



The following is a step-by-step guide to the TSQF Appeals Procedure. **Areas marked in blue indicate where action is required by candidates.**

PROCEDURES

STEP 1

The date of receipt of your results letter marks the start of the notification period. All results letters are posted on the same day by first class post and are expected to be delivered the next working day.

Candidates have 20 days from the date on the results letter to submit a letter of appeal to CTSI marked **PRIVATE AND CONFIDENTIAL** and for the attention of the Service Director (Professional Standards).

Within this letter you should state the reasons for your appeal (please see guidance notes opposite) and either include a cheque for £202 plus VAT (202 + 40.40 = £242.40) or an indication to invoice your authority (please provide a purchase order number). **This fee is non refundable.**

Please Note: If payment has not been provided or an indication to invoice your authority given, an appeal cannot go ahead.

To ensure that the Appeals Panel can fully deliberate your case, please provide as much supporting material with your letter.

Please Note: The Appeals Panel may turn down your appeal if there is insufficient evidence provided.

STEP 2

After the 'notification of appeal' period has expired, the Appeals Panel will convene to hear all appeals received. This date will be selected by CTSI.

STEP 3

The Appeals Panel is made up of five voting members, the Chief Executive of CTSI, Member of College of Fellows, Chairman of the Institute, Immediate Past Chairman, a representative of the Chief Officer Section, and a non-voting member representing the Qualifications and Awards Board.

Details of your appeal will be provided to Members one day prior to the meeting.

All decisions taken by the Appeals Panel are final.

STEP 4

You will be notified of the decision in writing within five working days of the meeting.

GUIDANCE

The following information is **guidance** to candidates regarding the details of their appeals.

Medical

When medical reasons are stated, please provide a medical certificate or alternatively a letter from your GP.

Please Note: No appeal on medical grounds can be accepted without the above.

General

The Appeals Panel meet to discuss further information provided by candidates, which was not made available prior to the ratification of results. The appeals are heard on the basis of circumstances that may have affected your performance on the day of the exams.

Supporting Material

Examples of supporting material are:

Letter from your employer.

Any documentation in relation to the specific subject you are appealing on.

NOTE

All candidates who have not achieved the required pass mark undergo an individual and collective moderation. Any circumstances that we are aware of prior to ratification will be taken into consideration with the proper supporting material.

There is no procedure for the consideration of appeals against the results of examinations on matters of academic judgement.