

Learner Appeal

All learners are advised of the right to appeal their results should they feel they have grounds to do so. On the first morning of every programme, the course tutor discusses the right of appeal and the appeal process with you.

After your programme, you are sent a standard email accompanying your results form. This email contains the right of appeal and contact details should you wish to appeal your result.

Appeals process

You can appeal your assessment or result up to 14 days after receiving results. Appeals are made directly to the ICSE centre. You can lodge an appeal by completing an Appeal Form, available below.

The appeals procedure involves review of the assessment process, including, where appropriate, review of the learner evidence and the results. A different tutor and assessor will be assigned to review your appeal. The reviewer will check:

- The scores calculated on the marking sheet
- The scores allocated against the marking scheme
- Adherence to assessment processes by both the learner and assessor
- Any other evidence provided by you to support your appeal.

There is no charge to appeal your result.

Unsuccessful appeals

Where your appeal is unsuccessful, and no change of results is required, you will be informed of this in writing within 14 days of submitting the appeal. You have the right to an external review of the paperwork by the external authenticator. Please notify ICSE in writing if you choose this course of action following an unsuccessful appeal.

Successful appeals

Where the reviewer who reviews the assessment appeal discovers that a learner's mark has been awarded incorrectly due to a data input error or calculation error:

- We will inform the ICSE office of the required change in results.
- The reviewer will complete an incident report detailing the required changes to your results and the reasons for the changes.
- The ICSE office will inform you in writing of the result of the appeal and the new result within 14 days of the appeal being submitted.
- The new result will be entered into the results database, and you will be issued with a new Temporary Results Form (TRF)
- Should you wish to further appeal the new result, you will be informed of the process for doing so.



Where the reviewer who reviews the assessment, appeal returns the assessment with a different result from the original and believes the learner was marked incorrectly or unfairly by the original trainer:

- We will inform the Head of Centre of the outcome of the appeal.
- We will complete an incident report detailing the outcome and the reasons for the conclusions.
- The Head of Centre will be the final adjudicator in all appeals and will decide if the appeal is valid and if the result should be changed, taking into consideration all factors in the appeal.
- Should the appeal be upheld, you will be informed by the Head of Centre in writing within 14 days of submitting the appeal.
- The new result will be entered into the results database, and you will be issued with a new TRF.
- Should you wish to further appeal the new result, you will be informed of the process for doing so.
- The ICSE Corrective Action Plan will be implemented to ensure the incident is fully investigated.

External review of assessment

All learners who submit an appeal, whether successful or unsuccessful, have the right to have their assessment further reviewed by the External Authenticator during his or her visit. Should you wish to use this option, you must inform ICSE of your decision in writing within 14 days.



Learner Appeal Application Form

Learners wishing to appeal their received final result or any aspect of the assessment process must complete this form and return it within 14 days of receiving their final results.

Learner details

Learner name:	
PPS number:	

Modules appealed

Module Code	Module Title	Original Grade	Fee Paid
			<input type="checkbox"/>
			<input type="checkbox"/>
			<input type="checkbox"/>

Appeal details

Please give details of the reason for your appeal:
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Learner signature:		Date :	
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Office use only

Date received:		Date reviewed:	
Reviewed by:		Position:	
Appeal Successful	Yes <input type="checkbox"/> No <input type="checkbox"/>	Final grade:	

Centre Manager signature:		Date :	
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