



etb

Bord Oideachais agus Oiliúna
an Chabháin agus Mhuineacháin
*Cavan and Monaghan
Education and Training Board*

CAVAN AND MONAGHAN ETB

CAVAN ADULT EDUCATION SERVICES

PROCEDURE ON THE APPEALS PROCESS

Cavan and Monaghan ETB, Cavan Adult Education Services has put in place an Appeals Process. An Appeals Process will enable the learner to appeal:

- a) the Assessment Process, if they perceive there to be irregularities/inequality in its implementation and
- b) the assessment result.

Only approved results can be formally appealed by the learner. Cavan Adult Education Services will inform the learner of their approved result.

Delegates must inform Cavan Adult Education Services, in writing, of their application to appeal, within 7 working days from the date of the letter stating their approved result.

The appeals procedures will involve a review of the Assessment Process for the specific learner concerned; including where appropriate the review of learner evidence and the assessment results. The tutor who evaluates a learner appeal *will not* be the tutor who made the original assessment decision.

The only evidence which may be presented by the learner at appeal is that which has already been presented for assessment. New evidence may not be added by the learner for the appeal.

The learner will be informed of the outcome of the Appeals Process within 14 days of the centre having received the correspondence from the learner.

If the learner remains unsatisfied with the result, they may appeal Cavan Adult Education Service's assessment process to FETAC.

The procedure is as follows:

1. Once results have been signed off by the Results Approval Panel and issued to the learner by the centre, a learner may appeal that result and/or appeal the process to the centre within 7 working days from the date of the letter. Any applications for appeal received after this time will not be processed.
2. Learners who wish to lodge an appeal may do so at a cost of €20 per learner per module. If the appeal is successful, this fee will be reimbursed.
3. In processing an appeal, an Appeal Assessor, who was not the original Assessor, but who has the subject matter expertise in the area of the programme will be identified and contacted.
4. The Assessor will be given the same assessment documentation and learner's portfolio of assessment as the original Assessor.
5. The decision of the Appeal Assessor will be communicated in writing to the Centre Head.
6. The learner will then be informed in writing of the outcome of the appeal.
7. If the appeal is successful, the Centre Head / Coordinator will inform FETAC of this so FETAC can issue a new certificate to the learner.
8. Appeals will be processed, and where possible, a decision will be given to the learner within 14 days of the centre having received the application.
9. If the learner remains unsatisfied, they may appeal the centre's Assessment Process to FETAC. This can be done online by emailing: certification@fetac.ie Learners need to be aware that there may be an additional cost for this appeal.