

IRRV Review Appeals Procedure

THE INSTITUTE OF REVENUES, RATING AND VALUATION REVIEW & APPEALS PROCEDURES

Review of Scripts and Appeals

1. The Examination Review and Appeals procedure provides a formal two-stage mechanism by which examination candidates who feel aggrieved may appeal against their results in a particular subject/s and have their examination papers re-assessed.
 2. The results letter issued to all candidates gives an indication of performance, ie Distinction, Pass, Marginal Fail or Fail. Candidates are advised of their right of Review and Appeal in their results letters. Following receipt of results letter, candidates may:
 - a) request an administrative check of results. Candidates may contact the IRRV office by letter or email within 4 weeks to request that the results issued to the candidate have been passed accurately from the examiner through the IRRV system to the candidate. This is a desk based process. There is no charge for this process
 - b) request exact marks. Candidates may contact the IRRV office by letter or email within 4 weeks to request that the marks awarded for each subject taken. A charge is made
 - c) request an examiner review. Candidates may contact the IRRV office by letter or email within 4 weeks to request a detailed report on performance in a specific subject. This is written by the examiner. A charge is made.
 - d) following an examiner review, candidates may make an appeal against the subject result. In this case the subject moderator will review the script and marking and report to the Qualifications Management Board with his/her findings. The Board will make a decision on upholding or amending the original result. The charge is £46.00 (inc. VAT)
 - e) if the appeal remains unresolved the matter will be put to an independent expert who is currently unconnected with the institute
- * Where a request for a review of an appeal against a result is made, wholly or in part, on the basis of reasonable adjustments or special consideration, this should be clearly stated in communication with the Institute concerning the review or appeal. Such information should be conveyed at the earliest stage of the review/appeals process. The review/appeal will be subjected to the standard procedure and will take into account the concerns raised regarding reasonable adjustments and special consideration
3. Where an appeal is upheld the Qualifications Management Board will consider whether other scripts are affected. If that is found to be the case, retrospective adjustments will be made to all other affected scripts.

Guidelines for VQ Centre Appeals Procedures

4. A candidate may appeal against an assessment where an approved assessment centre has failed to meet the criteria on which its approval was based. Examples might be:-
 - Mistakes in recording a candidate's achievements or unreasonable delay.
 - Inadequate facilities, shortage of staff lacking appropriate qualifications.
 - An insufficient range of assessment methods or use of criteria other than those specified in the qualification.
 - Denial of assessment without justifiable cause.
 - Insufficient or misleading guidance material.
 - Failure to make Reasonable Adjustments or offer Special Consideration to the assessment where these were requested or required by the candidate.

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5. An assessment centre's registration procedure should include advice to candidates about the Centre's appeals policy and procedures. including its approach to Reasonable Adjustments and Special Procedure All advice should be in writing and should cover the awarding organisation's review and appeals process.
6. Where a candidate believes that he or she has grounds for appeal, the problem should be brought to the attention of the Internal Verifier, who will give written acknowledgment of the appeal; determine whether a case has been established; and give assistance to the candidate. The assessment centre's appeals body will consider the appeal and recommend either that the appeal is upheld or that it is not upheld. The centre's appeals procedure should give timescales for responding to appeals.
7. The candidate should be given formal notification of the outcome of his or her appeal. If the appeal was upheld the candidate should be told of the remedy, such as arrangements for reassessment. If the appeal was not upheld the candidate should be given the reasons and advised about his or her right to request an awarding organisation review. The assessment centre must record the outcome of the appeal and notify the External Quality Assurance Officer (EQA) with copies of the appeal documents.
8. If any charges for registering/processing appeals are made by the centre, a full refund should be made in respect of a candidate whose appeal is upheld.
9. The IRRV will monitor centres to ensure that appeals are properly processed.

IRRV Candidate Review Procedure

10. If an appeal has not been upheld by a candidate's centre and cannot be resolved locally, he or she may request the IRRV to review the conduct of the appeal using the IRRV candidate appeal review form (Form CARF/1). The request must be accompanied by the current fee and include details of the original appeal, the centre's findings, a summary of the conduct of the appeal, and a short statement on where the candidate believes the appeal was not properly conducted. Appeals made by groups of candidates will be considered and if successful, equitable refunds will be made.
11. The IRRV Qualifications Management Board will review the appeal in conjunction with the Centre's EQA. The Board's decision will be notified to the candidate and the assessment centre in writing within 30 working days of receipt of the request.
12. Where an appeal is upheld by the IRRV Qualifications Management Board, the Board will stipulate the IRRV records and monitors the Board's decision. Should a further appeal be received from a centre where appeals have previously been upheld then the appeal panel (including the independent representative) will visit the centre concerned and conduct an audit of the centres records. This audit could result in an IRRV approved assessor or Internal quality assurer having their status suspended so that the interests of other candidates are taken into account.

In order to further protect the interests of all candidates, a sample of assessment decisions will be conducted using the sampling frame in the EV1 pro forma. Resulting from this sample of assessment decisions the IRRV may:

- A) recommend training for the centre or
- B) impose sanctions on the centre.

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Appeal against an IRRV Candidate Review decision

13. A candidate may appeal against an IRRV review decision. The appeal must be made within 30 days of the date of issue of the decision letter and should be accompanied by the current fee (see IRRV Fees and Charges).
14. The Qualifications Management Board will include at least three members, two members will be drawn from the IRRV Council and one independent member who has no connection with the Institute.
15. The Qualifications Management Board's decision will be conveyed in writing to the candidate within 30 working days of receipt of the appeal.
16. If the appeal is upheld the appeal fee will be refunded in full.

RRV Centre Review process

17. A centre can request for a review of an EQA's centre monitoring decision or EQA centre approval decision. This must be made within 30 working days of receipt of notification of the decision and should be accompanied by the centre review fee (see IRRV Fees and Charges). The request should state clearly the reasons for believing that the decision was incorrect.
18. On receipt of the request, the IRRV will check the details against the appropriate EQA report and other documentation and will convey its findings to the centre in writing within 30 working days.

IRRV Centre Appeal process

19. The appeal will be considered by a second EQA, the Head of Professional Services, a member of the Qualifications Management Board, and an independent member (the appeal panel). The appeal panel will visit the centre to discuss the details of the appeal with the centre staff involved and view any relevant documentation. The appeal panel will convey its decision to the centre in writing within 30 working days of the centre visit. If the original decision is altered in favour of the centre, the appeal fee will be refunded by the IRRV.

Acknowledgment of appeals

20. All appeals received by the IRRV, irrespective of their nature, will be acknowledged in writing within 5 working days so that there is sufficient time to gather the facts which may be presented to the appeals panel.

All appeals are monitored by IRRV and evaluated by the Qualifications Management Board.

21. Fees for appeals

Review of assessment decision	£20
Candidate appeal against assessment decision	£50
Centre appeal against EQA decision	£100
Centre appeal against centre approval decision	£100