

TSI Quality Services



Award Certification Appeals Procedure

TSI-PIC-SOP-03-02

1. Purpose:

TSI provides a mechanism for candidates to lodge appeals if they object to the result of their award certification evaluation result. The appeals process is disclosed publicly to ensure all candidates (and other stakeholders) understand their rights. This procedure outlines how appeals are handled.

2. Scope:

This procedure is applicable for all TSI certified persons.

3. Responsibility:

All TSI team members can receive the formal appeal letter, the Quality Director is responsible to handle all the appeals.

4. Procedure:

4.1. Appeals process

Step	Details	In-charge	Related Documents	Remarks
1	Receive appeal request from Client	Admin	TSI-PIC-F-31_Award Appeal Form	<p>You can download from using the link:</p> <p>http://www.tsiquality.com/wp-content/uploads/2018/01/TSI-PIC-F-31-02_Award Appeal Form.doc</p>
2	Appeal validating and investigating	OD	TSI-PIC-F-31_Award Appeal Form	<ul style="list-style-type: none"> - If the QD was involved in the appeal; then the OD will lead the investigation. - QD/ OD will be responsible to gather and verify the information.

3	Evaluation Marking	OD	TSI-PIC-SOP-01_PIC Awarding Process	<ul style="list-style-type: none"> - <i>If, following review, the appeal is judged to merit a repeat marking, the OD will re-submit the candidate's evaluation output to the TSI-PIC-SOP-01_PIC Awarding Process, but will make the paper anonymous, to avoid potential impartiality and to ensure a fair remarking.</i>
4	Decision making	OD	TSI-PIC-SOP-01_PIC Awarding Process	<p><i>Previous similar appeals should be considered.</i></p> <p><i>The report should be completed and archived.</i></p>
5	Offer opportunity to re-sit and inform the necessary action to TSI Admin.	OD		<p><i>If an appeal is not judged to merit re-marking, but is judged to merit an opportunity for the candidate to re-sit the evaluation.</i></p> <p><i>Actions taken shall not result in any discriminatory actions against the appellant.</i></p>
6	Process the necessary actions and save the records to relevant folder. Send the pdf of appeal form to TSI Admin.	QD Deputy	TSI-PIC-F-31_Award Appeal Form	
7	Communicate the result to the candidate/client.	TSI Admin		<i>Formal notice via email</i>