



# Assessment Appeals Procedure

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# 1. Introduction

Assessment forms an integral part of the training and learning process and well-designed assessment activities are used to enable learners to demonstrate that they have achieved the intended learning outcomes and thus provide assurance of what the learner should be able to do once the learning process has been successfully completed. The EUAA implements accurate and reliable assessment as an essential element of a credible certification and accreditation system. The assessment of learners undertaking EUAA training and learning activities is designed to be fair, rigorous, transparent and ethical. Nevertheless, EUAA recognises that on occasion issues may arise which may affect the quality of assessment tasks or procedures. For this reason, the EUAA gives learners the possibility to appeal the assessment on specific grounds as detailed below (<sup>1</sup>).

## 2. Scope of the Assessment Appeals Procedure

The EUAA takes assessment appeals seriously and persons participating in EUAA training activities may submit an assessment appeal in relation to any of the following issues:

**Stream 1: There has been a substantive irregularity in the assessment procedure.**

A substantive irregularity in the assessment procedure should be interpreted as any irregularity (unrelated to the question or task) that could conceivably interfere with the learner's performance during the assessment and verified by the invigilator. When the Panel does not reach agreement, the benefit should be given in favour of the learner.

**Stream 2: There has been a substantive irregularity in the assessment task.**

A substantive irregularity in the assessment task should be interpreted as an issue relating to the wording of assessment questions or tasks that could negatively impact the learner's performance during the assessment. When the Panel does not reach an agreement, the benefit should be given in favour of the learner.

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(<sup>1</sup>) All documents detailing processes and procedures will be integrated into a Training Quality Assurance Handbook which will be subject to official approval. It is unlikely that modifications will be made during the approval process. However, if significant changes are made, this document will be replaced and stakeholders will be informed





**A learner may not appeal because they disagree or are unhappy with the grade awarded. In fact, in most cases, learners will be notified of their grade after the deadline for assessment appeals has passed.**

### **3. Assessment Appeals Procedure (learner perspective)**

All assessment appeals will remain confidential, and access will be restricted to officials with responsibility to address the assessment appeal. The assessment appeal procedure is detailed below.

#### **i. Procedure for dealing with an assessment appeal**

An assessment appeal form needs to be filled in and submitted to: [registrar@euaa.europa.eu](mailto:registrar@euaa.europa.eu)

On receipt of an assessment appeal by a learner, the responsible Senior Officer from the Quality Assurance and Accreditation Sector, will register the appeal and send an acknowledgement of receipt to the learner. The respective Officer will then undertake a preliminary review of the appeal to determine its eligibility under either Stream 1 or Stream 2 above. Where an appeal is deemed to have merit, an Assessment Appeal Panel will be convened and chaired by the Senior Officer from the Quality Assurance and Accreditation Sector.

The Assessment Appeal Panel comprises:

- The Training Delivery Focal Point
- The Training NCP or Head of Training Planning and Programming Sector (or Country Desk Coordinator) in cases of training not involving national authorities represented by an NCP
- A Senior Officer from the Quality Assurance and Accreditation Sector (Chair)

The panel may meet using electronic communication methods.

The Training Delivery Focal Point and Training NCP (or Head of Training Planning and Programming Sector or Country Desk Coordinator in the case of Operational Training) will assess the appeal, with the assistance of the Senior Officer from the Quality Assurance and Accreditation Sector, to evaluate the grounds for appeal.

Where it is established that there are no grounds for appeal, the learner shall be notified by the relevant Senior Officer from the Quality Assurance and Accreditation Sector, explaining:

- The appeal has been unsuccessful.
- Why there are no grounds for accepting the appeal.





- Future options available to the learner.
- Any further action that the EUAA might take in reaction to issues raised in the appeal.

In preparation for the meeting, the Training Delivery Focal Point and the Training NCP or Head of Training Planning and Programming Sector (or the Country Desk Coordinator) will establish as many facts as possible from within their area of responsibility. Depending on the nature of the appeal, panel members with the exception of the Chair, may seek documented input from *inter alia*:

- The trainer(s)
- Assessor(s)
- Verifier
- Module Design Coordinator (for the module)
- Invigilator's report and follow up with the invigilator
- The assessment materials and learner response
- Online records of the assessment
- Documentary evidence provided by the learner

The panel will consider the appeal in the context of the relevant information gathered to establish:

- a) If there is evidence to support that the irregularity occurred.
- b) Whether the irregularity could have reasonably affected the learner's performance in the assessment under assessment conditions.

Where it is difficult to determine the threshold of effect or disturbance and the panel cannot reach consensus, then the benefit should be given in favour of the learner.

Where the panel finds that there is evidence of irregularity that could have reasonably affected the learner's performance the appeal will be upheld, if not, the appeal will be rejected.

Where the appeal is rejected, the panel will draft the justification for rejection which will be communicated to the learner in the language of the training course, or in English (where the appeal is in English), by the Training Delivery Focal Point with the Training NCP and a Senior Training Standards Officer in copy.

Where the appeal is upheld:

- The learner should be offered an opportunity to re-take the assessment with no academic sanction.
- The panel should determine any actions necessary to prevent the recurrence of the irregularity or circumstances and make recommendations for action to the Head of Quality Assurance and Accreditation Sector and other relevant Heads of Sector.



## ii. Timeline

Assessment appeals should be resolved at the earliest opportunity and at the latest in accordance with the timeline below:

Event	Maximum timescale
Appeal submitted by learner (this may be in either the language of the training course or in English)	15 working days from the date of the relevant assessment
Decision communicated to the appellant	15 working days from registration of the appeal, if no appeal panel is convened  <b>OR</b>  30 working days from registration of the appeal, if an appeal panel is convened

If it is not possible for the assessment appeal panel to decide within this time period due for example to the need to seek additional information from the appellant, or seeking translations, the Senior Officer from the Quality Assurance and Accreditation Sector will, within the same deadline, inform the appellant of the expected timescale for the handling of the assessment appeal.

A learner may withdraw an appeal at any time before a decision is taken.

## iii. Record Keeping

A member of the Quality Assurance and Accreditation Sector will maintain records of all appeals for the purposes of record-keeping and quality standards reviews. The records will include:

- Date
- Module / Programme
- Location of delivery
- Basis of the appeal
- Decision
- Follow-up actions

