



Procedure for Recheck, Review and Appeal

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1. Purpose

This procedure supports Atlantic Technological University's (ATU) *AQAE005 Marks and Standards Policy*, which sets out the policy for recording, aggregating, and ratifying student performances in each academic year. The Marks and Standards Policy is used to determine student academic standing, eligibility for progression, eligibility for an award, and award classification.

ATU is committed to providing students with the right to a recheck, a review or an appeal, on permitted grounds, in respect of ATU decisions relating to their assessment, progression, or academic standing within the University. The purpose of this procedure is to facilitate a student who believes that they were not treated in compliance with the University's regulations, to seek a timely Recheck of their examination materials in whole or in part, a Review of the grade obtained or and/or an Appeal of the grade on specified grounds.

All decisions affecting students are made in accordance with relevant procedures, and the circumstances impacting students' performance or capacity to study are considered fairly and consistently.

2. Scope

This procedure describes the processes in place at ATU for reconsideration of academic marks/grades awarded for any final examination or coursework assessment component undertaken by a registered student on any taught module or programme. Please refer to the AQAE011 Research Degree Policy for the process in place for the examination of research programmes at ATU. The appeals process is evidence-based and supporting evidence must be submitted to substantiate all applications.

It is the responsibility of all lecturers (Internal Examiners) involved in the assessment of modules and programmes of study and all administrative staff involved in the administration of the Consultation, Recheck, Review, and Appeal process to familiarise themselves with this procedure.

Complaints about the delivery or quality of a programme are outside the scope of this procedure and should be raised as soon as possible with the relevant Programme Board or Head of Department or through the *AQAE035 Student Complaints Policy*.

3. Reference Documents

- Office of the Ombudsman, Ombudsman Act 1980; Ombudsman (Amendment) Act 2012 [www.ombudsman.gov.ie/en/]

4. Procedure

4.1 Definitions

Re-check: A Recheck is the administrative procedure of checking and ensuring that all parts of all assessments have been marked and that no error occurred in the recording, collating, or calculation of the final module mark/grade.

Review: A Review involves the re-marking of all relevant assessment material (as determined by the nature of the review request) by a second suitably qualified person such as an independent internal examiner or external examiner, if not done so already.

Appeal: An Appeal involves the consideration of exceptional circumstances relating to the assessment excluding the content and marking of assessment(s).

4.2 Consultation

After each examination session, there are two **consultation days**, on dates as set out in the Academic Calendar. Students will be notified of the dates and arrangements for consultation days through the Academic Affairs function or their academic unit.

Consultation provides an opportunity for the student to engage directly with the internal examiner(s) regarding their results. It provides a student with sufficient feedback to gain clarity and understanding as to why they received the specific mark(s) and an assurance that they were treated in compliance with ATU's regulations and avoid the need for further stages in the process. It is not an opportunity for the student to negotiate the marks obtained.

The responsibility for availing of the opportunity to attend a consultation lies with the student. All internal examiners must participate in the respective consultation days for each examination session and must be available on campus to facilitate meetings with students. The student should make a request, in person or by email, for a consultation appointment with the relevant internal examiner(s) in accordance with local arrangements. If a student is unable to attend for an in-person, they may request an on-line meeting.

During consultation, the internal examiner will inform the student if the examination and/or coursework have already been reviewed by another internal examiner or external examiner or if the work was already double marked by another internal examiner. The internal examiner or Head of Department can also provide confirmation that the overall award classification was discussed by the Examination Board in borderline cases (if applicable).

As part of the consultation process a recheck shall be completed by the internal examiner for the entire module(s) under consultation and this will be provided to the student.

If the internal examiner is not available due to for example, cessation of employment, the student should contact the Head of Department without delay to make arrangements to view the examination script and obtain a re-check.

4.2.1 In-person consultation

The original examination script(s) will be available for inspection by students under the supervision of the internal examiner. During consultation, material may not be annotated or altered in any way and students may not remove items from the meeting. Other coursework assessments may also be available. Scripts are not copied or provided electronically to students by any ATU staff during the meeting. Students may use their own mobile phone, tablet or digital camera to make their own copies of their own handwritten scripts.

4.2.2 Online consultation

Examination scripts and other coursework assessments can be discussed with the student. Digital material may be viewed on screen. It is not practicable to view handwritten material during an online consultation.

4.2.3 Recheck

A **Recheck** entails the administrative process of checking and ensuring that all parts of all assessments have been marked and that no error occurred in the recording, collating, or calculation of the final module mark by the Internal Examiner.

A student who did not avail of the consultation day(s) may separately request a Recheck and breakdown of the grade in a module from their internal examiner by email within 3 days of the formal notification of provisional or final results. The Recheck will be returned to the student ATU email address within a target timeframe of a further 2 working days. A suggested template that can be used by the internal examiner to communicate the outcome of the Recheck to the student is provided in *AQAE033_001 Recheck Template Form*.

The student may avail of one Recheck only in connection with a specific module. The outcome of the Recheck is final.

4.2.4 Outcome of Consultation and /or Recheck

Consultation and Recheck provides students with:

- the breakdown and basis of the grade/mark against the assessment criteria,
- an opportunity to view the script (in-person consultation),
- a Recheck to confirm that the mark is accurate, especially where a student believes that there may have been an error in collation of the grade,
- feedback, especially if a student needs to repeat some or all of the assessable components, and
- information or advice on repeat requirements.

If during the Consultation or Recheck, an inaccuracy is identified, this can be resolved by the internal examiner at this stage. The internal examiner will confirm in writing to the student the correct grade (increased/decreased/other) and indicate to the student that they will initiate the process to change the mark in the Student Record System (SRS).

The internal examiner will follow the procedure to amend a student record using a post-board change, see *AQAE041 Procedure for Recording Results and Operation of Examination Boards*, and the Examination Office will confirm in writing the completion of the change to the student. If the change affects the award classification, or results in a borderline case, the Examination Board will be requested to review the classification as part of the process to amend the SRS.

There is no fee for Consultation and/or Recheck.

If, following the consultation and/or recheck, a student wishes to request a **Review** of the academic result(s) they may do so as outlined below in Section 4.3.

A student can progress to an **Appeal** if they meet the grounds for an appeal, not related to the academic grade awarded as outlined in Section 4.4.

4.3 Application for a Review of Assessment Material

A **Review** involves the re-marking of all relevant assessment material (as determined by the nature of the review request) by a second suitably qualified person such as an independent internal examiner or external examiner, if not done so already. This will be organised by the Head of the Department.

Students should be aware that a mark/grade may remain unchanged, may be increased or may be decreased following a review.

Student should be aware that not all types of coursework can be reviewed e.g. practical or skills assessment, placements, oral presentations.

4.3.1 Pre-requisites for a Review

A Review can only be requested after the release of final examination results, a review will not be completed on a provisional grade.

A Review will **NOT** be completed where the final exam or coursework has already been double-marked or reviewed by a second suitably qualified person.

A Review will **NOT** be completed if the student has not already engaged in the Consultation with the internal examiner and obtained a Recheck of their result. If the student is unable to do so in advance of the deadline for receipt of a Review or Appeal application, the student

must include in their application evidence showing the student's attempts to arrange a Consultation or Recheck e.g. email correspondence with the internal examiner or evidence as to why this was not possible.

4.3.2 Acceptable Grounds for a Review

Applications must specify the grounds on which the Review is sought. The acceptable grounds for a Review are:

1. The evaluation of assessed material was erroneous and did not comply with the approved or provided grading criteria. The student must provide a clear statement and evidence to support this case.
2. The award classification is within a borderline or transition point between a fail /pass or an award classification level and this has not already been considered by the Examination Board. This would only occur if there has been a change to a grade since the meeting of the Examination Board or if a grade was not available at the time of the Examination Board meeting due to an irregularity that was the fault of the University.

Important Note: An application by a candidate on the basis that a result in whole, or in part, was below their own projected expectation is not considered as grounds for a review.

Separately a **Review** may be requested by the Appeal Committee (see Section 4.4).

4.3.3 How to apply for a Review

Students are responsible for applying for a Review before the closing date for receipt of such applications which is the date specified on the academic calendar, generally 4 days after the release of final (not provisional) results. Late applications will not be accepted under any circumstances.

It is a student's responsibility to complete the *AQAE033_002 Application for Review or Appeal of Grade(s) Form* online through the ATU Student Hub. Students will be asked to provide the:

- Student name and number,
- module(s) and/or programme details,
- grade(s) obtained,
- grounds for the Review request,
- statement to explain why they believe that the grade awarded was erroneous and did not comply with the approved or provided grading criteria and,
- an upload of any documentary evidence to support their application.

Students are advised to keep a record of the application form and all documentation submitted.

A Review will only be accepted when a completed form with all required evidence has been submitted, within the deadline.

Where the request for a Review involves a failed module(s), the candidate is advised to apply to re-sit the module(s) pending the outcome of the Review.

4.3.4 Review Process

An Assistant Registrar (or nominee) will review the application to determine its eligibility to proceed. If the grounds for Review are not met / not legitimate /insufficient evidence provided or if the student should have followed other procedures, the application will not proceed. The student will be informed in writing, and a reason will be provided.

If the application is accepted, the application will be sent to the Head of Department and the relevant Internal Examiner(s).

The Head of Department or internal examiner will arrange for the re-marking of part or all of the assessment material. A final examination script will always be re-marked. Coursework may be re-marked where possible or relevant. It may be necessary to provide additional material from other students for comparative purposes to the person performing the re-marking. It may involve discussion between the internal examiner and the person performing the re-marking.

The outcome of the re-marking is returned to the Head of Department. This communication may extend beyond the end of the academic year where required or practicable.

4.3.5 Review Outcome

The Review may result is one of the following outcomes:

1. The second marker agrees with the original grade awarded. The Reviewed grade is unchanged from the original grade.
2. The second marker returns a different (lower or higher) grade(s) to the original grade. The Reviewed grade will be awarded as follows based on the difference (i.e. second grade minus the original grade) for any component:

Difference in grade	Outcome
0 to + 2% higher	Re-marked grade awarded
0 to + 2% lower	Original grade stands
Between 2 to 6% higher	Average of the two grades is awarded
Between 2 to 6% lower	Average of the two grades is awarded
$\geq \pm 7\%$	Examination Board decision required

A special Examination Board meeting must be convened where the difference between the two grades is $\geq \pm 7\%$, in order to agree a final Reviewed mark and a final award classification (if applicable). The Examination Board decision is final and is communicated to the Assistant Registrar by the Head of Department as described below.

It may not be possible to convene an Examination board over the period of academic leave and the decision may be deferred to the next scheduled Examination Board, which may be in Autumn.

4.3.5 Communication of the Review Outcome

Once the Review is complete the Head of Department provides a written response to the Assistant Registrar by completing *AQAE033_003 Review or Appeal Response Form* normally within 7 working days of notification of the Review application, indicating:

- the full breakdown of the module(s) marks,
- the module(s) descriptor / or weighting as set out in the Approved Programme Schedule (APS),
- the original grade(s) and the re-marked grade(s),
- the Reviewed grade,
- any recommendation of the examiner who carried out the re-marking, and
- any other relevant details and/ or overall department recommendation.

The Assistant Registrar will communicate the decision to the student in writing and will arrange for the change of grade in the SRS where required. The student will also receive a copy of the *AQAE033_003 Review or Appeal Response Form* from the department.

Important: The Review outcome is final cannot be appealed by the student to any higher authority in the University as this is a matter of academic judgment.

4.3.6 Fee for Review

A fee per module, or if the Review applies to the overall award classification a fee equivalent to one module, will be charged for any Review if the grade is unchanged as an outcome of the Review. No fee will be charged if the grade is increased or decreased as an outcome of the Review. Refer to the ATU Fee Policy for current fees. The fee will be added to the student account after the outcome of the Review has been communicated to the student.

4.4 Application for an Appeal

An Appeal involves the consideration of exceptional circumstances relating to the examination or assessment process excluding the content and marking of assessment(s).

Students should note the difference between a Review and an Appeal application and that both processes are independent of one another.

There is no requirement for a student to apply for a Review of a result before an Appeal and *vice versa*.

4.4.1 Grounds for Appeal

A student may make an application for an Appeal on the following grounds only:

1. Their performance in assessment was adversely affected by exceptional circumstances e.g. illness, which the student submitted late, or was unable, for valid reasons, to submit, or unwilling to divulge, before the Examination Board reached its decision.
2. There was a procedural or administrative error or a disruption/ irregularity in assessment procedures which made a real and substantial difference to the grade.

4.4.2 How to apply for an Appeal

The student is responsible for applying for an appeal before the closing date for receipt of such applications which is the date specified on the Academic Calendar, generally 4 days after the release of final (not provisional) results. Late applications will not be accepted.

The student must complete the *AQAE033_002 Application for Review or Appeal of Grade(s) Form* online through the ATU Student Hub. Students will be asked to provide:

- student name and number,
- module(s) and/or programme details,
- grade(s) obtained,
- the indication of the grounds for the Appeal request,
- a statement of appeal and,
- an upload of any documentary evidence to support their application.

Students are advised to keep a record of the application form and all documentation submitted.

An Appeal will only be accepted when a completed form with all required evidence has been submitted within the deadline.

Where the request for an Appeal involves a failed module(s), the candidate is advised to apply to re-sit the module(s) pending the outcome of the Appeal.

4.4.3 Acceptable Documentary Evidence

An appeal application must be accompanied by documentary evidence. Examples of acceptable documentary evidence include, but are not limited to:

- a medical doctor's certificate,
- a letter from a consultant or the university medical unit or counsellor and/or any person qualified to provide expert opinion in the circumstance (in sensitive cases, the university can confirm circumstances through the ATU counselling or disability services),
- proof of medical appointment or hospital stay,
- a birth certificate,
- a death notice, or a link to the death notice,
- other official or legal documentation from an appropriate certified professional and / or government agency, or
- in the case of an Appeal under ground 2 above, this may include communication from an ATU Office or ATU Staff member or Staff acting on behalf of ATU.

4.4.4 Appeal Process

An Assistant Registrar (or nominee) will review the application to determine the eligibility of the appeal. A request for an appeal must identify the grounds upon which the appeal is sought. If the grounds are not met / not legitimate /insufficient evidence provided or the student should have followed other procedures, the appeal will not proceed. The student will be informed, and a reason will be provided.

If the appeal is eligible to proceed, the application will be sent to the Head of Department and the relevant Internal Examiner(s).

The Head of the Department and the internal examiner(s) is responsible for considering the application in full and for consulting and any other relevant ATU Staff. They may reconsider the marks awarded and recommend an increase or a decrease to the grade in a module(s) in light of the new exceptional circumstances.

The department may arrange for a formal Review of the mark if it is relevant to the appeal or depending on the nature of the appeal. This process may extend beyond the end of the academic year where required or practicable.

The Head of Department is responsible to provide a written response to the Assistant Registrar by completing *AQAE033_003 Review or Appeal Response Form* within a target of 5 working days, with their findings and provide an overall recommendation in relation to the appeal.

A copy of the departmental response (*Form AQAE033_003*) is forwarded to the student by the Assistant Registrar for their consideration. The student will be invited to respond to the recommendation within a target of 5 working days and indicate if they wish the appeal to be withdrawn or continue to the Appeal committee.

4.5 Appeal Panel and Appeal Committee

The VP of Academic Affairs and Registrar will appoint an Appeals Panel to consider all eligible Appeal applications. The panel will include representatives from faculty, professional staff and members of the academic council. The panel members will be appointed for a term of 2 years (except SU members) and the membership will be provided to Academic Council for noting.

The appeal panel will have the following membership.

- Four Heads of Faculty / School,
- Two Assistant Registrars,
- Four experienced academics,
- Two members of the Academic Standards and Policy Committee of Academic Council,
- One Academic Affairs Manager, and
- Two Student Union Representatives.

Each Appeals Committee will be convened from the membership of the Appeals Panel by the Quality Office. The Appeals Committee will be composed of a Chair (Head of Faculty/School) and a minimum of three other members. No person connected with the case under review may be a member and any conflict of interest should be raised at the earliest opportunity in order for the individual to be recused and replaced by an alternative panel member. An Appeals committee may be appointed for each exam session or for each Faculty based on the quantum of appeal applications. A non-voting member will be present for administrative purposes from the Quality Office.

The Appeal Panel will have a minimum 40% female and 40% male membership. In convening committees from the Appeal Panel gender balance must be considered and a panel must not proceed with single-gender membership (i.e. a minimum one male or female).

All decisions of the Appeals Committee will be by majority vote. In the event of a tie, the Chair will have the casting vote.

4.5.1 Outcome of Appeal

Where an appeal proceeds, the Appeal Committee will:

- review the circumstances of the appeal, the recommendation of the Department, and the student's response to this recommendation (if any),
- seek any additional information or advice as they consider necessary,
- request a formal Review of part or all of the module(s) if they feel this is required and was not already completed, and
- having considered the circumstances, make a decision on each case.

The Appeal Committee may decide:

1. The original mark/grade stands.
2. The original mark is increased/decreased in line with the recommendation of the department.
3. To award a retrospective deferral.
4. A further attempt will be permitted beyond the number allowed in the current *AQAE005 Marks and Standards Policy*.

The Appeal Committee will meet and make a decision within a target timeline of 20 working days from the closing date for receipt of applications. The Appeal Committee may be unable to make a decision in relation to a specific case if the department response cannot be completed during academic leave. In such circumstances, the decision may be deferred until leave is concluded.

The Assistant Registrar will inform the student, the internal examiner(s), and the Head of Department in writing of the outcome of the Appeal Committee and the basis of the decision.

The Assistant Registrar will make arrangements with the Examinations Office for the change of grade in the SRS (if applicable).

Important: The decision of the Appeal Committee is final and cannot be appealed to any higher authority by any further process in the University.

4.5.2 Fee for Appeal

A fee per application will be charged if the appeal is not upheld by the Appeal Committee. The Appeal Committee will make the final determination in relation to the applicability of a fee. Refer to the ATU Fees Policy for current fees. The fee will be added to the student account after the outcome of the Appeal Committee has been communicated to the student.

4.6 Communication to students

All communication to students in relation to Review and /or Appeals will be to their ATU email address, unless for reasons beyond their control they have no access to this email.

4.7 Right to review by Ombudsman

If a student feels that they have been unfairly treated or are not satisfied with the decision/ outcome, it is open to them to contact the Office of the Ombudsman. By law, the Ombudsman can investigate complaints about any of the administrative actions or procedures of the university, as well as delays or inactions in the candidate's dealings with the university. The Ombudsman is fair, independent, and free to use. The Ombudsman does not consider matters of academic judgment.

The Ombudsman will ask the student for details of the student complaint and a copy of the ATU appeal response. Contact the Ombudsman by:

- Clicking on the 'Make A Complaint' link at www.ombudsman.ie
- Or writing to Office of the Ombudsman, 6 Earlsfort Terrace, Dublin 2, D02 W773
- Or calling the Ombudsman on 01 639 5600 if the student has any queries or if the student needs help making the student complaint.

5. Associated Documents Related to this Procedure

- *AQAE033_001 Consultation and Recheck Template*
- *AQAE033_002 Application for Review or Appeal of Grade(s) Form*
- *AQAE033_003 Review or Appeal Response Form*
- *AQAE005 Marks and Standards Policy*
- *AQAE026 Procedure Highlighting Impaired Performance*
- *ATU Fees Policy*

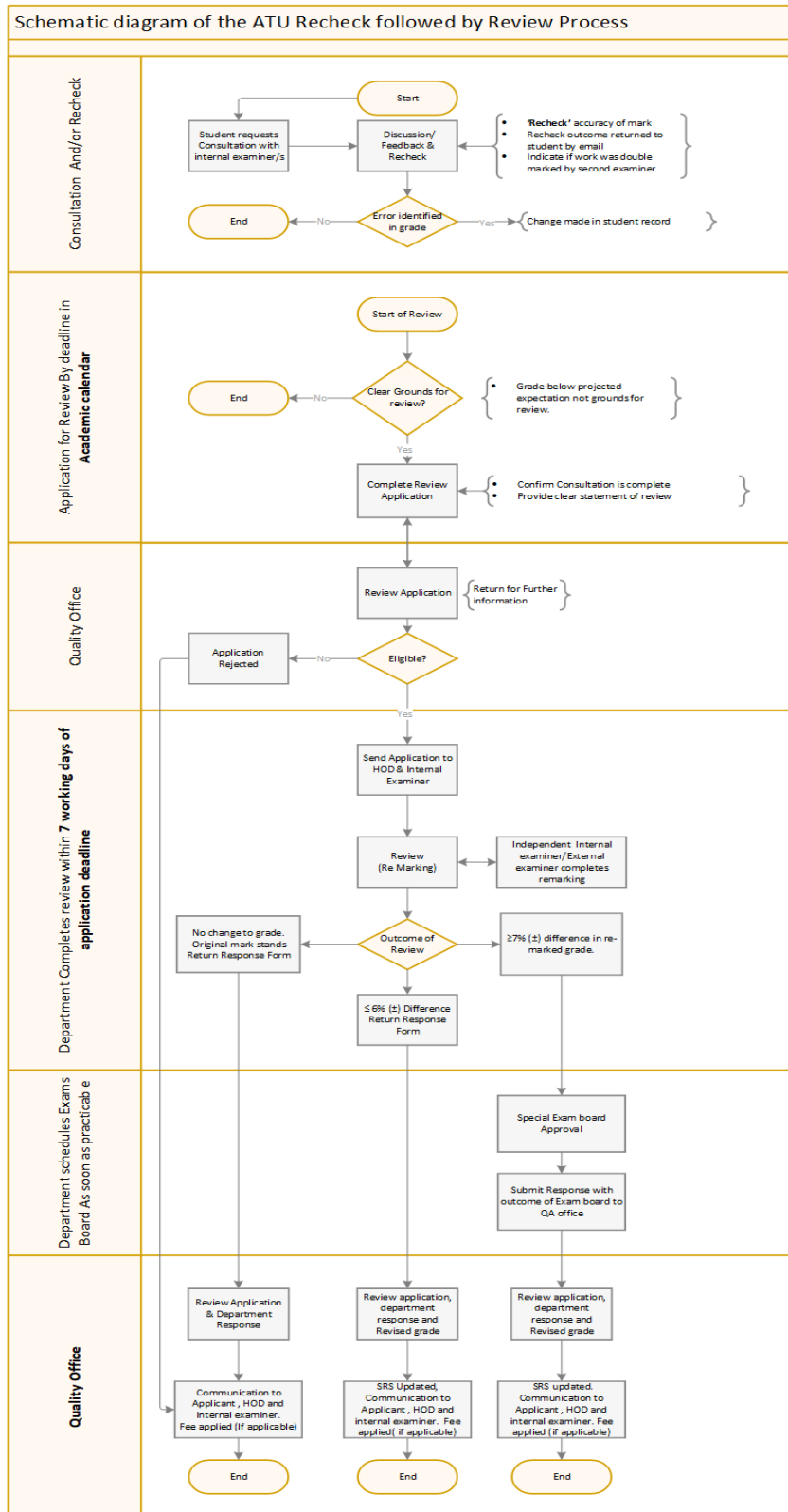
6. Measurement of Effectiveness of this Procedure

A summary report of anonymised data relating to this procedure will be provided to a committee of the Academic Council for consideration annually.

7. Revision History

Revision No	Description of Change	Approval Date
000	New Procedure. Approved by Academic Standards and Policy Committee of Academic Council	17/12/2024

Appendix 01- Flowchart of Consultation / Recheck and Review Process



Appendix 02- Flowchart of Consultation /Recheck and Appeal Process

