

Document Name	Appeals Policy
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Appeals Policy

1.0 Document Purpose

- 1.1. To provide details of the appeals policy in relation to pre-hospital care emergency education and training.
- 1.2. Learners are entitled to appeal any complaint outcome, assessment process or assessment result.
- 1.3. It is Hibernian Healthcare's policy that appeals should be made to the company's Director of Operations.

2.0 Appeals Form

- 2.1 The results of proprietary courses can be rechecked and the day of the course by the individual tutor as MCQ templates and skill sheets have answer matrixes which are pre-defined.
- 2.2 A student may seek to make an appeal for many reasons.
- 2.3 Appeal forms are available from the Hibernian Healthcare Office, Ballymount (see below). They should be completed in full and returned to the Director of Operations for consideration. Assessment appeals should be made within 14 days of receipt of assessment results. If a request for an assessment appeal is not received within 14 days there is no means of appealing the grade and it shall constitute the final grade awarded to that learner.

3.0 Appeals Process

- 3.1 On receiving an application for assessment appeal from a learner, Hibernian Healthcare will forward a copy of the learners course work including all tutor correspondence and assessment material to the following: Director of operations, the learners tutor and an additional tutor.
- 3.2 The work will be reviewed against the stipulated assessment criteria, for accuracy and in respect of relevance to the other learners who took part in the assessment. The above parties must submit their findings within 14 days of receiving the learners work. The findings will then be reported on to the Managing Director by the Operations Director and the proposed recommendations discussed and authorised.
- 3.3 The Operations Director will then issue the learner with a feedback report detailing the findings of the appeal.

A handwritten signature in black ink, appearing to read 'A Moran', with a stylized flourish extending to the right.

Signed: Alan Moran
Managing Director

Date: 10/01/2021

