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Bord Oideachais agus  
Oiliúna Chorcaí

*Cork Education and  
Training Board*

# QUALITY ASSURANCE

## QA 6.18 CORK ETB QQI EXTERNAL APPEALS PROCESS PROCEDURE

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## PURPOSE

The purpose of this procedure is to ensure an External Appeals Process is in place for all learners in all Cork ETB campuses and centres offering QQI assessments. Learners are entitled to appeal their final result/s awarded for individual awards or components. The final result is the result that has been externally authenticated and approved by the Results Approval Panel.

## SCOPE

This procedure applies to all QQI further education and training programmes provided by Cork ETB campuses and centres or by organisations funded by Cork ETB to provide QQI further education and training.

## RESPONSIBILITIES

**Each Cork ETB campus/centre is responsible for:**

- Communicating details of the appeals process to the learner in a timely fashion using [QA6.18a External Appeal/s Learner Application Form](#)
- Setting dates for learners to return [QA6.18a External Appeal/s Learner Application Form](#) which comply with the date range outlined in the procedure
- Gathering the details of the appeals and relevant assessment evidence
- Notifying the Cork ETB Quality Assurance Unit of the appeals and communications with learners. The Cork ETB Quality Assurance Unit will communicate directly with the campus/centre, and they directly communicate with learners
- Collating the assessment material which is the subject of the appeal and ensuring that the location of all material is clearly signposted
- Forwarding all appeals documentation to the Cork ETB Quality Assurance

Unit in a timely fashion

- Notifying the learner of the payment details for the appeal
- Communicating the outcome of the appeal directly to the learner
- Reimbursing the learner, the cost of the appeal if the appeal is successful

**The Cork ETB Quality Assurance Unit is responsible for:**

- assigning an Appeals Examiner for the purpose of the appeal. The appeals examiner who re-examines a learner appeal will not be the teacher/tutor who made the original assessment decision, or the external authenticator assigned to the campus/centre during the assessment period for that award
- communicating the outcome of the appeal directly to the centre via e-mail
- returning all hard copy evidence to the centre
- communicating the outcome of the appeal directly to QQI. QQI will amend the QQI Business System as appropriate
- the Cork ETB Quality Assurance Unit only communicate directly with centre and will only respond to communication from centres

**The learner is responsible for:**

- submitting a request to appeal a grade to the centre in a timely fashion
- completing the relevant appeals paperwork and returning all paperwork, with evidence of payment to the centre within the deadline given

## PROCEDURE

The detailed steps of the appeals procedure are outlined below.

### 6.18.1 After Provisional Results are Issued

- following the issue of provisional results to learners, centres must communicate details of the appeals procedure in writing to all learners

- learners have **ten days** from the issue of this letter to appeal their grade and this must be made clear
- learners must be given the opportunity to view their scripts before deciding to proceed with the appeal, this should be organised locally at centre level
- the centre must provide learners who wish to appeal a grade with a copy of [QA6.18a Cork ETB External Appeal Learners Application Form](#), either digitally or in hard copy

#### **If the learner decides they wish to appeal a grade:**

- the learner must complete [QA6.18a External Appeal/s Learner Application Form](#), either digitally or in hard copy and accompany this with proof of payment of the appeal fee/s
- learners who are applying to the CAO have a maximum of **ten days from receipt of the results** to return the appeal, in order to meet the deadline that QQI have set for CAO candidates. Learners who are not applying to the CAO have a **maximum of ten working days from receipt of results** to return the appeal
- the centre must determine a date which complies with the minimum notice required and inform the learners of this date. Learners should be informed that appeals received by the campus/centre after this date will not be processed
- a fee of **€40.00** is payable in respect of each component being appealed. This fee is refundable in the case of successful appeals. This fee of €40.00 per appeal **must be paid by the learner directly to the campus/centre**
- learners should be informed that Appeals cannot be processed without the payment of fees
- appeal fees must be referenced **QQI EXTERNAL APPEALS** and transferred to Cork ETB via electronic funds transfer to CORK ETB's bank account
- when an appeals application is received by the centre, they must;

- check the relevant component descriptor to ensure that all of the appropriate assessment evidence produced by the learner is available for the appeal
- collate the learner evidence and relevant documentation and forward to the Cork ETB Quality Assurance unit

Email a password protected copy of [QA6.18c QQI External Appeal Remittance Advice](#) to the Cork ETB Quality Assurance Appeals Unit [appealsoffice@corketb.ie](mailto:appealsoffice@corketb.ie).

A hard copy should accompany the learner evidence.

### 6.18.2 Evidence needed for the Appeals Process

- The centre must contact the Cork ETB Quality Assurance Unit to discuss the mechanism of delivery of any appeals
- The centre must forward the internal assessor folder as presented under QA6.14 Internal Verification procedure to the Cork ETB Quality Assurance Unit
- A learner appeal is a **de novo** review of all learner evidence. All learner evidence, including the original marking sheets, must therefore be forwarded to the Cork ETB Quality Assurance Unit
- All evidence, both digital and hard copy, should be clearly signposted and facilitate ease of perusal by the Cork ETB Quality Assurance Unit and the appeals examiner
- No new evidence not previously submitted for assessment may be included.
- Centre must also forward a hard copy or a password protected digital version of the following to the Cork ETB Quality Assurance Unit at [appealsoffice@corketb.ie](mailto:appealsoffice@corketb.ie):
  - [QA6.18b External Appeal Centre Application form](#) signed by the principal/campus/centre manager (digital signature will suffice)
  - [QA6.18c External Appeal Remittance Advice](#)

- Authentication Report by Learner Group by Minor award results sheet with results of other learners redacted
- If learner evidence is of such a nature that it cannot readily be forwarded to the QA Unit, and a visit to centre by an appeals examiner is required, the centre will indicate this on [QA 6.18b the External Appeal Centre Application Form](#) when forwarding to the Cork ETB Quality Assurance Unit

### 6.18.3 Appeals that may have an implication for CAO Offers

- The outcome of an appeal may have a significant bearing on whether an applicant through the CAO is offered a place on a higher education programme
- The CAO operate to extremely strict timelines, and results that are not communicated to them in time **will not** be included in the point's calculations, and subsequent candidate place offers
- In order to ensure that a learner who has applied through the CAO and who is appealing the marks awarded to them through the ETB External Appeals Process in respect of QQI Awards benefits from any upgraded results awarded through the External Appeals Process, applications for appeals in these cases must be received by the Cork ETB QA Unit **not later than 12:00 midday on the third Monday of June**
- All appeals by learners who have applied through the CAO for higher education programmes should be clearly marked on the [QA 6.18a External Appeal Learner Application Form](#) as CAO APPLICANT. That information should also be included on the [QA 6.18c External Appeals Remittance Advice form](#) and [QA 6.18b External Appeal Centre Application form](#)

#### 6.18.4 Appeals Process

- The External Appeals Process will involve a **de novo** re-examination of:
  - a) The learner evidence presented for the component under appeal
  - b) The assessment result awarded for the component
- An appeals examiner will be assigned by the Cork ETB QA Unit for the purpose of the appeal. The appeals examiner who re-examines a learner appeal will not be the assessor who made the original assessment decision, or the external authenticator assigned to the centre during the assessment period for that award
- The Cork ETB Quality Assurance Unit will communicate the outcome of the appeal to the campus/centre using [QA6.18d Statement of External Appeal Outcome](#) via email
- The appeal report generated by the appeals examiner will also be submitted to the centre
- The Cork ETB Quality Assurance Unit will return all hard copy evidence to the centre
- The centre will communicate the outcome of the appeal directly to the learner using [QA6.18e Sample Letter from campus/centre to learner](#)
- If an appeal is successful, the €40.00 fee will be refunded to the campus/centre for reimbursement of the learner

The Cork ETB Quality Assurance Unit will communicate the outcome of the appeal directly to QQI. In cases where an appeal is successful, QQI will amend the original result on the QQI Business System and will issue a new certificate directly to the campus/centre.



## DOCUMENT DETAILS

<b>Title:</b>	QA 6.18 Cork ETB External Appeals Process Procedure
<b>Authors:</b>	Cork ETB Assessment Working Group
<b>This Version Number:</b>	3.0
<b>Approval</b>	Cork ETB FET Strategy Group
<b>Status:</b>	Active
<b>Effective Date:</b>	April 2023
<b>Review Date:</b>	April 2025 or as required
<b>Templates/Resources:</b>	<a href="#">QA 6.18a External Appeal Learner Application Form</a> <a href="#">QA 6.18b External Appeal Centre Application Form</a> <a href="#">QA6.18c External Appeals Remittance Advice Form</a> <a href="#">QA6.18d A Statement of External Appeal Outcome</a> <a href="#">QA 6.18e Sample Letters from Campus/Centre to Learner</a>



### 6.18a Cork ETB QQI External Appeal/s Learner Application Form

Learners wishing to appeal their received final result must complete this form and return it and a fee of **€40.00** per appeal to their Centre before:

**<Insert Title and Date>**

**APPLICATIONS RECEIVED AFTER THIS DATE WILL NOT BE PROCESSED.**

**Candidates must submit their appeal by the date set above. Appeals received after that date may not be considered by the CAO for the purpose of offers.** A fee of **€40.00** is payable in respect of each result/grade being appealed. This fee is refundable in the case of successful appeals. Fees should be paid directly to the Centre. **APPEALS WILL NOT BE PROCESSED WITHOUT DIRECT PAYMENT TO COLLEGE/CENTRE:**

<b>Centre Name:</b>	
<b>Learner's Name:</b>	
<b>Learner's PSSN:</b>	

#### COMPONENT BEING APPEALED

COMPONENT CODE	COMPONENT TITLE	ORIGINAL RESULT & GRADE	FEE PAID (Please insert X)
	<b>TOTAL FEE DUE (Number of Appeals x €40.00)</b>		

<b>Please insert X if you have applied to CAO</b>	
<b>I attach fee in the total amount of € <input type="text"/> in respect of this appeal/s (please insert X)</b>	

**Learner's Signature:**

**Date:**

**Principal/Centre Manager:**

**Date:**



## 6.18b Cork ETB QQI External Appeal/s Campus/Centre Application Form

Campuses/Centres wishing to appeal a result/s on behalf of a Learner must complete this form and send to [appealoffice@corketb.ie](mailto:appealoffice@corketb.ie). Arrangements should also be made with the Appeals Office for submission of the appeal documentation to:

Appeals  
Cork ETB QA Unit  
Cork College of FET – Bishopstown Campus  
Rossa Avenue  
Bishopstown  
Cork

### **CAO**

Candidates who have applied to the CAO must submit their appeal by 12:00 on the third Monday in June. Appeals received after that date may not be considered by the CAO for the purpose of offers.

### **Appeal Fee**

A fee of €40.00 is payable in respect of each component being appealed. This fee is refundable for successful appeals. The campus/centre must collect the appeal fee/s and transfer to Cork ETB by (weekly) lodgement to bank account:

**Cork Education and Training Board**  
**Allied Irish Bank, 66 South Mall, Cork.**  
**Account Number: 80975002**  
**Sort Code 93-41-78**  
**BIC: AIBKIE2D**  
**IBAN: IBAN IE20 AIBK 9341 7880 9750 02**

### **IMPORTANT:**

1. Do not forward Learner Appeal Application Form along with assessment evidence
2. When sending payment to Cork ETB, e-mail Remittance Advice and list of learner names ([QA6.18c](#)) to [appealoffice@corketb.ie](mailto:appealoffice@corketb.ie). REF: QOI External Appeal/s. This email must be password protected
3. Enclose remittance advice and list of learner names with appeal/s
4. Appeals will not be processed without e-mailed remittance advice and list of learner names

Appeal Details:		Please insert X with the type of evidence required and/or produced by the learner that the Appeal Examiner can expect to see.	Required for this programme component	Available (if applicable)
Centre No:		Learner marking sheets:		
Centre Name:		Assessment technique evidence:		
Learner Name PRINT:		Examination paper:		
Learner PPSN:		Learner answer book/s:		
Component/Title/Code:		Outline solutions/suggested answers/marking schemes:		
External Authenticator:		Learner evidence including hard copy and digital evidence:		
Centre Contact Name:		Assessment brief/marking scheme:		
Contact email address:		Visit required/requested for external appeal examiner to college/campus/centre (where volume of appeals is greater than 12):		
Signature of Principal/Centre Campus Manager:		Evidence cannot be sent by registered post/courier and is available in campus/centre for external appeal examiner:		
Date:		Signposting document for electronic evidence location:		
Original Result:		Other (please specify)		
Original Grade:				
Results Sheet attached (please insert X) Please indicate on Authentication Report by Learner Group by Minor Award results sheet component grade under appeal.				
Please insert X if this candidate has applied to CAO:				

### 6.18c Cork ETB QQI External Appeals Remittance Advice Form

Please complete this remittance advice and email a password protected copy to [appealoffice@corketb.ie](mailto:appealoffice@corketb.ie). A copy of the remittance advice should be enclosed with learner appeals when submitting the required documentation to appeals, QA Unit.

Appeals where the learner has applied to the CAO should be ticked **(P)**.

**Campus/Centre Name:**

#### COMPONENT BEING APPEALED

Learner's Name	PPSN	Component Code	Component/module title	Original result & grade	Fee Paid	CAO (Insert P)

I confirm that an amount of €  in respect of these Appeal/s has been submitted to Cork ETB's bank account by electronic funds transfer.

**Originating Bank Sort Code:**

**Originating Account No.:**

**Principal/Campus Centre Manager:**

**Date:**

### 6.18d Cork ETB QQI Statement of External Appeal Outcome

1. This statement will be issued by e-mail from the QA Unit directly to the centre. The centre will also be provided with the appeal report generated by the appeals examiner.
2. The campus/centre retains the statement and appeal report for their own records and issues the learner with a separate letter communicating the appeal outcome i.e., the campus/centre must not issue this statement or the appeal report to the learner (as it contains external appeal office and appeals examiner contact details).
3. The appeal fee refund will follow in due course from the finance office of Cork ETB directly to the campus/centre. The campus/centre then forwards the refund to the learner.

#### Statement of External Appeal Outcome from QA Unit to Campus/Centre

<b>Centre Name:</b>	
<b>Learner's Name:</b>	
<b>Learner's PSSN:</b>	

#### OUTCOME OF EXTERNAL APPEAL

Component Code	Component Title	ORIGINAL GRADE	APPEAL OUTCOME (U= Appeal unsuccessful)

QQI have been informed of the appeal outcome and will amend statements of results where the appeal has resulted in the original result being upgraded. QQI will issue the learner with a new certificate in due course. The appeal fee of €40.00 will be reimbursed in due course for every component where the appeal resulted in an upgrading.



## 6.18e Cork ETB QQI External Appeal Sample Letters from Campus/Centre to Learner

The campus/centre should ensure that they directly communicate with the learner on the outcome of an appeal and are welcome to use the following sample letters:

### (a) Sample successful letter from campus/centre to learner

Date, Learner Name, Address

**Re: QQI EXTERNAL APPEAL/S INSERT MONTH AND YEAR**

Dear Learner

Your appeal in respect of «Component Code» has been successful and a grade of «Amended Grade» has been awarded.

Your statement of results has been amended and QQI will issue you with a new certificate. Your appeal fee of €40.00 will be reimbursed in due course.

Yours sincerely,

---

Principal /Campus/Centre Manager

### (b) Sample Letter from centre to learner in respect of an unsuccessful appeal

Date, Learner Name, Address

**Re: QQI EXTERNAL APPEAL/S INSERT MONTH and YEAR**

Dear Learner

I am writing to you in regard to an appeal submitted for «Component Code»

This appeal has been unsuccessful and there is no change in grade. Your certificate has been issued with **(Insert Month and Year Assessment)** Certificates.

Yours sincerely

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Principal/Centre Manager



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