by post must be postmarked within this five day period.

HOW TO APPLY: Applications for a RECHECK must use **P9 S18 Recheck, Review and Appeals Application Form**. Only a written signed request for a recheck from the learner concerned will be considered. Third party submissions will not be considered. Forms are available from Forus Training, or by contacting Forus Training by e-mail or phone. Postal forms should be submitted to: **Forus Training, Castle House, Castle Street, Mullingar, Co. Westmeath**. Requests received by post must be postmarked within this five day period.

Alternatively, e-mail the form to: certification@forustraining.ie

APPLICABLE FEE: Forus Training will charge a fee of €25.00 per module for a recheck. In the event of a successful recheck or review or final appeal, all fees shall be refunded to the learner.

These fees must be paid over the phone on (044)9349400 or by completing card details on the form. In the event of a successful recheck, the fee shall be refunded to the learner. These fees must be paid over the phone on 0449349400 or by completing card details on the form.

The recheck may result in one of the following outcomes:

- | | | |
|----------------------------|-----------------------|-----------------------|
| a) Grade remains unchanged | b) Grade is increased | c) Grade is decreased |
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P9 S18 Recheck, Review and Appeals Policy

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STAGE 3: REQUEST FOR A RECHECK OF AN ASSESSMENT

Stage 1 above must be completed before entering into Stage 3.

What does a review involve?

Review means the re-consideration of the assessment decision by an **Academic Committee** within the Forus Training in consultation with the tutor(s) concerned. A review will automatically include a recheck. Learners are required to state the grounds for the requested review.

TIMEFRAME: Completed forms must be submitted to Forus Training within five working days of the Informal Consultation as detailed in stage 1 above. Requests received by post must be postmarked within this five day period.

HOW TO APPLY: Applications for a REVIEW must use **P9 S18 Recheck, Review and Appeals Application Form**. Only a signed written request for a review from the learner concerned will be considered. Third party submissions will not be considered. Forms are available from Forus Training, or by contacting Forus Training by e-mail or phone. Postal forms should be submitted to: **Forus Training, Castle House, Castle Street, Mullingar, Co. Westmeath**. Alternatively, e-mail the form to: certification@forustraining.ie

APPLICABLE FEE: Forus Training will charge a fee of **€45.00 per module for a review**. In the event of a successful review, the fee shall be refunded to the learner. These fees must be paid over the phone on 0449349400 or by completing card details on the form.

The recheck may result in one of the following outcomes:

d) Grade remains unchanged	e) Grade is increased	f) Grade is decreased
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Grounds for a review:

In completing **P9 S18 Recheck, Review and Appeals Application Form**, the learner must: -

- Identify the specific element or elements of the assessment for which the review is sought; and,
- Specify clearly and succinctly the grounds on which the review is sought; and,
- Provide any other information which the learner requires to have taken into account in the review.

The **grounds for review should be specified** under the following four headings. These are the only grounds on which a review will be permitted. Please provide documentary evidence to substantiate the claim.

- The assessment regulations of Forus Training have not been properly implemented.
- Procedural irregularity – there is evidence of substantive irregularity in the conduct of the assessment process, including where this results in an inappropriate grade assessment. The irregularity is of such a nature as to create a reasonable possibility that a learner’s result may have been different if it had not occurred.
- Compassionate or medical circumstances related to the learner’s particular situation made known to Forus Training by the learner in writing prior to or during the assessment concerned but of which the Assessor was unaware.

P9 S18 Recheck, Review and Appeals Policy

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- d) Significant performance related information which the learner believes was not available to or considered by the Assessor. Supporting evidence must be provided.

Please note that the following sample statements are not verifiable grounds for an appeal:

- *'I thought I should have done better'*
- *'I put a lot of effort into this subject'*
- *'Everybody in class has failed this exam'*
- *'I feel I deserve to pass'*
- *'My other marks are much higher'*
- *'The assessment was harder than I expected'*
- *'My tutor did not like me'*
- *'I wasn't well for this assessment'*
- *'The tutor didn't prepare me sufficiently'*

P9 S18 Recheck, Review and Appeals Policy

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STAGE 4: FINAL APPEAL TO REVIEW OUTCOMES

Final appeal within Forus Training

The learner can appeal the decision from the Stage 2/3. This appeal can be made to the Head of Certification stating the reasons for the appeal. The reasons stated and the supporting evidence cannot be the same reasons provided at the review stage.

TIMEFRAME: Before a final appeal is initiated, Forus Training must receive **P9 S18 Recheck, Review and Appeals Application Form**, again completed in full and signed by the learner within **five working days** from the receipt of the e-mail notifying them of the outcome of the review.

HOW TO APPLY: Applications for a FINAL REVIEW must use **P9 S18 Recheck, Review and Appeals Application Form**. Only a signed written request for a review from the learner concerned will be considered. Third party submissions will not be considered. Forms are available from Forus Training, or by contacting Forus Training by e-mail or phone. Postal forms should be submitted to: **Forus Training, Castle House, Castle Street, Mullingar, Co. Westmeath**. Alternatively, e-mail the form to: certification@forustraining.ie

APPLICABLE FEE: Forus Training will charge a fee of **€70.00 per module for a final appeal**. In the event of a successful final appeal, the fee shall be refunded to the learner. This fee must be paid over the phone on 0449349400 or by completing card details on the form.

STAGE 5: RECOURSE TO THE OMBUDSMAN

Should your query not be satisfactorily resolved through the process 1, 2/3 and 4 outlined you still have recourse to the Office of the Ombudsman:

The function of the Ombudsman is to investigate complaints from members of the public who believe that they have been unfairly treated by certain bodies. If you feel that you have been unfairly treated or are not satisfied with our decision, it is open to you to contact the Office of the Ombudsman. By law, the Ombudsman can investigate complaints about any of our administrative actions or procedures as well as undue delays or inaction in your dealings with us. The Ombudsman provides an impartial, independent and free dispute resolution.

Ombudsman Resolution Service

Please note you will be expected to have availed of Forus Training procedures first. The Ombudsman will deal only with people who feel they have been unfairly treated because of an administrative action. S/he does not provide an academic judgment regarding grades awarded or academic standing.

Details on contacting the Ombudsman are available below:

<https://www.ombudsman.ie/making-a-complaint/make-a-complaint/>

Address: 18 Lower Leeson Street, Dublin 2, D02 HE97.

Phone: +353 1 639 5600

Lo-call: 1890 22 30 30 (charges may vary)

Email: info@ombudsman.ie