

Enquiries and Appeals Policy and Procedures

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1. Introduction

1.1. Purpose

This policy sets out information about our service for enquiries about results and appeals against assessment decisions, including those made relating to reasonable adjustments and special arrangements, the circumstances in which they may be made and the processes which must be followed. Students may wish to submit an enquiry about results, normally in cases where results vary considerably from those expected. The clerical check of results may conclude the enquiry, or a student may decide to progress to appeal. An appeal against an assessment decision may be submitted without having already submitted an enquiry about results. We publish this policy, procedure and process flowcharts on our website to support the process of appeal of assessment decisions in a timely manner.

Where an associated investigation leads to the discovery of a failure in its assessment process, we take all reasonable steps to:

- identify any other student who has been affected by the failure;
- correct or, where it cannot be corrected, mitigate as far as possible the effect of the failure;
- ensure that the failure does not recur in the future.

1.2. Scope of the policy and grounds for appeal

This policy is provided for the use of customers, being students who are taking or have taken assessments, and personnel with responsibilities for managing, delivering, assessing and quality assuring qualifications in our Schools offering qualifications, who wish to appeal against decisions as set out above, because procedures were not applied consistently, properly or fairly.

1.3. Regulatory authorities.

This policy addresses the requirements of the relevant regulatory authorities' criteria.

1.4. Responsibilities

The Irish School of Reflexology & Wellness, (The ISRW), as the education institution is responsible for ensuring that all appeal decisions:

- are taken by individuals who have no personal interest in the decision being appealed;
- are dealt with by at least one decision maker who is not an employee of the education institution, an assessor working for it, or otherwise connected to it;
- are always taken by persons who have appropriate competence.



The ISRW personnel are required to follow the related procedures in order to deal with enquiries about results and appeals as effectively as possible.

1.5. Review arrangements

This policy is reviewed regularly as part of The ISRW's self-evaluation activity, which considers customer, student and regulatory feedback and good practice guidance.

1.5.1. Situations brought to our attention by the regulators

Where the regulators or accreditation bodies notify us of failures that have been discovered in the assessment process of another educational institution offering the same qualification and education programmes, we will review whether or not a similar failure could affect our own assessment processes and arrangements.

1.6. Fees

For an Enquiry About Results, The ISRW charges the appellant a fee of €15 per student.

For an appeal The ISRW charges the appellant a fee of €17.50 per student which is refunded should the appeal be successful.

1.7. Complaints

The ISRW has a separate complaints policy and procedure, which should be followed by students who are dissatisfied with any other aspect of our services than those listed above. For further information please view our policies on our website: www.isrw.ie

2. Enquiries about Results

2.1. Introduction

The ISRW Enquiries About Results service is available for students to enquire about assessment results issued by The ISRW, normally in cases where the results vary considerably from those expected. An enquiry may be made on behalf of one or more than one student.

An enquiry about results is a formal written request from the student to The ISRW for a review of the assessment decision relating to qualifications.

An enquiry can be a request for an administrative check of the accuracy of the results themselves, or in relation to decisions made regarding reasonable adjustments and special considerations, or external quality assurance decisions.

This may take the form of a request for one of the following:

- a clerical check;



- a remark of the assessment by a different marker.

The request must be accompanied by the written permission of the student for The ISRW to make the request to the relevant awarding body in order to progress the enquiry or appeal.

To ensure that the enquiry can be dealt with as soon as possible after the related assessment, it is important to adhere to the timescales for submission set out in the process below.

A fixed fee is charged for this service. The fee is refunded fully if the outcome of the assessment is changed because of the enquiry.

Where the outcome of an enquiry brings into question the accuracy of other results, The ISRW will take all reasonable steps to protect the interests of all learners who are affected.

If the student(s) are dissatisfied with the outcome of the enquiry, The ISRW should initiate the first stage Enquires About Results procedure.

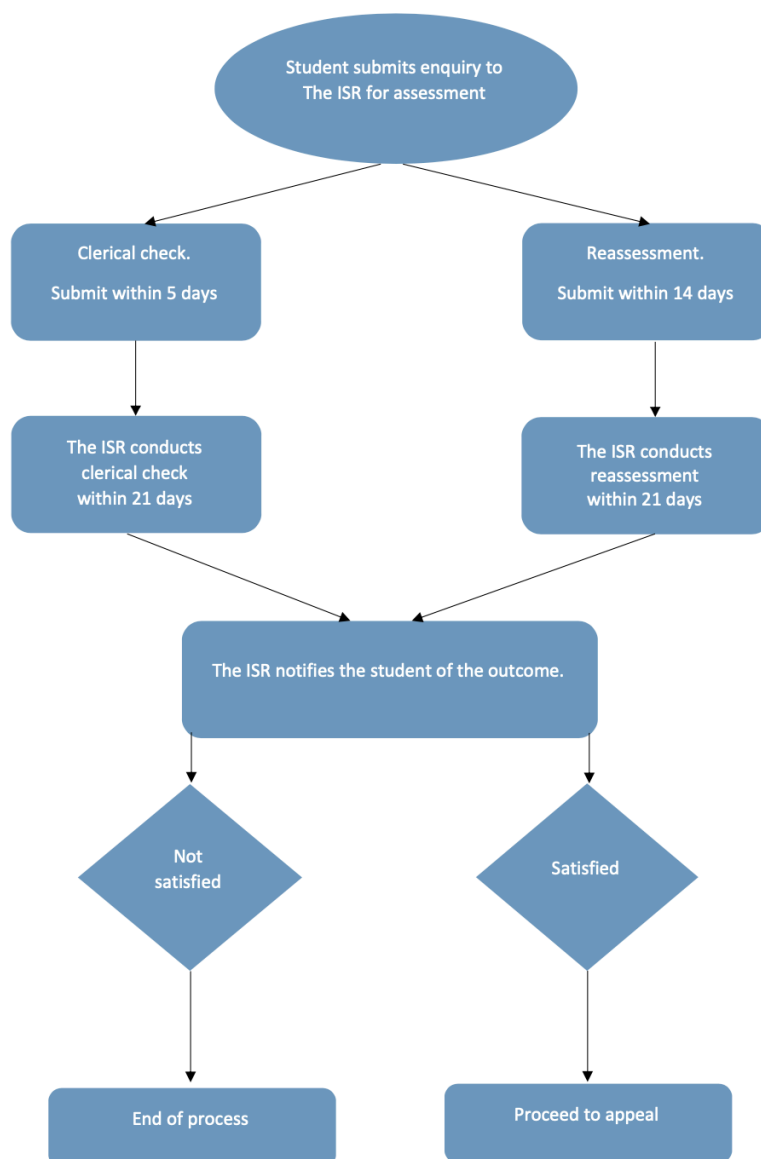
2.2. Process

- 2.2.1 Send your request to the The Principal, The Irish School of Reflexology & Wellness, 43 Garten Drive, Swords, Co. Dublin, with full details of the requested enquiry, accompanied by all supporting documentation and the written permission of the student involved.
- 2.2.2 Submit the request within 14 working days of the receipt of results, or within 5 days in the case of an enquiry about a reassessment following a clerical check.
- 2.2.3 The ISRW acknowledges receipt of written enquiries by email about results within 7 working days from receipt.
- 2.2.4 The ISRW undertakes the check and notifies the student within 21 working days from receipt of the enquiry of the outcome of the enquiry. If for any reason these timescales cannot be achieved, The ISRW informs the student of the anticipated timescale.
- 2.2.5 The written report is sent by recorded delivery and provides details of any recommendations as well as the decision.
- 2.2.6 Possible outcomes of the enquiry are:
 - no change;
 - a change to the results which may be either higher or lower than previously issued.
- 2.2.7 The ISRW will amend its student records accordingly.
- 2.2.8 If the student(s) are not satisfied with the outcome of the enquiry, an appeal may be submitted in line with The ISRW appeals procedures.



2.3 Enquiries about results – flowchart

2.3 Enquiries about results – flowchart



3. Appeals against assessment decisions

3.1. Introduction

An appeal may be made to the awarding organisation, NRRI or ITEC, following a fully exhausted appeal having been made to The ISRW. Please see the Appeals Policy of ITEC for further information. An appeal can be made to the awarding organisation, via The ISRW, once accompanied by written permission of the student for the appeal to progress.

It is important to note that appeals can result in the student(s) grades/results going up or down following investigation.

For all appeals, all coursework must be retained for at least 2 months beyond the date of results notifications.

The ISRW undertakes to report its findings and decision to the student within 21 working days.

Students who are not satisfied with the outcomes are given the options to retake the exam/assessment in question.

If at this stage the matter remains unresolved, then a further appeal for independent review of the case is possible.

The outcome of the review will be made known within a further 8 weeks. The decision of the independent review panel is final.

3.2. Process

3.2.1. The student completes the appeal application form and submits it to The ISRW Principal within 20 days of receipt of the related assessment decision(s) or completion of an enquiry about results.

3.2.2. All sections of the form must be completed and all supporting information including the The ISRW's report on the outcome of its own appeal review must be attached. An incomplete application will be returned to the student for completion before it is processed, and as such could delay the process.

3.2.3. The assessment is re-marked. In the case of an appeal against a practical examiner's decision, the original examiner will produce a full report for review by an internal quality assurance panel to ascertain whether moderation is necessary, and if it is deemed so, this will take place.

3.2.4. If the assessment decision is deemed correct, The ISRW will notify the centre and student, setting out the reasons for its decision in full.



3.2.5. If the assessment decision is revised, the revised result and certificate will be issued together with the report setting out the reasons for the decision in full.

3.2.6. If other assessment decisions may be affected by the result of the appeal, all similar results will be recalled and reviewed in the same way.

3.2.7. If the student is not satisfied with the appeal outcome, they may write to The ISRW within 21 days of receiving the outcome, to request reassessment or an independent review.

3.2.8. In the case of reassessment, the following will apply:

- The re-examination will normally take place within 8 weeks of the receipt of the written request.
- For theory assessments, a theory examination paper will be provided to the student by the agreed date. Standard theory assessment regulations and procedures will apply. The assessment will be independently marked. If other assessment decisions may be affected by the result of such an appeal, all similar results will be recalled and reviewed in the same way.
- For practical assessments, reassessment will take place at the ISRW school that the student has previously attended. The standard practical assessment regulations and procedures apply. A different practical examiner will conduct the assessment. The grade will be reviewed by two other personnel. If other assessment decisions may be affected by the result of such an appeal, all similar results will be recalled and reviewed in the same way.

3.2.9. In the case of independent review, the following will apply:

- The ISRW will appoint a review panel which includes a reviewer who has not been employed by the organisation in any capacity for the past 7 years, is not in any way connected to it or have any personal interest in the appeal or its outcome. The reviewer will have the necessary knowledge and skills to reach an appropriate decision about the appeal.
- The reviewer will review all the evidence and the procedures applied by The ISRW to ensure it has been fair, appropriate and consistent with the appeals policy and procedure.
- The review process may involve discussion with and a request for information from the appellant and ISRW personnel, and a school visit.
- The reviewer will report their findings to the review panel which will reach a decision on the appeal.
- If at any stage of the process the assessment decision is proved to be incorrect and the appeal is upheld,

The ISRW will:



- issue the new results and certification;
- update all related records held by The ISRW;
- review related policies and procedures and take remedial action to prevent or mitigate a recurrence of the circumstances giving rise to the appeal;
- recall and review in the same way all similar results for any other assessment decisions which may be affected by the outcome of such an appeal.

3.3. Appeals against assessment decisions – flow chart

4. Appendix B: Enquiry About Results – application form

5. Appendix C: Appeals Against Results – application form

