

For Centres in respect of QQI Awards

# City of Dublin ETB External Appeals Process Handbook

# 2023-26

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QQI AWARD

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**City  
of Dublin**  
Bord Oideachais agus Oiliúna  
Education and Training Board

## Introduction

This Handbook outlines the roles and responsibilities of Centres, Learners and the External Appeals Office in the processing of External Appeals in City of Dublin ETB. City of Dublin ETB upholds the entitlement of every learner to lodge an External Appeal, but asks all Centres, to apply their own Internal Appeals Process and liaise with the learner on a module-by-module basis in relation to any appeal.

The City of Dublin ETB External Appeals Office will operate an Online Appeals Service for Centres. Where centres have difficulty in providing material in an online environment, we would ask centres to contact the Appeals Office to arrange an alternative service. Learner evidence must be available to process the appeal. Access to the relevant material online or cloud storage must be provided in the Centre Appeal Application form including the Learner Appeal Application form, a sample of learner application form can found in this handbook. The handbook divides into the following sections:

**Section 1:**     [City of Dublin ETB External Appeals Process](#)

1. Centre Roles & Responsibilities
2. External Appeals Office Roles & Responsibilities

**Section 2:**     [External Appeals Online Documentation](#)

1. Information Letter to Learner on Appeal Application Process (sample letter)
2. Learner Appeal Application Form (word version in Handbook)
3. Centre Appeal Application Form (word version in Handbook and online MS FORM)
4. Appeals Office Statement of Outcome/s of the External Appeals
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**Section 3:**     [City of Dublin ETB Annual Calendar for External Appeals 2023](#)

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# Section 1 City of Dublin ETB External Appeals Process

## 1. Centre Roles and Responsibilities

1. It is essential that before the learner lodges an External Appeal, the Centre must first conduct an Internal Appeals Process that:
  - a. Includes a telephone or in-person discussion with the learner on the nature of the appeal
  - b. Checks that the assessment evidence has been assessed in its totality and all calculations are totalled correctly.
  - c. Offers the learner the opportunity to view the assignments and assessment material pertaining to the appeal
  - d. Reaches a decision with the learner in relation to confirming the grade awarded or if an External Appeal application is required by the learner
  - e. Internal Appeals that are found to be successful should be refunded by the centre.
2. If the application to proceed with an External Appeal is agreed with the learner, the centre must assign an Appeals Reference Number to each appeal in the following format of **Centre Number – Appeal Reference Number**:

City of Dublin ETB Centre Number	Appeal Reference
10	Appeal 01
10	Appeal 02
10	Appeal 03

Example of Applying Appeal Reference Number

3. All external appeals must be forwarded to the Appeals Office as soon as learners lodge their appeal/s in the Centre. All Appeals must be received by the External Appeals Office by Wednesday 14 June. Appeals received after this date cannot be processed in time for CAO applications.
4. A fee of **€40.00** is payable in respect of each component (module) grade being appealed. The centre should use the MIT system when dealing with the appeal fee to enable the centre to refund the learner should their appeal be successful. Where the MIT system is not in a centre fees should be lodged to the City of Dublin ETB Head Office Bank Account using the code



[insert account number] and email a copy of proof of payment (remittance advice) along with a list of the learner names and Appeals Reference numbers to: [appealoffice@cdu.cdetb.ie](mailto:appealoffice@cdu.cdetb.ie) .

Care should be taken to capture all the information; name of the Learner, the name attached to the payment method used at time of lodgement and the Appeals Reference number assigned.

This fee is refundable for successful appeals and this will be refunded by the centre directly to the learner using the same payment method used at lodgement, i.e. if a debit card is used the refund will be made to that debit card.

## 2. The Centre must:

Send a list of the learner appeals to the [appealoffice@cdu.cdetb.ie](mailto:appealoffice@cdu.cdetb.ie) . This list will be checked against the received online centre application forms. Omitted documentation may be requested to process the appeal.

The centre should check the name and code of the component (module) is correct before sending in the appeal. Ensure the learner marking sheets, learner authentication report by learner group by minor award result sheet (downloaded from the QBS as a PDF) and copy of award component specification & validated programme module descriptor or link to these documents is available to Appeal Examiner who will be using a cdetb.ie email account.

### Appeal Naming Convention

Assign an **Appeal Reference number to each Appeal** as per the naming convention outlined above in [Section 1 Centre Roles and Responsibilities](#).

- 1) Ensure that the lodgment is recorded in the centre, as refunds will be made by the centre in the same form the lodgment was made i.e: if a lodgment is made by debit card the refund will be made to that card. If by a cheque, the refund will be made by cheque to the signature of that account.

Lodgments to [insert account number)	Appeal Reference no.	Learner name	Lodgment made by "Name" if different to the Learner
eg: 2210001	10 Appeal 01	Joe Bloggs	Kevin Bloggs (next of kin of learner)

*Example of appeal details*

- 2) Send a list of Appeal Reference Numbers + Learner Names for all lodged appeals for the Centre to the External Appeals Office email: [appealoffice@cdu.cdetb.ie](mailto:appealoffice@cdu.cdetb.ie)
- 3) Complete the [Centre Appeal Application Form](#) (MS Form) i.e: one form for each appeal, and forward this with the appeal evidence (shared drive with learner assessment evidence via OneDrive/other) and the following documentation and email to the Appeals Office at; [appealoffice@cdu.cdetb.ie](mailto:appealoffice@cdu.cdetb.ie)



- ✓ Learner Appeal Application Form (MS Word version available in handbook) + [Centre Appeal Application form](#) (MS Form).
  - ✓ Learner assessment evidence will be shared via OneDrive to the Appeals Office email [appealsoffice@cdu.cdetb.ie](mailto:appealsoffice@cdu.cdetb.ie).
  - ✓ Learner Authentication Report by Learner Group by Minor Award Results Sheet (Downloaded PDF from QBS) with component grade under appeal indicated
  - ✓ Relevant award component specification & validated programme module descriptor
4. Forward all documentation online to [appealsoffice@cdu.cdetb.ie](mailto:appealsoffice@cdu.cdetb.ie) as soon as a learner lodges their appeal and ensure the Centre has first completed their **Internal (Centre) Appeal Process**. The External Appeals Office must receive all appeals **by 14 June**. It is not possible to ensure that appeals processed after this date will be in time for CAO Round A and CAO Round Zero (zero round, is for applications by FET learners).
  5. The Centre is required to check the relevant component specification and programme module descriptor to ensure that all the codes are correct and the correct assessment evidence produced by the learner is available online for the appeal examiner. Following the initial assessment, the centre can only present evidence previously produced by the learner and made available previously to the EA in a secure online platform/online storage. **A Centre cannot submit/add-on new evidence/any other documentation in relation to the appeal, e.g. letter of explanation to the Appeals Examiner as any form of canvassing forfeits the appeal.**
  6. The centre has the responsibility for communications with learners. The External Appeals Office will communicate directly with the centre in relation to the appeal. The centre has the responsibility to ensure the learner does not contact or communicate with the External Appeals Office.
  7. The centre must directly inform learners of appeal outcome/s within a reasonable timeframe.
  8. The External Appeals Office will inform QQI of successful appeal outcomes after the completion of the External Appeals Process. QQI will make any required amendment to a grade on the QQI System.

## 2. External Appeals Office Roles & Responsibilities

1. The External Appeals Process will involve a re-examination of:
  - a) The learner evidence presented for the component under appeal
  - b) The assessment grade awarded for the component
  - c) The External Appeals Office will assign an Appeals Examiner.
  - d) The Appeals Examiner re-examines evidence independently.
  - e) An Appeals Examiner will not be the Educator who made the original assessment decision or the External Authenticator assigned by the Centre during the assessment period for that award.



2. The External Appeals Office will communicate the outcome of the appeal directly to the centre via an online statement of appeal outcomes.
3. The centre will communicate the outcome of the appeal directly to the learner. The learner will receive a refund of €40.00 per successful appeal.
4. **The centre will refund the learner directly through its MIT system.** For centres who do not use this system, refunds will be made through Head Office Banking and will require the tracking information ([using the appeals naming /referencing convention discussed above](#)) to ensure that the refunds can be successfully refunded.
5. The External Appeals Office will communicate the outcome of a successful appeal directly to QQI. In cases where an appeal is successful, QQI will amend the original result on the QQI System and will issue a new Certificate directly to the Centre.
6. City of Dublin ETB External Appeals Office Contact Details:  
E-mail: [appealsoffice@cdu.cdetb.ie](mailto:appealsoffice@cdu.cdetb.ie) Alternatively email: [fetqa@cdu.cdetb.ie](mailto:fetqa@cdu.cdetb.ie)

## Section 2: External Appeals Online Documentation

This section contains online documentation required by learners and centres in respect of the processing of External Appeals.

### Information for Learners

1. Information on the External Appeals Process and the procedures and deadline for submitting an appeal must be available to the learner.
2. Learners are entitled to appeal their result/s awarded for individual awards or an aspect of the assessment process.
3. A learner who wishes to make an appeal must contact their centre for advice in relation to the appeal. Once an External Appeal is agreed between centre and learner, the learner must complete and submit a Learner Appeal/s Application Form available in soft copy (sample available in MS Word format) from their centre.
4. A **MINIMUM OF 10 WORKING DAYS** from receipt of their results, must be given to learners - to meet with Principal/designated staff member in relation to the appeal, and if making an External Appeal, to return the application form and receipt of appeal fee/s to the Centre. The learners must be informed of the date that complies with the minimum notice required, and learners should be informed that Appeals received by the Centre after this date cannot be processed.
5. A fee of **€40.00** is payable in respect of each component being appealed. This fee is refundable only in the case of successful appeal. The learner must pay the fee of €40.00 in the



Centre lodgment MIT system. **The Centre then confirms the Appeal Reference Number in the Centre Application Form.**

5. The Centre should inform learners that without the payment of the fee, it is not possible to process an appeal.
6. Learners must communicate directly with the Centre and under no circumstances should contact the External Appeals Office.



# 1 Information Letter to Learner on Appeal Application Process (sample letter)

Dear Learner

I am pleased to enclose your <provisional/final> QQI results for the <DATE of SUBMISSION> assessment period. The enclosed document is a **provisional/final statement of results**, and not your final QQI certificate.

## Key to Grades

Distinction 80 - 100%

Merit 65 – 79%

Pass 50 – 64%

Unsuccessful: You have not achieved a Pass grade in the component.

## Appealing a Provisional/Final Result

If you wish to appeal a provisional/final result, you must contact your centre to discuss your appeal. Following this discussion, if you wish to lodge an appeal, you must complete and return the enclosed Learner Appeal Form to the Centre by <DATE>. A fee of €40 applies for each component appealed, payment is made in your centre. You can only appeal the grade for assessment evidence you have already submitted. You cannot submit new or additional assessment evidence.

## Grounds for Grade Appeal are:

- (a) The learner believes marks were not added correctly or were not recorded properly
- (b) The learner believes the assessment was marked inappropriately
- (c) The learner believes assessment conditions did not comply with specifications and the learner reported the situation immediately to the relevant staff member.

## Queries

Make any query in relation to the enclosed **provisional/final statement of results** to: <Relevant Staff Member> / <Centre Name> / Centre contact details, email address or telephone number >

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Signature

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Date





## 2. Learner Appeal Application Form (see template below available in MS Word)

1. The Learner Appeal Application Form must be available from the Centre for all learners undertaking assessment.
2. The Learner Appeal Application Form (template) is in Word format so that the Centre can insert their own date by which the learners must submit an application to appeal, ensuring that the learner adheres to the minimum requirement of **10 working days**.
3. The Learner Appeal Application form must be completed for each appeal and digitally signed by the learner and Principal/designated staff member.
4. The Centre must forward the **Learner Appeal Application Form** to the External Appeals Office, it can be uploaded as part of the **Centre Application Form** which is an online MS FORM. Access to Learner assessment evidence must be made available to the Appeals Office, [appealsoffice@cdu.cdetb.ie](mailto:appealsoffice@cdu.cdetb.ie) by **14 June**.
5. City of Dublin ETB Centres will receive a soft copy version of this Handbook + Learner Appeal Application Form in May 2023. All documentation is available on [www.cdetb.cdu.ie](http://www.cdetb.cdu.ie) the Quality Assurance menu under the Quality Assuring the Assessment Process link and can be provided by the FET Development Unit.

If centres wish to use an online MS Form in their centre in place of the Word version below, please use this [link](#) to duplicate the **Learner External Appeal Application Form 2023 for use in your centre**. This link is a [duplicate link](#) that the centre can modify with logos, colours and insert their own internal dates and contact details for learners to submit their application. This version of the Learner Appeal Application form should be monitored by a relevant the staff member dealing with Learner Appeals annually.



## 2 Learner Appeal Application Form

Learners wishing to appeal a component grade or any aspect of the assessment process must contact *(insert who to contact, how to contact here)* to discuss the nature of the appeal with the Principal/designated staff member. Following this discussion, learners who wish to make an appeal must complete this form for each appeal and post or email this form to their Centre, with the Appeal Reference Number for €40.00 per appeal before:

<Insert Centre Date>

### APPLICATIONS RECEIVED AFTER THIS DATE CANNOT BE PROCESSED

A fee of **€40.00** is payable in respect of the grade being appealed. This fee is refundable in the case of a successful appeal. The Learner must pay the fee to:

#### CITY OF DUBLIN EDUCATION AND TRAINING BOARD

Learner's Name: \_\_\_\_\_ Learner's PPSN: \_\_\_\_\_

<sup>1</sup>Appeal Reference Number \_\_\_\_\_ in the total amount of € \_\_\_\_\_ in respect of this Appeal

QQI COMPONENT CODE + TITLE (one appeal per sheet)	GROUNDS FOR APPEAL	Please Tick (as relevant)
	1. Learner believes marks were not added correctly or were not recorded properly	<input type="checkbox"/>
	2. Learner believes the assessment was marked inappropriately	<input type="checkbox"/>
	3. Learner believes assessment conditions did not comply with specification and the learner reported the situation immediately to the relevant staff member	<input type="checkbox"/>

The appeal can only include previously presented securely retained assessment evidence.

New evidence cannot be submitted

**No other documentation in relation to the appeal can be submitted,**  
(e.g. explanation letter to Appeals Examiner as any form of canvassing forfeits the appeal)

<sup>1</sup> **The Appeal Reference Number** ensures the learners payment can be tracked by the centre and the appeals office. Refunds must be verified by the details provided by learners linked to centres



### 3. Centre Appeal Application Form

All centre appeal applications must be submitted via the online MS Form see link below.

1. The [Centre Appeal Application Form](#) must be available to the Centre for appeals office staff.
2. The [Centre Appeal Application Form is in MS FORMS](#), the Centre can select their own centre title and date information and add any information pertaining to the appeal.
4. The Centre Appeal Application Form must be completed for each appeal and indicate who has approved the submission of this appeal, this is usually the Principal/Head of Centre/designated staff member.
5. The Centre must submit the [Centre Appeal Application Form](#) to the External Appeals Office along with the **Learners Appeal Application Form** (this can be uploaded when submitting the centre appeal for) and access to the Learner assessment evidence no later than **14 June**.
6. City of Dublin ETB Centres will receive a digital soft copy of this **Handbook + Learner Application Form** in May 2023. All documentation are available on <http://cdetbcdu.ie/index.php/quality-assurance/> .

### 4. Statement of External Appeal Outcome/s

1. The External Appeals Office will issue a Statement of Appeal Outcomes by email to the Centre following the completion of the appeals for that centre.
2. The Centre retains the statement for their own records and issues the learner with a separate letter communicating the appeal outcome i.e. the Centre must not issue this statement to the learner. (*samples of letters are in this handbook*)
3. The Appeal fee refund will be carried out by the centre through the MIT system. Centres who do not have this system will need to seek refunds from City of Dublin ETB Head Office (Banking). The Centre then forwards the refund to the learner.



## Centre Appeal Application Form

Instructions:

**On receipt of the Learner Application form, the Centre must:**

- (1) Complete the [Centre Appeal Application form](#) available online in MS FORMS.
- (2) Include the Appeal Reference Number on the Centre Appeal Application Form as per naming convention outlined in [Section 1](#) above. *[City of Dublin ETB centre no. followed by the word "Appeal" and appeals no. e.g: 10 Appeal 01]*
- (3) Submit the appeal + appeal documentation forms (both the Learner Application Form + Centre Application Form can be submitted through uploading Learner application form when completing the online [Centre Appeal Application MS Form](#)) or email them to [appealoffice@cdu.cdetb.ie](mailto:appealoffice@cdu.cdetb.ie)
- (4) If centre is using MIT system – payments should be taken by the centre using MIT to enable the learner to be reimbursed by the centre should the appeal be successful. The centre should send a list of the appeals using the appeal reference number + learner names to the [appealoffice@cdu.cdetb.ie](mailto:appealoffice@cdu.cdetb.ie)
- (5) If the centre is not using MIT system please send a list of **Appeal Reference Numbers** + Learner Names – with lodgment details [insert account number] to [appealoffice@cdu.cdetb.ie](mailto:appealoffice@cdu.cdetb.ie) ensure the details of the name of the person who made the lodgment if different from the learners' name.
  - **Appeals must be processed by the Centre as soon as they are received**
  - **Centres should conduct an Internal Centre Appeal to ensure that any corrections are amended prior to sending on to External Appeals Office.**
  - **Any applications for appeal received by the External Appeals Office after **Wednesday 14 June** cannot ensure they will be processed in time for FE CAO-dependent zero round applicants**
  - **Centres must inform learners directly of appeal outcome**

### External Appeal Fee

A fee of €40.00 is payable in respect of each component being appealed.

This fee is refundable for successful appeals.

**The centre must lodge this to the Head Office Bank Account using the code [insert account number]. The Centre should keep a note of all payment methods and names linked to payments should a refund be required. As Refunds will be made at centre level and in the form the initial payment was made.**

**Link to online MS FORM - [Centre Appeals Application Form in MS FORMS](#) – Learner Appeals Application Form can be uploaded and submitted as part of the online Centre Appeals Application Form.**

**All Centre applications are submitted using the online MS Form see sample of online form below.**



# Example of Centre Appeal Application Form in MS Forms

## [Centre Appeals Application Form in MS FORMS](#)



# Centre External Appeal Form 2023

The survey will take approximately 5 minutes to complete.

1. Complete the Centre Appeal Application form, i.e., **one form for every appeal**, and forward this with the appeal evidence and the following documentation by email or shared via OneDrive to the: CDU Appeals Office at: [appealsoffice@cdu.cdetb.ie](mailto:appealsoffice@cdu.cdetb.ie)

- Learner Appeal Application Form + Centre Appeal Application form.
- Learner assessment online evidence will be shared via OneDrive to the Appeals Office, [appealsoffice@cdu.cdetb.ie](mailto:appealsoffice@cdu.cdetb.ie)
- Learner Authentication Report by Learner Group by Minor Award Results Sheet.pdf (QQI, QBS) with component grade under appeal indicated.
- Relevant award component specification & validated programme module descriptor or link to file.

2. Forward all documentation online to [appealsoffice@cdu.cdetb.ie](mailto:appealsoffice@cdu.cdetb.ie) as soon as a learner lodges their appeal with the Centre. The External Appeals Office must receive all appeals by **DAY ?? June 2023** to ensure that appeals will be received in time for CAO Round A and CAO Round 0 applications by FET learners.

3. The Centre is required to check the relevant component specification and programme module descriptor to ensure that all the correct assessment evidence produced by the learner is available online for the appeal. Following the initial assessment, the Centre can only present evidence previously produced by the learner and made available previously to the EA in a secure online platform/online storage. **A Centre cannot submit or add on new evidence or any other documentation in relation to the appeal, e.g., an explanation letter to the appeals examiner, as any form of canvassing forfeits the appeal.**



Hi, Barbara. When you submit this form, the owner will see your name and email address.

\* Required

### 1. Centre name and QQI Centre Number \*

Select your answer

### 2. Appeal Reference Number [eg: 10 Appeal 01] \*

Appeals reference numbers are assigned to each appeal, formatted by CDET B Centre assigned number followed by the word appeal and the number reference eg: 10 Appeal 01 (see Appeals Handbook)

Enter your answer

### 3. Learner PPSN \*

Enter your answer



# Centre Appeals Application Form continued

## 5. Module Title & Code \*

Enter your answer

## 6. Original Mark/Result and Grade

[eg: 50 - PASS/ 65 - MERIT / 80 - DISTINCTION] \*

Enter your answer

## 7. Name of External Authenticator who conducted the external authentication for this group this year. If not EA this year please indicate below. \*

Enter your answer

## 8. Centre Coordinator for QQI and Email address \*

Please enter the name of the centres secondary contact for processing of this appeal

Enter your answer

## 9. Has the €40 Fee been lodged by the centre

**The College/Centre must lodge this to the Head Office Bank Account using the code XX- 544-1632 if not indicate why below eg: learner is exempt. \***

Successful Appeals will be refunded by the centre directly to the learner, it is important that the centre tracks all lodgements. If a lodgment is made by a card it is refunded to that card / if a lodgment is made by cheque, it is refunded by cheque.

Yes

No

Other

## 10. Is the evidence folder being shared Online via OneDrive or does the centre require alternative arrangements? \*

Centre will share learner evidence to the [appealsoffice@cityofdublin.ie](mailto:appealsoffice@cityofdublin.ie) via OneDrive

If alternative arrangements to look at evidence in centre are required, please contact the Appeals Office.

Evidence available online Via OneDrive or equivalent.

Evidence requires alternative arrangements to be made available to EA.

Other

## 11. Indicate the Urgency of this Appeal Application \*

Urgent to meet CAO Zero round offers deadline

Not Urgent

Urgent Appeal to meet CAO deadline

## 12. Ensure the following items are included in your documentation \*

Tick that you have included all these items in your submission to the appeals office.

Learner Evidence Online

Copies of Alternative Assessments sign-off by EA or SME (where relevant)

Learner Marking Sheets

Outline Solutions/Answers (if applicable)

Online Content/Access passwords/codes (if applicable)

Component Specification + Programme Module Descriptor or link

Other

## 13. Learner Appeal Application form

(completed by the Learner) (Non-anonymous question?) \*

You can upload a digital copy of the learners application form. This must include the corresponding information as this application ie: Appeals reference number, Name of Learner, Module title and module code.

Upload file

File number limit: 1. Single file size limit: 10MB. Allowed file types: Word, Excel, PPT, PDF, Image, Video, Audio

## 14. Select the grounds for appeal indicated by the learner in the application \*

The appeal can only include previously presented securely retained evidence. New evidence cannot be submitted.

**No other documentation in relation to the appeal can be submitted.** (e.g. explanation letter to Appeals Examiner as any form of canvassing forfeits the appeal)

1. Learner believes marks were not added correctly or were not recorded properly

2. Learner believes the assessment was marked inappropriately

3. Learner believes assessment conditions did not comply with specification and the learner reported the situation immediately to the relevant staff member

Other

## 15. Appeal application submitted by (on behalf of centre)

(Principal/Manager/Deputy/Assistant/Head of School/QQI Co-ordinator) \*

Enter your answer

Submit

This content is created by the owner of the form. The data you submit will be sent to the form owner. Microsoft is not responsible for the privacy or security practices of its customers, including those of this form owner. Never give out your password.

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## 4 Appeals Office Statement of Outcomes of the External Appeals (sample)

STATEMENT OF OUTCOME OF EXTERNAL APPEALS				
Learner Name	Learner PPSN	Component Title	ORIGINAL GRADE	APPEAL GRADE
<p>The External Appeals Office has notified QQI about the appeal outcome and QQI will amend the statements of results where the appeal has resulted in an upgrade of the original result. QQI will issue the learner with a new Certificate in due course.</p>				
<p>A refund of the appeal fee of €40.00 will issue in due course for every component where the appeal resulted in an upgrade.</p>				



## 5 Sample Letters from Centre to Learner

The Centre should ensure that they directly communicate with the learner on the outcome of an appeal and may use the following sample letters:

### (a) Sample Successful Letter from Centre to Learner

Date, Learner Name, Address

**Re: QQI EXTERNAL APPEAL/S May 202?**

Dear Learner

Your appeal in respect of «Component/Module\_Code» has been successful and a grade of «Amended\_Grade» is awarded as final grade.

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,

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Principal /Head of Centre

### (b) Sample Letter from Centre to Learner in respect of an Unsuccessful Appeal

Date, Learner Name, Address

**Re: QQI EXTERNAL APPEAL/S May 202?**

Dear Learner

I am writing to you regarding an appeal submitted for «Component/Module\_Code»

This appeal has been unsuccessful and there is no change in grade. Your certificate has been issued with **June 2023** Certificates.

Yours sincerely

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Principal/Head of Centre





## Section 3: City of Dublin ETB Annual Calendar for External Appeals

### June Appeals Process

To cover appeals from all QQI Certification periods, there are now 3 appeal windows – a June process, a September process, and a March process.

The June Appeals process is in place for May assessment and June certification. The timetable for the June appeals process which supports the CAO early July deadline for Round Zero offers for FE applicants and a requirement of a minimum of 10 working days/2 weeks' notice for the learner to lodge an appeal is as follows:

<p>May + June 2023 before <b>14 June 2023</b></p> <p>Contact the Appeals Office</p> <p>External Appeals Office, c/o City of Dublin ETB CDU, 99 Marlborough Road, Donnybrook, Dublin 4, D04 E9R5</p>	<p>Submit your <a href="#">Centre Appeals Application</a> along with the relevant documentation</p> <p>Appeal Reference Number, Remittance Advice + award and assessment documentation + appeal assessment evidence.</p> <p>Contact the Appeals Office if evidence is not available online. A centre visit may be arranged.</p>
	<p>Appeals examined by Appeal Examiners</p>
	<p>Statements of Outcomes prepared &amp; returned to Centre.</p> <p>Appeals assessment evidence are shared to Appeals Office email account <a href="mailto:appealoffice@cdu.cdetb.ie">appealoffice@cdu.cdetb.ie</a>. Centre are asked to un-share the evidence when Appeal is completed.</p>
<p>by end June 2023</p>	<p>Centre informs learners of appeal outcome</p>
<p>June to 14 July 2023</p>	<p>QQI informed of any Centre upgrades by the External Appeals Office</p>

### 2. September Appeals Calendar

For appeals from May 2023 assessment **not** handled in the June and July appeals process and for August certification, the following schedule for appeals will be in place:

<p>2023 Autumn</p> <p>Contact the Appeals Office to arrange External Appeal.</p>	<p>Submit your <a href="#">Centre Appeals Application</a> along with the relevant documentation</p> <p>Appeal Reference Number, Remittance Advice + award and assessment documentation + appeal</p>
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	assessment evidence.
	<ul style="list-style-type: none"> <li>• Each Centre Appeal evidence is made available online</li> <li>• Appeals Examined.</li> </ul>
	QQI informed of any upgrades by the External Appeals Office

### 3. March 2024 Appeals Calendar

To facilitate appeals from other QQI Certification dates, the following schedule for appeals will be in place:

Spring 2024 Contact the Appeals Office	Submit your <a href="#">Centre Appeals Application</a> along with the relevant documentation  Appeal Reference Number, Remittance Advice + award and assessment documentation + appeal assessment evidence.
	<ul style="list-style-type: none"> <li>• Centre provides appeals assessment evidence to the Appeals Office.</li> <li>• Centre receives the appeal outcomes and informs learners of appeal outcome</li> </ul>
	QQI informed of any upgrades by the External Appeals Office



## Section 4: City of Dublin ETB Procedural Appeals

A new process for Procedural Appeals is introduced, to allow a learner to appeal a grade because of certain situations which may have arisen, e.g. serious interruption during an exam (fire alarm, other noises/disturbances); and other situations where the learner feels disadvantaged. The learner completes the current Learner Application Form and informs the centre of their appeal through the normal process.

The centre will take the necessary steps to investigate the learner's grievance, make an informed opinion on the grade awarded to the learner, and if appropriate, consider options regarding the learner re-submitting assessment.

The centre must inform the City of Dublin ETB External Appeals Office of the Procedural Appeal and of the final grade outcome, so that the City of Dublin ETB External Appeals Office can inform QQI of any successful outcome.

However, if the centre discovers an error eg: in the calculations of marks, the centre must contact QQI through QHelp outlining the error and request the adjustment, to ensure the correction to the grade is made. This may be done subsequent to all centre grades been submitted through QBS.

## Section 5: City of Dublin ETB Guidelines for Viewing of Corrected Examinations Converted to Online Assignment/s

- (1) Where a learner wishes to view their corrected assignment, as a precursor to an appeal, the centre may facilitate a viewing at a set time arranged by the centre.
- (2) The learner must email a written request (see below) to the centre to view the corrected online assignment/s and specify the online assignment/s requested for viewing.
- (3) An appropriate time should be set for the learner to view the assignment/s. This should only be after the publication of assessment results. The learner must complete a form before viewing the assignment (see sample form below).

### Sample Form

Learner Request to View Online Assignment/s	
Learner's Name:	
Course:	
Component(s):	
Learner Signature:	
Date of Viewing Examination Script(s):	

*Request to View Corrected Online Assignment/s form*



- (4) The learner should view the online assignment under supervision at all times. The supervisor may be an Exams Secretary or other designated staff member, but should not be an assessor who was involved in the preparation of questions or the correction of the online assignment.
- (5) The learner should have a reasonable amount of time (20/30 minutes) to view an online assignment.
- (6) The learner must be informed that he/she is not permitted to:
  - (1) Edit the corrected assignment
  - (2) Remove it from the area where it is being viewed
  - (3) Save/Screen Shot/Photograph it
  - (4) Amend or interfere with it in any way.

**(7) Instructions to learner:**

- The learner does not have permission to edit or remove the corrected online assignment. The learner cannot save, screen shot, or amend the assignment or interfere with it in any way.
- The learner cannot take notes or photograph the corrected online assignment.
- The learner cannot discuss the corrected assignment with the supervisor.

**(8) Instructions to Centre:**

- The Learner should complete the **Request to View Corrected Online Assignment/s form** before viewing, and made aware of the conditions listed above.
- The Learner should sign and date the Request to View form and the centre should retain securely for record purposes.

-END-



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