

# IOB Assessment Appeals

## Overview: Student Information

The appeals procedure established by IOB for making an appeal against the result of an assessment may be described as follows:

1. If you have grounds, you may appeal against the results of any assessment. In this context, the term assessment may mean a written examination script, a thesis or term paper, an oral assessment or any other part of the assessment process.
2. You submit your Appeal application to IOB bearing in mind the approved procedures and guidelines provided.
3. The appeal documentation must be lodged within 20 days of the result of the assessment process being made available to you on the web or otherwise. Students may only appeal a 'final'2 grade i.e. that approved by the Programme Examination Board (PEB).
4. You must have adequate grounds for an appeal. An assessment appeal will only be considered on the following grounds:
  - Procedural irregularity – there is evidence of substantive irregularity in the conduct of the assessment process, including where this results in an inappropriate grade assessment.
  - Extenuating circumstances – In the context of an appeal, *extenuating circumstances* refer to a serious and unforeseen event in which you suffered from an illness or some personal or family trauma around the time of the assessment of which the examiners were unaware. You must have original medical certificates/policy reports (etc.) to support your case and the illness or trauma must be shown to have affected you in the assessment itself or in the period immediately leading up to it.

In the first instance, appeals of this nature must be dealt with by submitting an Extenuating Circumstances Form to the respective Programme Manager. The Assessment Appeals Officer can only accept an appeal on this basis if it has already been dealt with by the Programme Examination Board (PEB) or by the Dean. Appeals of this nature can be accepted if the PEB did not appreciate the seriousness of the extenuating circumstances OR if the Dean rejected your extenuating circumstances application because you did not submit the form on time and the Dean did not consider your reason for late submission to be valid.

5. Appeals that do not meet either of the above grounds will not be accepted. Students cannot appeal simply because they are unhappy with a mark awarded or other academic judgement exercised. An appeal is distinct from a complaint that seeks to raise concerns over the quality of a function, unit or a service provided by IOB. Such complaints should be addressed through the Student Complaint Policy and Procedures.

## Submitting an appeal

6. Appeals should be submitted to the *Assessment Appeals Officer* using the appropriate form provided within 20 working days of receiving the final result of an assessment<sup>3</sup>. It is recognised that in exceptional circumstances a student may not meet the stated timeframe.
7. In such exceptional circumstances the Assessment Appeals Officer may allow the submission of an appeal outside the stated timeframe. Such submissions will be considered on a case by case basis. The decision of the Assessment Appeals Officer on such cases is final.
8. The submission should include all supporting evidence to be presented to the Assessment Appeals Committee in support of the appeal. The onus is on the student to submit the necessary information and evidence to the Committee. A student cannot submit further evidence at a later stage, unless requested by the Assessment Appeals Committee. If the submission is deemed



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incomplete by the Assessment Appeals Officer, the student is advised that they can submit a new appeal once the documentation is complete. A submission can be disregarded by the Appeals Officer if the submission:

- Does not fall within the scope (section 3)
- Clearly does not meet either of the grounds for appeal (section 4)
- Does not provide necessary evidence to support the appeal, or
- Is not submitted within the given timeframe.

## The appellant should note that:

- A student submitting an assessment appeal shall pay a fee, which will be refunded, with any incurred resit or repeat fee, if the appeal is upheld.
- A student can withdraw from the appeals process at any point before the final decision of the Assessment Appeals Committee.
- If a result that contributes to the calculation of a final degree classification is appealed, a student's graduation will be postponed pending the outcome of the appeal.
- Disciplinary actions may be taken against a student who submits false or vexatious material as part of their appeal.

9. In order to lodge the appeal you must send the following to the *Assessment Appeals Officer*:

- Completed Assessment Appeal form
- Appeal letter setting out, in detail, the grounds for your appeal
- Original medical evidence (if applicable)
- €75 fee per module

Send the Application Form, your letter of appeal, medical evidence if applicable and the fee (per module), to IOB Registry. Payment may be by cheque, postal order or bank draft which should be made payable to IOB *Assessment Appeals Office*.

*PLEASE BE AWARE THAT ALL INCOMPLETE APPEAL APPLICATIONS WILL NOT BE PROCESSED AND WILL BE POSTED BACK TO THE APPELLANT.*