



Irish Heart Foundation- Assessment Appeals Policy and Procedures

1. Purpose

The purpose of this policy is to outline the mechanisms available and the procedure to follow should a student feel that they have been unfairly or unjustly treated during the assessment of their skills or knowledge on an Irish Heart Foundation training course.

The Irish Heart Foundation, American Heart Association and the Pre-Hospital Emergency Care Council certify a wide range of CPR & AED courses. Each course has a clear set of education and training requirements which a student must complete to achieve certification. In the event a student is deemed to have been unsuccessful during their assessment phase of a course, the student will be offered remediation either on the same day of the course or at another time convenient to both the student and the course instructor. If following remediation, the student is again deemed unsuccessful, they are advised to complete the full IHF course again. However, if a student considers that they have been assessed unfairly or unjustly, the student may seek to appeal the determination of the IHF Instructor. This Assessment Appeals Policy will outline the process for such an appeal. The IHF are committed to resolving appeals as quickly as possible with an emphasis on local resolution with the IHF training site who conducted the training.

2. What is an Assessment Appeal

An Assessment Appeal is a request by a student for a review of an assessment outcome concerning a students' assessment and resulting certification. The appeal should be grounded on the fact that the student feels they have been unfairly or unjustly assessed and not simply because they disagree with the instructor's decision.

3. Remediation Guidance

If during the skills testing phase of a course, a student is deemed unsuccessful, remediation will afford the student an opportunity to further practice their skills or to ask further questions on elements of the course which they are having difficulty with or are unclear about. Remediation can occur on the same day of the course or at a mutually agreed day/time after the course. Remediation must be completed within a six-week period following the course. Any student who has been unsuccessful during their assessment should be offered remediation and new assessment paperwork should be

used to demonstrate remediation has taken place. Once remediation is complete and the elements of the course which the student was having difficulty with are refreshed, then a further assessment of the student's skills may be undertaken by an IHF Instructor. In some cases, it will be acceptable to have a different IHF instructor assess the student during remediation, particularly if the original instructor is not available or the reassessment is on a different date or time. Remediation should always be offered to a student. If a student needs substantial additional remediation, it is acceptable that an instructor may recommend the student to repeat the full course again. Should the student be unsuccessful in their remediation, the instructor will advise the student to complete the entire course again. If a student wishes to appeal the decision of the instructor, the instructor should outline the appeals policy and the timeline required to make an appeal.

Remediation applies to MCQ's also, if a student is unsuccessful reaching a score of 84% they are afforded another opportunity within a six-week period of course completion to resit the exam. If unsuccessful on second attempt the instructor offers the student to resit the course again.

3. Scope of the Appeal

3.1 Appellants

The Appellant or Appellants is the person(s) who are making the assessment appeal. The Assessment Appeals Policy applies to all students who have undertaken an Irish Heart Foundation, American Heart Association and Pre-Hospital Emergency Care Council course which is certified through the Irish Heart Foundation.

3.2 Grounds for Appeal

An assessment appeal will only be considered on the following grounds:

- Procedural irregularity – there is evidence that the procedures relating to an assessment decision were not followed properly, which may have impacted on the decision.
- Conduct – The conduct of the instructor who was conducting the assessment was improper.
- The decision of the instructor was manifestly unfair or unjust.
- Environment – The assessment location was not suitable for a skills assessment to be carried out, and the unsuitability of the assessment location reasonably contributed to a student not being successful.

It should be recognised that during IHF courses, the instructor continuously reviews the student's skills and will feedback to students throughout the course. To increase the survivability of victims of cardiac arrest, students must perform high quality CPR to a standard that will be effective if required. Each IHF course has a specific skill testing sheet and skills descriptor sheet which all instructors will use for testing. All boxes must be ticked on the assessment skills sheet for a student to receive certification.

An Assessment Appeal is distinct from a complaint. Complaints can be made by emailing resus@irishheart.ie if it relates to a specific training site or through the student feedback form if it relates to an instructor. Our complaints policy is also on our website <https://irishheart.ie/feedback-complaints-procedure/>

4. Roles and responsibilities

4.1 Instructors

- All instructors must be aware of the testing criteria applicable for the course they are teaching.
- All Instructors should ensure they have the correct assessment materials and quantity of materials prior to commencing an assessment.
- All Instructors should ensure that on commencement of a course, students are informed of the assessment criteria required to receive certification.
- All instructors should give clear and timely feedback to students throughout the course.
- Instructors should offer remediation to students where appropriate.
- All assessments should be conducted in a fair and transparent manner.
- All assessments should be held in a location that is suitable for such an assessment and which would not hinder the student from performing any of the required skills necessary to pass the skills assessment.

4.2 Students

Students should:

- Be aware of the course assessment criteria.
- Be aware that to receive certification there is a continuous assessment throughout the course and all elements of the course must be completed i.e be in full attendance of the course.
- All elements of the skills assessment must be completed to be deemed to have successfully passed the course.

5 Appeals Procedure for Training Sites

The IHF encourages Training site coordinators to resolve matters relating to assessment appeals at a local level, if at all possible, and within a timely manner. If an assessment appeal cannot be dealt with at a local level, for whatever reason, the IHF will review the appeal.

Below is a guide of how Training Sites should deal with an Assessment Appeal.

- Firstly, the course instructor should have completed the required training course in full before any assessment of students should take place. All assessments should be conducted using validated assessment sheets that are in line with AHA assessment guidelines. The location of the assessment must be suitable for the student to perform all the necessary skills required of them during their assessment.
- If a student is unsuccessful during their initial assessment, the instructor should arrange with the student a time/date for remediation. Following a period of remediation, the student should be reassessed. If after remediation, the student is still unsuccessful, the instructor should recommend the student completes the entire course again.
- If following remediation, a student feels that their assessment was conducted unfairly or in breach of assessment procedures, they may make an appeal to the Training site which the Instructor is affiliated to. The Training site should acknowledge receipt of this notification within 7 days to the student.
- The Training Site Coordinator, once informed of the assessment appeal should review the appeal and decide on whether the student has a valid appeal. If so, the student should be reassessed by a different instructor following a further remediation session. If the Training Site Co-Ordinator deems that the

student has no grounds for an appeal, this must be communicated to the student and provide them with a copy of the Training Sites complaints procedure within 14 days.

- If the issue cannot be resolved at Training site level. The Training Site or the student may send in writing details of the appeal to resus@irishheart.ie within 7 days of the students assessment date or of the Training Site being notified of the appeal.
- If a referral regarding the appeal has come directly from the Training Site to the IHF. The student should be informed within 7 days by the Training site coordinator that the appeal has been referred to the IHF Programme Manager for review.
- If the IHF receives an appeal directly from a student. The student should be requested to make the appeal to the appropriate Training Site first. If the student informs the IHF that they had already appealed the matter to the Training Site and they are still unsatisfied. The IHF Programme Manager can review the matter.
- Following notification of an appeal from either a student or a Training site. The IHF Programme Manager will take steps to review the matter and speak with those individuals concerned. In addition, course and assessment paperwork may be reviewed.
- On completion of the review, the IHF Programme Manager will issue their determination of the matter within 4 weeks of receiving the appeal.
- Some of the determinations that might be reached by the IHF Programme Manager are,
 - No grounds for appeal. Assessment conducted in line with approved procedures.
 - Appeal Upheld. Student to be offered a further reassessment with a different instructor.
 - Incorrect assessment sheets used during assessment – Appeal upheld.
 - Student treated unfairly or unjustly – Appeal upheld.
 - Assessment environment not suitable for skills testing – Appeal upheld.
 - Improper conduct of Instructor – Appeal upheld
 - Uncertified Instructor – Appeal upheld
- The IHF Programme Managers decision will be final.

6 Appeals procedure for Student

- All appeals should be notified in the first instance to the Training site which the course instructor is affiliated to within 7 days of the assessment date. The appeal should clearly outline why the student feels the assessment was unfair or if it breached any of the assessment guidelines outlined to them during the course. Any relevant documentation or assessment material from the course should also be submitted with the appeal. The notification of appeal from the student should be acknowledged by the Training site within 7 days of receipt of the notification.
- On receipt of the notification for appeal, the Training Site should undertake a review of the students concerns and speak with individuals involved in the delivery of the course, other students, and review the course paperwork. This should be completed within 14 days of receiving notification of an appeal.
- If the Training Site deems that the student has grounds for an appeal, they should offer the student an opportunity to be reassessed by a different instructor or to retake another course similar to the one they completed. Contact with the student concerned should occur within 4 weeks of their initial assessment date.
- If the Training Site has found that the student has no grounds for appeal and the student is not satisfied with this decision or they have not received any correspondence from the Training site within 14 days. The student may contact the IHF at resus@irishheart.ie outlining the reasons for their appeal.

- Following notification of an appeal from a student. The IHF Programme Manager will take steps to review the matter and speak with those individuals concerned. In addition, course and assessment paperwork may be reviewed.
- On completion of the review the IHF Programme Manager will issue their determination of the matter within 4 weeks of receiving the appeal.
- Some of the determinations that might be reached by the IHF Programme Manager are,
 - No grounds for appeal. Assessment conducted in line with approved procedures.
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7. Related Documents

- Student Appeals Procedure
- Skills testing checklist
- Critical skills descriptors
- Instructor manual
- Training Site Coordinator Reference Guide
- Programme Administration Manual

8. Version History

Version	Date	Approval
1	01/08/2024	Brigid Sinnott
2		
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