

## Training Quality Standard Assessment Services

### Appeal Policy

Appeals concerning Assessment and Certification should be directed to TQS Assessment Services (Certification Body) and not the Assessor. An appeal should consist of:

- (a) A clear statement of the failures of the Certification Body and/or its Assessors to follow the process as advertised
- (b) An explanation of how this will materially affect the accuracy and veracity of the Assessor's findings.

Your appeal must be submitted in writing no more than **45 calendar days** after the completion of the assessment process (feedback meeting).

Appeals can be submitted either by letter, to;

TQS Assessment Services  
Security House  
Alexandra Way  
Ashchurch  
Tewkesbury  
GL20 8NB

Or by e-mail to [tqs@uk.q4s.com](mailto:tqs@uk.q4s.com)

Once we have received your appeal TQS Assessment Services will acknowledge receipt within 1 working day and will then appoint a person(s) independent of the Assessors involved in the case to review the conduct of the assessment. If an appeal is received, the Owner of the Standard will be notified.

TQS Assessment Services will respond to the appeal in writing within 30 calendar days.

Should you remain dissatisfied with the response from TQS Assessment Services you may further appeal to the Owner (Learning and Skills Council), providing that this Appeal is submitted within 30 calendar days of the receipt of TQS Assessment Services response. Contact details of the owner will be given on request.

#### **Please note:**

The appeals process cannot adjust the score. Where the reviewer of the appeal finds that the implications of an appeal are not material to the Assessors recommendation and the decisions made upon it, they may choose to accept it without prejudice but take no action. Where the reviewer of the appeal finds that the implications of an appeal are material, they will consider it and may decide to reject the Assessors recommendation. In this case, TQS Assessment Services will offer to conduct a repeat of the assessment.

## **The Owner and it's Role**

Appeals to the Owner of the Standard must be submitted on the same basis as those that were sent to TQS Assessment Services. The Owner of the Standard will, at its discretion, decide whether the Appeal is worthy of investigation. Where the Owner of the Standard does decide that the Appeal is worthy of investigation, it will convene an Advisory Group of three persons, who will do the following;

- (a) the Advisory Group will allow the Certification Body to reply to details provided of the Appeal;
- (b) the Advisory Group will allow the services submitting the Appeal to clarify points of detail;
- (c) the Group will advise the Owner of the Standard of its conclusions and non-binding recommendations, and
- (d) the Owner of the Standard will make the final decision and notify the services and TQS Assessment Services of its consequences.

The appeals process cannot adjust the score. Where the owner finds that the implications of an appeal are not material to the Assessors recommendation and the decisions made upon it, they may choose to accept it without prejudice but take no action. Where the Owner finds that the implications of an appeal are material, they will consider it and may decide to reject the Assessor's Recommendation incrementally in response to an Appeal.

In all such matters, the decision of the Owner of the Standard is final.