
Optimum Health Training

Appeals Policy

Galway - 2017



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Introduction

This policy is aimed at our customers and learners, who are enrolled on, or have taken an ITEC approved qualification or unit with our organisation. It sets out the process you should follow when submitting appeals to us and the process we will follow when responding to enquiries and appeals. All our staff have been made aware of these policies.



Review arrangements

We will review the policy annually as part of our self-evaluation arrangements and revise it as and when necessary in response to customer and learner feedback or requests from, or good practice guidance issued by, the Regulatory Authorities (e.g. to align with any appeals and complaints process established by the Regulatory Authorities such as QQI).

If you would like to feedback any views please contact us via the details provided at the end of this policy.

Areas covered by the policy

This policy covers:

- Appeals from learners in relation to an assessment decision on the basis that we did not apply procedures consistently or that procedures were not followed properly and fairly
- Appeals from learners in relation to the application by ITEC of a sanction/ action on a Centre resulting from a verification visit or an investigation into Malpractice or Maladministration or a decision to amend a learner/ set of learners' results following a malpractice or malpractice investigation

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- Appeals from learners relating to a decision made by ITEC following an investigation into a complaint about a learner
 - Appeals if you believe we have not applied our procedures consistently or that procedures were not followed properly, consistently and fairly

Process for raising an appeal

- You have 20 working days from the date we notified you of the decision you are appealing against in which to lodge an appeal against our decision - this includes assessment results,
 - Learners who wish to appeal about their assessment results or about a related decision will be supported by us and only if necessary can appeal directly to ITEC

First stage of the appeal (initial enquiry stage)

- Learners should submit their appeal in writing to our Head office for the attention of the Appeals Department within 20 working days of receipt of their ITEC examination results
 - We will respond to enquiries and appeals within 20 working days of receipt of the appeal
 - Where the appeal is regarding a theory mark or evidence of relevant treatments, the paper / evidence of relevant treatments will be re-marked
 - If it is an appeal against a Practical Examiner's decision, a detailed report will be produced by the original Examiner and will be reviewed by an ITEC Internal Quality Assurance panel to ascertain whether moderation is necessary
 - If ITEC finds the assessment decision to be correct it will set out its reasons in writing with supporting evidence
 - If the assessment decision is proved to be incorrect and the result is uplifted, ITEC will issue the new result and certificate
 - 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
 - If the learner is not satisfied with the result of ITEC's review of the appeal, they should write to ITEC within 15 days of receiving the review requesting a re-examination and we will support them with this process

Theory re-examination

- ITEC will provide a theory examination paper for a date to be requested by the College to be invigilated by the College under the standard ITEC theory examination regulations and procedures
- This paper 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

Practical re-examination

- As soon as possible, the Candidate will be re-examined at a practical examination at her/his own College, or an alternative College (where available) as agreed with ITEC. Wherever possible a different Practical Examiner will conduct the examination.
- The examination grade will then be reviewed by a member of the Quality Assurance Team. If the new grade is higher than the previous grade, to the extent that the Candidate's result changes from Refer to Pass or from Pass to Merit or Merit to Distinction, following the review the new grade will be awarded
- 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

Seeking an independent review

If you decided to proceed to the independent appeal stage we will arrange for an independent review to be carried out.

This will be carried out by someone who is not an employee of ITEC, an Assessor working for ITEC, or otherwise connected to ITEC. They will also be someone with the relevant competence to make a decision in relation to the appeal and will not have a personal interest in the decision being appealed.

The Independent Reviewer will analyse all the evidence and ensure ITEC have applied their procedures fairly, appropriately and consistently in line with the ITEC Appeals Policy.

The independent review process may involve:

- a discussion with the learner and ITEC personnel
- a request for further information from the Learner or ITEC personnel
- a Centre visit by authorised ITEC personnel

The Independent Reviewer's decision is final in relation to how ITEC will consider such appeals and we will let you know the outcome of the review within 20 days of receipt of the third appeal. If the learner is still unhappy with the outcome at this stage they are entitled to raise the matter with the relevant Qualification Regulator (QQI in Ireland)

Process for the independent review

- Learners should resubmit their appeal in writing to Optimum Health who will then send it onto ITEC Head Office for the attention of the Appeals Department within 15 working days from receipt of the re-examination request
 - ITEC will respond to the enquiry / appeal within 20 working days from receipt of the request
 - The appeal will be reviewed by the full ITEC Quality Assurance Panel and an independent person who has no other connection with ITEC and has not worked for them within the past 7 years. The process will focus on whether ITEC followed the correct procedures and arrived fairly at the decision. If the panel still finds the assessment decision to be correct, ITEC will confirm the decision in writing
 - If the assessment decision is proved to be incorrect and the appeal is upheld, ITEC will issue the new results and certification
 - 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

Successful appeals &/or issues brought to our attention by a regulator

In situations where an appeal has been successful, or where an investigation following notification from a Regulator indicates a failure in our processes, ITEC will give due consideration to the outcome and will, as appropriate, take actions such as:

- Amend the record of the learner concerned
- Identify any other learner/s who have been affected, correct or, where it cannot be corrected, mitigate as far as possible the effect of the failure (e.g. amend the results for the learner/s affected following an appropriate investigation)

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- Review associated processes and policies to ensure that the 'failure' does not occur again or mitigate the situation as far as possible if the failure that occurred cannot be corrected
 - ITEC will also co-operate with any follow-up investigations required by the Qualifications Regulators and if appropriate agree any remedial action with them.

Contact us

If you have any queries about the contents of the policy, please contact calling Optimum Health at 00-353-876722395 or email aisling@optimumhealth.ie

Appeals form

Centre, Learner, Examination & Booking Details

Name:

Date:

Qualification Title/Unit:

Centre Number:

Examination Booking Reference:

Date of Examination:

ITEC Student Number:

Date Appeal Submitted:

Please submit evidence of the following:

1. Evidence to support the appeal - mandatory
2. A statement outlining the Appeal & all relevant evidence

For example:

- Relevant assessment outcomes
- Statements from Lecturer's where appropriate
- Statements from colleagues where appropriate
- Statements from clients where appropriate
- Please attach this form to the front of the documents when submitting by mail or

complete electronically and attach it to the email with all supporting evidence

- NB We are unable to process the Appeal without the evidence listed above

Optimum Health contact: aisling@optimumhealth.ie 087-6722395

Weblink to ITEC appeals and complaints policies:

<https://www.itecworld.co.uk/students/appealsandcomplaints.htm>