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Post-Results Services Policy

The purpose of this Policy is to safeguard the interests of all candidates once the results are released and defines the grounds to apply for post-results services.

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1. PREAMBLE

The purpose of this Policy is to safeguard the interests of all candidates. It may be used only when there are adequate grounds for doing so and may not be used simply because a candidate is dissatisfied with the outcome of his or her assessment or any other decision concerning their academic position or progress.

2. GROUNDS FOR POST-RESULTS SERVICES AND APPEALS

A candidate may submit a request for a review of a decision of an Assessment Board, provided that any such request **does not question the academic or professional judgment of the examiners on the candidate's performance.**

A Post-Results Service may be requested only on grounds alleging:

- a. That there exists, or existed, circumstances affecting the candidate's performance of which, for good reason, the Assessment Board may not have been made aware when the decision was taken and which might have had a material effect on the decision [Note: if candidates wish to appeal on such grounds, they must give adequate reasons why this information was not made available prior to the decision being made.];
- b. That there had been a material administrative error or procedural irregularity in the assessment process or in putting into effect the regulations for the qualification such as to cause suspicion that the decision might have been different if the error or irregularity had not occurred; A request for a review which questions the academic or professional judgement of those charged with the responsibility for assessing a candidate's academic performance or professional competence shall not be permitted.

Before initiating a Post-Results Service, a candidate is strongly advised to discuss the matter with his or her Academic Leader or Administration and Academic Manager at STC.

3. TYPES OF POST-RESULTS SERVICES

NCC Education accepts four types of pos-results services as described below.

Service 1. Clerical Check	A check to confirm that all clerical stages of the assessment process have been completed, such as correct addition/recording of marks, etc.
Service 2. Review of Marking	<p>A review of the original marking of the work of an individual candidate by a senior marker, to confirm that the Marking Scheme has been appropriately applied. This review can also involve consideration of the evidence provided for an academic misconduct penalty or to support special consideration, if appropriate.</p> <p>Also includes the checks outlined against Service 1 above if this service has not already been completed separately.</p> <p>A Review of Marking is not a remark of the candidate's work.</p>

Service 3. Cohort Moderation Review	A review of the moderation carried out for a cohort of candidates for an assessment, based on the centre sample submitted.
Service 4. Appeal	A panel including at least one independent member is convened to determine whether NCC Education's marking processes and procedures, as well as any Post-Results Service, have been followed correctly. An Appeal may only be requested following the outcome of a Post-Results Service 2 or 3.

3.1 Service 1 - Clerical Check

A Service 1 Clerical Check will cover the following checks:

- All parts of the assessment have been marked;
- Marks have been totalled correctly;
- Marks have been recorded on the NCC marking system correctly;
- Appropriate moderation/second marking has taken place for the cohort from which the candidate's assessment is a part.
- Reviewing the correct application of any scaling or other adjustments.

For assessments marked locally at STC Higher Education and moderated by NCC Education, a Service 1 Clerical Check will confirm that appropriate moderation process has taken place but will not check for mark calculation/recording issues of individual scripts, as this is the responsibility of the STC and any queries from candidates should be addressed to STC Higher Education.

Please note that marks and grades may be raised or lowered because of this service, where the evidence confirms that the original result awarded to a candidate is incorrect.

NCC Education aims to resolve Clerical Checks within 14 days of the date of receipt of a completed request form and payment received.

Please submit Appendix A to request this service.

3.2 Service 2 - Review of Marking

A Service 2 Review of Marking of an individual candidate will cover the following checks:

- Checking that the marking scheme has been applied correctly;
- Reviewing the appropriateness of and evidence for any decisions and penalties issued regarding centre malpractice and maladministration, or candidate misconduct;
- Reviewing the application of any pre or post-assessment special consideration, and the adjustment applied where applicable;

- Where a candidate proceeds directly to a Service 2 Review of Marking without completing a Service 1 Clerical Check first, a Service 2 Review of Marking will also include all the checks covered in Section 3.1 above.

A Service 2 Review of Marking is only available for assessments marked centrally by NCC Education. For assessments marked locally at STC Higher Education and moderated by NCC Education, the moderation sample seen by NCC Education is deemed to be representative and responsibility for standardisation and accuracy of the marking lie with the STC Higher Education, and any queries from candidates should be addressed as such.

STC Higher Education have the responsibility to:

- ensure that all candidates' work has been marked fairly and accurately and the marks submitted to NCC Education are fair and accurate
- implement robust procedures to ensure that internal standardisation of all centre marking has been carried out prior to submission of samples for moderation.

A Service 2 Review of Marking does not entail a candidate's work being remarked, unless significant doubt arises because of the initial review.

Please note that marks and grades may be raised or lowered because of this service, where the evidence confirms that the original result awarded to a candidate is incorrect.

NCC Education aims to resolve Reviews of Marking within 28 days of the date of receipt of a completed request form and payment received.

Please submit Appendix B to request this service.

3.3 Service 3 - Cohort Moderation Review

A Service 3 Cohort Moderation Review can be requested when STC Higher Education has reason to believe there was an administrative error in NCC Education's procedures for the moderation and/or release of its results for a particular cohort.

A Service 3 Cohort Moderation Review involves carrying out Service 1 Clerical Checks on all the original moderation sample, to confirm that the original moderation was carried out correctly, and no clerical errors occurred in the confirming or otherwise of centre marks.

STC Higher Education is expected to comply promptly with any requests for the submission of additional candidate work which might reasonably be required during a Cohort Moderation Review, and failure to cooperate may result in delays to the outcome.

This service is not available in cases where STC Higher Education marks were accepted without change (i.e. no adjustment/scaling was applied after moderation).

The fee paid by STC Higher Education will be refunded if the centre's original marks for the cohort are reinstated.

NCC Education aims to resolve Cohort Moderation Reviews within 28 days of the date of receipt of a completed request form and payment received.

Please submit Appendix C to request this service.

3.4 Service 4 – Appeal

An Appeal may only be submitted following completion of a Service 2 Review of Marking or Service 3 Cohort Moderation Review as applicable. Appeals must be submitted within 14 calendar days of the notification of the outcome of the Service 2 or 3 Review. An appeal against the outcome of a Service 3 Cohort Moderation Review cannot be made on behalf of an individual candidate, only for the cohort reviewed.

An Appeals Panel is convened consisting of at least one independent member who is not and has never been employed by NCC Education, nor has a personal interest in the decision being Appealed.

The case will be considered by the Appeals Panel. The Appeals Panel's review will only concern NCC Education's marking and moderation procedures and their application and will not concern matters of academic judgement. An Appeal is intended to confirm that all processes were followed correctly during marking/moderation and during the initial Review of Marking/Cohort Moderation Review – no further review is carried out if there is no evidence to cast doubt on the accuracy of the initial Review. The Appeals Panel may also instruct NCC Education to reconsider the post-results service outcome and may offer recommendations.

Please note that marks and grades may be raised or lowered as a result of an appeal, where the evidence suggests that the original result awarded to a candidate is incorrect.

NCC Education aims to resolve Appeals within 6 weeks of the date of receipt of a completed Appeals request form and payment received.

Please submit Appendix D to request this service.

4. KEY DEADLINES OF NCC

Students can apply for post results services only within the deadlines specified in the below timetable.

Service	Deadline for request submission	NCC Time to complete the service
1. Clerical Check	Within 20 days of results release	14 days
2. Review of Marking	Within 20 days of results release OR Within 10 days of outcome of Service 1 Clerical Check	28 days
3. Cohort Moderation Review	Within 20 days of results release	28 days
4. Appeal	Within 10 days of outcome of Service 2 Review of Marking or Service 3 Cohort Moderation Review	6 weeks

5. FEES

All Post-Results Services are subject to a fee, fully refundable in the event that the review establishes that NCC Education's assessment procedures were not correctly followed and/or the candidate received an incorrect mark.

Service	Fee
1. Clerical Check	€50 (<i>refundable if NCC Education's standard marking and moderation procedures have not been followed correctly</i>)
2. Review of Marking	€100 if a Service 1 Clerical Check has already taken place (<i>refundable if NCC Education's stated marking and moderation procedures have not been followed correctly</i>) Otherwise €150
3. Cohort Moderation Review	€200 (<i>refundable if NCC Education's stated marking and moderation procedures have not been followed correctly</i>)
4. Appeal	€300 (<i>refundable if NCC Education's stated marking and moderation procedures have not been followed correctly</i>)

6. PROCESS FOR REQUESTING POST-RESULTS SERVICES

If a candidate believes that a result published by NCC Education is incorrect due to a failing in NCC Education's marking, moderation or Post-Results processes, he/she should discuss this matter internally in the first instance to agree upon the appropriate Post-Result Service for their query. The following process should then be followed:

- STC Higher Education should complete the appropriate request form, found in Appendices A-D. Note that for Service 4 Appeals, this form must always be completed by the Head of Centre.
- Where appropriate, the form includes a section for candidates to outline the grounds for the request. The grounds for a review or appeal must relate to NCC Education's marking procedures or the application of NCC's post-results service procedures, and not the academic judgement of a marker.
- The candidate must countersign the completed form to give their consent for the review or appeal to take place. This is not a requirement for Service 3 Cohort Moderation Reviews.
- All completed request forms should be submitted to STC Administration Department by the candidates. **Candidates cannot submit their form directly to NCC Education themselves. Requests received directly from candidates will be rejected.**
- STC Higher Education will receive acknowledgement upon receipt of the request, and the NCC Education Appeals Officer will proceed to process the service requested.
- An invoice for the appropriate administration fee will be raised by STC Higher Education. The candidate should pay the fee in full. Please note that the outcome of any review or appeal will not be released until payment has been received in full.

7. INVESTIGATION

Where appropriate grounds for a Post-Results Service have been met, the request will be investigated by the designated Appeals Officer, and where appropriate ruled on by the Director of Qualifications and Academic Delivery or designated senior academic. All Appeals lead to the convening of an Appeals Panel, of which one member is an independent member.

8. MARK CHANGES

Where a Check, Review or Appeal reveals that the marks and/or grades issued to one or more candidates were incorrect, NCC Education will consider the following factors before deciding on the appropriate corrective action:

- the potential unfair disadvantage or unfair advantage to the individual candidate or candidates caused as a result of the error;
- the number of candidates affected;
- the impact on third parties (such as employers, HE and FE) who have already relied on the incorrect qualification result;
- the length of time since the result was communicated to the candidate; and
- if the candidate was found after due process to be involved in malpractice.

Where the outcome of a review calls into question the accuracy of the results issued to any other candidates, NCC Education will take appropriate action to confirm all grades awarded are fully justified.

APPENDIX A - SERVICE 1 CLERICAL CHECK REQUEST FORM

A request for a Service 1 Clerical Check must be submitted within 20 days of the release of assessment results. Students should submit the completed form and give it to **STC Administration Department**.

A €50 administrative fee is payable for a Service 1 Clerical Check.

Centre name:	
Contact person at Centre:	
Address of Centre (including contact email address):	
Full name of candidate:	
Candidate ID Number:	
Qualification:	
Unit:	
Assessment Component (e.g. Exam/Assignment/TCA):	
Assessment Cycle:	

Please tick this box to indicate that the candidate has read and understood NCC Education's Post-Results Services Policy and understands that their request for a review relates to the correct application of NCC Education's assessment procedures and not matters of academic judgement. Candidate understands that there are 3 possible outcomes of the review:

- Original mark is correct, so candidate's grade remains the same
- Original mark is lowered, and candidate's grade may be lowered as a result
- Original mark is raised, and candidate's grade may be raised as a result

Signature of candidate:		Date:	
Signature of contact person at the Centre:		Date:	

APPENDIX B - SERVICE 2 REVIEW OF MARKING REQUEST FORM

A request for a Service 2 Review of Marking must be submitted within 20 days of the release of assessment results, or within 14 days of the outcome of a Service 1 Clerical Check. Students should submit the completed form and give it to **STC Administration Department**.

An €150 administrative fee is payable for a Service 2 Review of Marking or €115 if the candidate has already paid for a Service 1 Clerical Check.

Centre name:	
Contact person at Centre:	
Address of Centre (including contact email address):	
Full name of candidate:	
Candidate ID Number:	
Qualification:	
Unit:	
Assessment Component (e.g. Exam/Assignment/TCA):	
Assessment Cycle:	

Please tick this box to indicate that the candidate has read and understood NCC Education's Post-Results Services Policy and understands that their request for a review relates to the correct application of NCC Education's assessment procedures and not matters of academic judgement. Candidate understands that there are 3 possible outcomes of the review:

- Original mark is correct, so candidate's grade remains the same
- Original mark is lowered, and candidate's grade may be lowered as a result
- Original mark is raised, and candidate's grade may be raised as a result

Please provide details of your request in the space provided below (continue on additional sheets if necessary). Attach any evidence in support of the request.

Signature of candidate:		Date:	
Signature of contact person at the Centre:		Date:	

APPENDIX C - SERVICE 3 COHORT MODERATION REVIEW REQUEST FORM

A request for a Service 3 Cohort Moderation Review must be submitted within 20 days of the release of assessment results.

Students should submit the completed form and give it to **STC Administration Department**. An €200 administrative fee is payable for a Service 3 Cohort Moderation Review.

Centre name:	
Contact person at Centre:	
Address of Centre (including contact email address):	
Full name of candidate:	
Candidate ID Number:	
Qualification:	
Unit:	
Assessment Component (e.g. Exam/Assignment/TCA):	
Assessment Cycle:	

Please tick this box to indicate that you have read and understood NCC Education's Post-Results Services Policy and understand the request for a review relates to the correct application of NCC Education's assessment procedures and not matters of academic judgement.

Please provide details of your request in the space provided below (continue on additional sheets if necessary). Attach any evidence in support of the request.

Signature of candidate:		Date:	
Signature of contact person at the Centre:		Date:	

APPENDIX D - SERVICE 4 APPEAL REQUEST FORM

A request for a Service 4 Appeal must be submitted within 10 days of the release of the outcome of a previous Post-Results Service.

Students should submit the completed form and give it to STC Administration Department. A €300 administrative fee is payable for a Service 4 Appeal.

Centre name:	
Contact person at Centre:	
Address of Centre (including contact email address):	
Full name of candidate:	
Candidate ID Number:	
Qualification:	
Unit:	
Assessment Component (e.g. Exam/Assignment/TCA):	
Assessment Cycle:	

Please tick this box to indicate that the candidate has read and understood NCC Education's Post-Results Services Policy and understands that their request for a review relates to the correct application of NCC Education's assessment procedures and not matters of academic judgement. Candidate understands that there are 3 possible outcomes of the review:

- Original mark is correct, so candidate's grade remains the same
- Original mark is lowered, and candidate's grade may be lowered as a result
- Original mark is raised, and candidate's grade may be raised as a result

Please provide details of your request in the space provided below (continue on additional sheets if necessary). Attach any evidence in support of the request.

Signature of candidate:		Date:	
Signature of contact person at the Centre:		Date:	