



Assessment Appeals Procedure

Assessment Appeals Procedure

2023



The Assessment Appeals Procedure is aligned with the Standard Operating Procedure for processing of assessment appeals (TD-002-01) effective as of 2 October 2023.

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Contents

Contents	3
Terms and definitions	4
Disclaimer	5
Introduction	6
Scope of the assessment appeals procedure	6
Procedure	6
If the appeal is inadmissible	6
If the assessment appeal is admissible	7
When the appeal is rejected	8
When the appeal is upheld	8





Terms and definitions

Term	Definition
Assessment Appeal Panel	Ad hoc panel constituted to decide on the occurrence or otherwise of a substantive irregularity in the assessment procedure or assessment task; comprised of the Training Delivery Focal Point, the Training National Contact Point (TNCP) or, in the case of training activities not involving national authorities represented by a TNCP, the Head of the Training Planning and Programming Sector or the Country Desk Coordinator, and a Senior Officer from the Quality Assurance and Accreditation Sector who shall Chair the panel. The panel may meet via videoconference or as hybrid meetings.
Substantive irregularity in the assessment procedure	Any irregularity (unrelated to the question or task) that could conceivably interfere with the learner's performance during the assessment and which has been verified by the invigilator. When the Assessment Appeal Panel does not reach an agreement, the final decision will be in favour of the learner
Substantive irregularity in the assessment task:	An issue relating to the wording of assessment questions or tasks that could negatively impact the learner's performance during the assessment. When the Assessment Appeal Panel does not reach an agreement, the final decision will be in favour of the learner.





Disclaimer

The Assessment Appeals Procedure is aligned with the Standard Operating Procedure for processing of assessment appeals (SOP TD-002-01) effective as of 2 October 2023. The master document is held by the EUAA. In case of dispute, the SOP TD-002-01 will apply.





Introduction

Assessment forms an integral part of the training and learning process and well-designed assessment activities are used to enable learners to demonstrate that they have achieved the intended learning outcomes and thus provide assurance of what the learner should be able to do once the learning process has been successfully completed. The EUAA implements accurate and reliable assessment as an essential element of a credible certification and accreditation system. The assessment of learners undertaking EUAA training and learning activities is designed to be fair, rigorous, transparent and ethical. Nevertheless, EUAA recognises that on occasion issues may arise which may affect the quality of assessment tasks or procedures. For this reason, the EUAA gives learners the possibility to appeal the assessment on specific grounds as detailed below.

Scope of the assessment appeals procedure

This procedure applies to assessment appeals lodged by any learner participating in the EUAA's training activities in cases where there has been a substantive irregularity in the assessment procedure which disadvantaged the learner, or a substantive irregularity in the assessment task.

A disagreement with the grade awarded does not constitute a ground for appeal. In most cases, learners are notified of their grade after the deadline for submitting assessment appeals has passed.

Procedure

Within 15 working days of the date of the relevant assessment, the learner should submit the assessment appeal form (in annex) via e-mail to registrar@euaa.europa.eu

The appeal will be registered and an acknowledgement of receipt will be sent to the learner.

A preliminary review of the appeal will be undertaken to determine whether the appeal is admissible, i.e., there has been a substantive irregularity either in the assessment procedure or in the assessment task.

If the appeal is inadmissible

If it is determined that the assessment appeal is inadmissible, the appellant will be informed of the decision and the reasons for the decision **within 15 working days** of the registration of the appeal. The casefile will be closed.





End of procedure

If the assessment appeal is admissible

An Assessment Appeal Panel will be convened **within 15 working days** of the registration of the appeal. The appellant will be informed of the next steps to be taken and an indicative timeframe.

In preparation for the appeal panel meeting, the EUAA will establish as many facts as possible from within their area of responsibility. In advance the panel may seek documented input from *inter alia*:

- The trainer(s)
- Assessor(s)
- Verifier
- Module design coordinator (for the module)
- Invigilator

They may consult:

- the invigilator's report
- the assessment materials and learner response
- online records of the assessment
- documentary evidence provided by the learner

The panel will consider the appeal in the context of the relevant information gathered to establish:

- i) If there is evidence to support that the irregularity occurred.
- ii) Whether the irregularity could have reasonably affected the learner's performance in the assessment under assessment conditions.

If agreement cannot be reached, then the final decision should be in favour of the learner.

If upholding the appeal: ·

- Offer the learner an opportunity to retake the assessment with no academic sanction.
- Determine any actions necessary to prevent the recurrence of the irregularity to be taken by the Head of the Quality Assurance and Accreditation Sector and other relevant heads of sector.
- If it is not possible for the Assessment Appeal Panel to decide within the deadline specified in this step due, for example, to the need to seek additional information from the appellant, or make arrangements for translations, the appellant, will be informed, within the same deadline, of the expected timescale for the handling of the assessment appeal.





When the appeal is rejected

If the Assessment Appeal Panel has rejected the appeal, a reasoned rejection decision will be communicated to the learner in the language of the training course, or in English (where the appeal is in English). Arrangements will be made for translation of the decision, where required.

The learner will be notified

- that the appeal has been unsuccessful.
- Why there are no grounds for accepting the appeal.
- Future options available to the learner.
- Any further action that the EUAA might take in response to issues raised in the appeal.

End of procedure.

When the appeal is upheld

Where the appeal is upheld, the learner will be notified of the decision and actions proposed by the Assessment Appeal Panel.

End of procedure



