

APPEALS POLICY

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Appeals Policy

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1. Introduction / Purpose

Red Dune Training Centre (Saudi Arabia) is committed to fair, transparent, and evidence-based assessment and decision-making. The Appeals Policy sets out how learners (and, where applicable, employers/clients) can request a formal review of an assessment decision or centre decision they believe is incorrect or not applied in line with our approved procedures. This policy supports our obligations to international awarding expectations, TVTC quality requirements, and our integrated management system aligned with ISO 9001 (quality), ISO 14001 (environment), and ISO 45001 (occupational health & safety).

The purpose of this policy is to:

- Protect the integrity, validity, reliability, and fairness of assessment outcomes.
- Provide a clear, accessible route to challenge decisions without prejudice or retaliation.
- Ensure appeals are handled impartially, promptly, and with due confidentiality and data protection.
- Promote continual improvement by identifying root causes and preventing recurrence.

This policy applies to:

- Assessment decisions (marks, competency judgments, malpractice findings, sanctions).
- Administrative decisions that materially affect assessment or certification (e.g., eligibility, reasonable adjustments, withdrawals).
- Internal quality assurance decisions where the learner believes a process error affected their result.

It does not cover general service issues (e.g., facilities, teaching methods), which are managed under the Complaints Policy.

Appeals will be considered in stages: (1) early resolution/clarification, (2) formal appeal with independent review, and, where relevant, (3) escalation to the awarding body and/or TVTC according to their published processes. Roles and responsibilities (Head of Centre, Quality Lead/IQA, independent reviewer) and timelines are defined in the following sections. Records of appeals and outcomes are controlled documents and feed into our management review, risk register, staff CPD, and corrective/preventive actions to drive continuous improvement across quality, environmental, and OH&S performance.

2. Review / Policy Review Arrangements

To ensure Red Dune Training Centre's Appeals Policy remains accurate, fair, transparent, and compliant with international awarding requirements, TVTC expectations, and ISO 9001 (clauses 7.2, 8.5, 9.1–9.3, 10), ISO 14001 and ISO 45001 (clauses 9–10) for monitored performance and continual improvement.

Review Frequency

- **Scheduled Review:** Annually, with the review cycle ending each December and approval in January for the new training year.
- **Interim (Triggered) Review:** Within 10 calendar days of any of the following: changes issued by an awarding body or TVTC, audit findings, legal/regulatory updates in KSA, material feedback from learners/employers, trend shifts in appeal outcomes, or incidents affecting examination security or fairness.

Inputs and Evidence

- Appeals register (numbers, stages, turnaround times, upheld vs. not upheld).
- Root-cause analyses, corrective and preventive actions (CAPA) status.
- External verifier/awarding-body reports and TVTC audit outcomes.
- Learner and client feedback, complaints, and satisfaction data.
- Staff competence/CPD records relevant to assessment and appeals handling.
- HSE/environmental considerations for practical assessments that may influence equitable access or safety during assessment.

Method

1. **Document Study:** Compare current policy text against new external requirements and internal processes.
2. **Performance Analysis:** Review KPIs and trend charts for timeliness, consistency, transparency, and accessibility.
3. **Stakeholder Consultation:** Convene a Review Meeting (RM) chaired by HoC; capture minutes, decisions, and assigned actions.
4. **Risk & Opportunity Update:** Reassess risks (e.g., conflicts of interest, data breaches, environmental/OH&S constraints in assessment venues) and record opportunities for simplification or digitalisation.
5. **Impact Assessment:** Confirm effects on related procedures (assessment, malpractice, reasonable adjustments, data protection, records control).

Approval and Communication

- Revisions are approved by HoC and version-controlled by Admin under the Document Control Procedure.
- Affected documents (forms, guidance, web pages, learner handbooks) are updated and withdraw notices issued for obsolete versions.
- Staff are briefed via Quality Bulletins and toolbox talks; learners/clients are informed through website and enrolment packs.

Training & CPD

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- Staff involved in appeals handling receive refresher training after each revision; completion is recorded in CPD logs and checked during appraisals.
- Where changes arise from assessment methodology updates, relevant tutors/assessors complete targeted CPD before next delivery.

Monitoring & KPIs

- KPIs: appeal acknowledgment ≤ 2 working days, stage-1 decision ≤ 5 working days (unless awarding-body timelines prevail), 100% root-cause captured for upheld appeals, on-time CAPA closure $\geq 95\%$, zero use of superseded forms.
- Monthly dashboard to Centre Manager; termly summary to Quality Review Meeting; annual statement in the Management Review.

Records & Retention

- Maintain the Appeals Policy master file, review minutes, action logs, training records, and communications as controlled records with defined retention periods, access permissions, and audit trails.

Continual Improvement

- The PDCA cycle drives incremental refinement. Persistent issues trigger process redesign, targeted CPD, or external support to sustain fairness, consistency, and compliance across all Red Dune programmes.

3. Section 1 – Enquiry about Results / Assessment Decisions

Purpose. An Enquiry about Results (EAR) allows a learner to request a check or review of assessment decisions when they believe an error occurred or evidence was not fairly considered. This stage is an informal or early formal check designed to resolve matters quickly, transparently, and without prejudice.

Scope. Applies to all assessments delivered by Red Dune Training Centre, including theory, practical, simulated, and workplace-based assessments aligned to international HSE qualifications and TVTC requirements.

How to submit.

- Learner submits the EAR form within 2 working days of the result release.
- The request must specify the decision being queried, grounds (e.g., alleged marking error, overlooked evidence, process irregularity), and any supporting evidence.

Process.

1. **Clerical check.** Admin verifies candidate ID, version of assessment, correct addition of marks, and transcription to the system.
2. **Academic review.** An independent assessor/IQA (not involved in the original decision) re-reads the evidence against the approved rubric and sampling plan.
3. **Outcome.** Confirmed, amended, or referred to formal appeal if material concerns exist.

Timeframe & fees. A written response is issued within 10 working days of receipt. No fee is payable for the first EAR per assessment. Any fee for subsequent EARs is published in the Centre Fee Schedule and refunded if the outcome is upgraded.

Records. All EAR forms, evidence, and outcomes are controlled documents, retained per Records Retention. Outcomes feed the Quality Review Meeting (QRM) for trend analysis and corrective action.

No detriment & confidentiality. Learners are protected from disadvantage for raising an EAR. Personal data, scripts, and feedback are handled under document control and data protection rules.

4. Section 2 – Appeals in End-Point Assessment (EPA) Context

Purpose. Where Red Dune delivers or facilitates End-Point Assessment (EPA) or a comparable final competence assessment, candidates and employers require a clear route to challenge decisions that may impact certification or professional recognition.

EPA definitions.

- **EPAO / External Awarding Body.** Where an external body is the EPA Organization, their regulations take precedence; this Policy complements, not replaces, those rules.
- **Gateway evidence.** Evidence confirming readiness for EPA (e.g., logbooks, on-programmed achievements).
- **Independent assessor.** The evaluator appointed for EPA, distinct from training delivery staff.

Grounds for EPA appeal.

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- Procedural irregularity (e.g., incorrect application of EPA plan, conflict-of-interest breach, failure to follow invigilation rules).
- Decision inconsistent with grading criteria or unsupported by evidence.
- Reasonable adjustments or special consideration not applied as approved.
- Evidence of bias, discrimination, or malpractice by any party.

Submission & pathways.

- Appeal must be lodged within 10 working days of EPA result notification using the EPA Appeal Form.
- If the EPA is under an external EPAO, Red Dune will:
 - a) acknowledge and log the appeal;
 - b) guide the appellant to the EPAO's formal route;
 - c) share permitted centre-held evidence (e.g., invigilation logs) with the EPAO upon request.
- If Red Dune is the EPA body for a qualification, this policy's full Stage 3 applies.

Independence & confidentiality. Appeals are handled by personnel independent of the EPA assessor and any commercial interests. All materials are secured; sharing follows EPA plan and data protection protocols.

Timeframes. Acknowledgement within 24 working hours; initial decision within 7 working days, unless the EPAO's SLA specifies differently. Complex cases may require extra time; we will advise the revised target date and reasons.

Remedies. Possible remedies include re-mark, re-grade, re-assessment opportunity, or confirmation of original decision. Any systemic issues are escalated to the Quality Lead and Head of Centre.

5. Section 3 – Full Appeal Stage

When used. A full appeal is available when the EAR outcome or EPA appeal does not resolve the concern, or where the learner believes there is a substantial error, bias, or procedural breach affecting the integrity of the decision.

Grounds.

- Significant departure from approved assessment procedures or conflicts of interest.
- Misapplication of marking criteria or verification standards.
- New evidence that could not reasonably have been presented earlier.
- Discrimination or harassment affecting assessment.

How to submit.

- The appellant files a Full Appeal within 72 working hours of the EAR/EPA appeal outcome, stating the decision challenged, the grounds with evidence, and the remedy sought.
- Appeals may be lodged by the learner; for apprentices or sponsored candidates, employers may support but cannot override the learner's position.

Panel & independence.

- The Centre convenes an Appeals Panel of at least two members not previously involved (e.g., Quality Lead from another programme, external subject specialist, or independent IQA).
- Where an external awarding body owns the assessment, Red Dune will escalate to that body's appeals process and represent the candidate as permitted, while maintaining our internal log and CAPA tracking.

Process.

1. **Triage & disclosure.** Panel confirms jurisdiction, requests further evidence if needed, and shares the evidence bundle with the appellant and the original decision-maker for written responses.
2. **Hearing (where applicable).** Conducted in person or virtually; the appellant may be accompanied by a supporter (non-legal).
3. **Decision.** The Panel may uphold, amend, or overturn the decision; order re-mark by a new assessor; permit a re-sit without fee; or refer for investigation of malpractice/maladministration.
4. **Communication.** A reasoned, written decision is issued within 7 working days of receipt of the Full Appeal.

Accessibility & fairness. Reasonable adjustments to the appeal procedure are available on request. Appeals may be submitted in English or Arabic. No victimisation is tolerated for using this process.

Interface with quality & HSE management. Confirmed procedural issues trigger nonconformity records and corrective/preventive actions. Where assessment conditions raise health, safety, or environmental concerns, the Appeals Panel will recommend controls before any re-assessment proceeds.

Costs. A refundable appeal fee may apply and is waived where Red Dune error is proven. Any fees appear in the published Centre Fee Schedule.

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Final escalation. If an awarding body or EPAO governs the qualification, their final stage decisions are binding. For TVTC-approved courses, final oversight rests with TVTC's prescribed mechanism; Red Dune will cooperate fully and provide records on request.

Records & continual improvement. All stages are logged in the Appeals Register, with trends reviewed termly at the QRM and annually by the Head of Centre. Lessons learned inform assessor standardization, assessment design, invigilation practice, and staff CPD, supporting our commitment to impartial, consistent, and legally compliant assessment.

6. Process for Raising and Handling an Appeal

To give learners a fair, transparent route to challenge an assessment decision at Red Dune Training Centre (Saudi Arabia), in line with TVTC expectations and international awarding-body practice, and consistent with ISO 9001 (quality), ISO 14001 (resource-efficient administration), and ISO 45001 (respectful, non-retaliatory conduct).

Who can appeal

Any learner (or authorised representative) who believes an assessment, result, or malpractice decision is incorrect or unfair.

How to raise an appeal

1. **Informal resolution (optional):** Within 5 working days of results, the learner may seek clarification from the assessor/tutor.
2. **Stage 1 – Centre Review:** Submit the Appeal Form with evidence to appeals@reddune.org or complaints@reddune.org within 10 working days of the result. Paper copies can be lodged at reception; however, electronic submission is preferred to reduce printing. Acknowledgement is issued within 2 working days.
3. **Stage 2 – Independent Review:** If unsatisfied with Stage 1, request escalation within 5 working days. An independent reviewer (not previously involved and free from conflict of interest) will re-evaluate the decision, sampling all relevant evidence.
4. **Stage 3 – External Escalation:** Where applicable, learners may escalate to the relevant awarding body or TVTC within their stated timescales. Red Dune will provide guidance and records needed for external review.

Investigation & decision timeframes

- Stage 1 decision: within 5 working days.
 - Stage 2 decision: within 7 working days.
- If a delay is unavoidable (e.g., verifier availability), we will notify the learner with a revised date.

Outcomes

- **Upheld:** result amended, certificate reissued if applicable, fees (if any) refunded.
 - **Not upheld:** reasons provided, including evidence considered and norms applied.
- A formal outcome letter is issued for every stage.

Fairness, access, and wellbeing

- No adverse treatment for lodging an appeal.
- Reasonable adjustments (language support, accessibility) are available on request.
- All information is confidential and handled per our data-protection and document-control procedures.

Records & improvement

All appeals, evidence, decisions, and corrective actions are logged, trended, and reported at Quality Review Meetings; lessons learned feed into assessor standardisation, IQA plans, and CAPA tracking.

7. Time Limits & Deadlines

To ensure appeals are managed promptly, transparently, and fairly, in line with TVTC expectations and ISO 9001 (cl. 8–10) requirements for controlled processes and continual improvement. Timeframes below apply to all international qualifications delivered by Red Dune Training Centre (Saudi Arabia).

Learner Time Limits

- **Informal query window:** Learners should raise an informal result/query with the Tutor/Assessor **within 48 business hours** of result release.
- **Stage 1 (Centre Appeal):** A formal appeal must be submitted **within 72 business hours** of the result or outcome being challenged, using the Red Dune Appeal Form and emailing complaints@reddune.org.
- **Stage 2 (Independent Review):** If unsatisfied with Stage 1, a Stage 2 appeal must be submitted **within 48 business hours** of the Stage 1 decision.
- **Stage 3 (External Escalation):** Where permitted by the awarding body/TVTC, escalation must be lodged **within the timeframe specified by that body** after our Stage 2 outcome is issued. Red Dune will signpost exact windows in our Stage 2 response.

Centre Deadlines

- **Acknowledgement:** We acknowledge all formal appeals **within 2 business days** and provide a case reference.
- **Stage 1 decision:** Issued **within 5 business days** of receipt of a complete appeal.
- **Stage 2 decision:** Issued **within 3 business days** of receipt, following independent review and, where relevant, moderation checks.
- **Extensions:** If complexity or third-party input (e.g., awarding body, invigilators) prevents meeting a deadline, we will notify the appellant **before the deadline**, give reasons, and set a **new target date** (normally not exceeding an additional 120 business hours).

Business Day Definition

Business days are **Sunday–Thursday** in the Kingdom of Saudi Arabia, excluding official public holidays. Time is recorded in **Arabia Standard Time (AST)**.

Late or Out-of-Time Appeals

Late appeals may be accepted where **evidence of extenuating circumstances** exists (e.g., illness, bereavement, technical barriers). Evidence must accompany the submission.

Record Control & Improvement

All appeal timestamps, decisions, and communications are controlled records under our Document Control and Records Retention procedures (supporting ISO 9001). Trends and turnaround times feed into quality reviews and CAPA actions, with any HSE or environmental implications considered in line with ISO 45001/14001.

8. Fees / Refunds

To ensure appeal-related charges are fair, transparent, and consistently managed, and that learners are refunded promptly when an appeal is upheld.

Fee Principles

- Appeals are not revenue-raising; fees cover reasonable administration only.
- A staged approach applies:
 1. **Stage 1 – Informal Review:** no fee.
 2. **Stage 2 – Formal Centre Appeal:** a modest fee is payable on submission.
 3. **Stage 3 – External/awarding-body escalation (if applicable):** external fees charged at cost; we will notify learners in writing before proceeding.
- Fee levels are published on our website and reception noticeboard and include applicable taxes. Concessions may be granted for financial hardship or disability—submit evidence with the appeal form.

When Fees Are Refunded

- **Full refund** of the Stage 2 fee when the appeal is upheld or partially upheld and results in a material change (e.g., grade amended, assessment rerun, fee charged in error).
- **External escalation:** any unused portion of third-party fees is refunded if the external body does not proceed or if the decision favours the learner and a refund is issued to Red Dune.
- **No refund** where the appeal is not upheld and procedures were correctly followed.

Process, Payment & Timelines

- Fees are paid electronically or at reception upon submitting the Appeal Form. Receipts are issued.
- Refund decisions are made alongside the appeal outcome. Approved refunds are processed within **120 working hours** using the original payment method. Bank/transfer charges beyond our control are not refundable.
- We acknowledge appeals within **48 working hours** and confirm any payable fee before review begins.

Controls & Records

- All transactions are logged in controlled registers with versioned forms. Personal data and payment records are protected. E-receipts are preferred to reduce paper use.
- No learner is disadvantaged or treated unfavourably for lodging an appeal in good faith.

9. Scope / What Appeals Cover / Exclusions

This Appeals Policy applies to all Red Dune Training Centre programmes (international HSE qualifications and TVTC-approved courses) and covers challenges to assessment decisions where a procedural error, unfairness, or inconsistency is alleged.

What appeals cover

- Marking or grading where criteria were misapplied or evidence overlooked.
- Decisions on reasonable adjustments or special consideration.
- Outcomes of malpractice or maladministration that affect results.
- Assessment irregularities (e.g., invigilation or paper security lapses) that may have affected performance.
- Administrative errors affecting registration, results entry, certification, or identity checks.
- Failures to follow assessment or verification procedures, timelines, or moderation.

Exclusions

- Disagreement with academic judgement where criteria were correctly applied.
- Dissatisfaction with teaching quality or facilities (use the Complaints Procedure).
- Fee disputes or commercial terms.
- Requests to alter outcomes without substantive evidence.
- Appeals submitted outside published time limits.
- Matters already decided by awarding organisation or TVTC after their appeals route.
- Issues under investigation by regulators or law-enforcement until those conclude.
- Attempts to overturn sanctions for proven malpractice unless new evidence exists.

Notes: For awarding body-set exams, learners may be directed to the awarding body's appeals process after Stage 1. Environmental concerns during practical assessments should be raised via incident reporting; impact on results can be appealed. Appeal outcomes inform continual improvement and risk controls.

10. Supporting Evidence & Grounds for Appeal

To define what constitutes valid grounds for appeal and the types of evidence Red Dune Training Centre (Saudi Arabia) will accept, ensuring fairness, consistency, and compliance with TVTC expectations and ISO 9001/14001/45001.

Valid Grounds for Appeal

1. **Procedural Irregularity:** The assessment, marking, verification, or results process was not followed as published.
2. **Assessment Conditions:** Material disruption or unsafe/unsuitable conditions (e.g., noise, equipment failure, HSE incident) that were outside the learner's control and not reasonably mitigated.
3. **Bias or Conflict of Interest:** Reasonable evidence that an assessor/marker's independence was compromised.
4. **Evidence Not Considered:** Relevant, timely submitted work or records were omitted from marking or verification.
5. **Maladministration/Malpractice Impact:** A confirmed centre error or misconduct that could have affected the outcome.
6. **Reasonable Adjustments/Special Consideration:** Approved arrangements were not applied, or qualifying adverse circumstances were not considered despite notification.

Grounds Not Accepted

- Disagreement with academic judgement where procedures were correctly applied.
- Requests to re-mark to achieve a higher grade without citing one of the valid grounds above.
- Late claims where no exceptional reason for delay is evidenced.

Supporting Evidence (Examples)

- **Procedural:** Dated emails, attendance/invigilation logs, version-controlled instructions, standardization minutes, IQA sampling records.
- **Environment/HSE:** Incident/near-miss reports, risk assessments, maintenance/calibration logs, photos, room checklists, utilities outage notices.
- **Accessibility/Adjustments:** Approved adjustment forms, medical/official documents, special consideration requests and decision letters.
- **Bias/COI:** Declared relationships, correspondence demonstrating potential influence, COI registers.
- **Work/Evidence Omitted:** File receipts, LMS timestamps, courier proofs, submission screenshots.
- **External Inputs:** Awarding-body or TVTC audit notes, verifier reports.

Evidence Standards

- Must be authentic, relevant, legible, and time-stamped where possible.
- Learners should submit originals or certified copies; translations must be accurate and complete.
- Personal data will be handled under our Data Protection and Document Control procedures.

Burden and Timelines

- The appellant is responsible for presenting sufficient evidence with the appeal form.

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- Initial appeals must be lodged within the published timeframe; extensions require documented exceptional circumstances.

Review Approach

- Appeal reviewers will be independent of the original decision and free from conflicts.
- Decisions reference the published assessment procedure, awarding-body/TVTC rules, and applicable ISO controls.
- Outcomes (upheld, partially upheld, not upheld) and rationales are issued in writing, with next-stage options where available.

11. Independent Review / Reassessment

To provide a fair, transparent, and timely route for learners to request an independent review of assessment decisions and, where justified, a reassessment opportunity. This process safeguards integrity, impartiality, and learner confidence while maintaining compliance with awarding-body and TVTC requirements and our management system.

Scope

Applies to all assessments delivered by Red Dune Training Centre (theory, practical, projects, and examinations), including those quality-assured internally or by external partners.

Principles

- **Independence:** Reviews are conducted by a qualified reviewer who was not involved in teaching, setting, marking, or internally verifying the original assessment.
- **Evidence-based:** Decisions rest on assessment criteria, marking schemes, and documented records.
- **Timely:** We will acknowledge requests promptly and conclude within published timelines.
- **Non-retaliation:** Learners are protected from any disadvantage for lodging an appeal.

How to Request an Independent Review

1. **Stage 1 (Appeal):** The learner submits an appeal within the stated window, explaining grounds and providing evidence.
2. **Stage 2 (Independent Review):** If unresolved, the learner may request an independent review. The Centre Manager appoints a reviewer with appropriate competence and no conflict of interest.
3. **Record Control:** All related documents (appeal form, assessor feedback, IQA notes, attendance, incident reports) are logged as controlled records.

Review Activities

- Check that assessment conditions, instructions, and invigilation matched approved requirements.
- Confirm the correct version of the instrument and marking guide was used.
- Re-mark or second-mark a representative sample or the full script/practical evidence where proportionate.
- Consider any reasonable adjustments, special considerations, or reported incidents.
- Document findings, rationale, and recommended outcome.

Outcomes

- **Decision Upheld:** Original grade stands; learner receives written rationale.
- **Decision Amended:** Grade is revised; records and certificates are corrected.
- **Reassessment Offered:** Where the decision cannot be validated or material error is confirmed, a reassessment is arranged.

Reassessment Conditions

- Scheduled at the earliest safe and practical date, without advantage over peers.
- Conducted under approved conditions, with a different assessor/invigilator where feasible.

- For practicals, risk controls and environmental considerations (resources, waste, PPE) must be in place.
- Fees: Where the centre is at fault, reassessment is free; otherwise, a published fee may apply.

12. Outcomes / Decision Options

Following an appeal, Red Dune Training Centre will issue a clear written outcome to the appellant. Decisions are evidence-based, impartial, and proportionate, reflecting TVTC expectations and relevant awarding-body rules, and aligned with our ISO 9001 corrective-action approach (risk-based, traceable).

Possible decisions

1. Appeal Upheld (Fully):

- The original assessment decision is overturned.
- Actions may include: re-mark with corrected grade; issue of revised result/certificate; removal of a penalty; or recognition of extenuating circumstances.
- Centre records and awarding-body submissions are corrected; any fees paid for the appeal are refunded.

2. Appeal Upheld (Partially):

- Some elements are accepted (e.g., a marking error found), but not all.
- Actions may include: revised grade for specific components, opportunity for a targeted resit, or adjusted penalties.
- Fees may be partially refunded where appropriate.

3. Appeal Not Upheld:

- The original decision stands.
- Written rationale will explain the evidence considered and why the assessment was deemed valid, reliable, and fair.
- Information on further escalation (e.g., to the awarding body/TVTC external stage) is provided.

4. Procedural Irregularity Found (with or without impact):

- We confirm a process deviation (e.g., incorrect rubric issued, invigilation lapse).
- If impact is material: decisions mirror “Upheld” options, with no-cost remedies (re-assessment, re-sit, or re-mark).
- If impact is immaterial: original result can stand, but we implement corrective and preventive actions (CAPA).

5. Malpractice/Maladministration Confirmed:

- If learner malpractice is evidenced, penalties may include result annulment, suspension of entry, or reporting to the awarding body/TVTC.
- If centre error (maladministration) is confirmed, learner-focused remedies are prioritised (re-assessment at no cost, fast-track certification), and CAPA is raised.

6. Remedy Without Determining Merit (Equitable Relief):

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- In limited cases where evidence is inconclusive, we may offer a supervised re-assessment opportunity at no cost to protect learner interests and maintain integrity.

Communication and timeframes

- Outcomes are communicated in writing, normally within the published timescale for appeal stage completion.
- Letters include: decision, reasons, evidence relied upon, remedies, any fee adjustments, and next steps (including external escalation routes where available).

Impact on certification

- Where outcomes alter results, we promptly update internal records and notify awarding bodies/TVTC to amend statements of results or certificates.

Learning and improvement

- Every outcome (upheld or not) is reviewed for trends. CAPA, staff briefings, and standardisation updates are logged and monitored to prevent recurrence and to support continuous improvement.

No detriment and confidentiality

- Learners are not disadvantaged for submitting an appeal in good faith. All outcomes are handled confidentially and without retaliation.

13. Further Escalation / Next Steps

To describe what learners or clients can do if they remain dissatisfied after the centre-level appeal outcome, and how Red Dune Training Centre (Saudi Arabia) will manage further stages in line with TVTC expectations and good practice under ISO 9001 (complaints/appeals control), ISO 14001 and ISO 45001 (risk-based, stakeholder-focused management).

When to use this stage

Use this escalation route only after receiving the formal outcome of the centre appeal (Stage 2). Requests must be made in writing within 72 working hours of the Stage 2 decision.

Step 1 — Escalation to Head of Centre (HoC)

Email your escalation request, the Stage 2 outcome, and any new evidence to complaints@reddune.org and exam@reddune.org with the subject “Appeal Escalation – [Course/Assessment/Date]”. The HoC will acknowledge within 24 working hours and appoint an **Independent Review Panel (IRP)** within 5 working days.

Step 2 — Independent Review Panel (IRP)

The IRP will include a senior staff member not previously involved, a qualified IQA/quality representative, and—where appropriate—an external subject specialist bound by confidentiality. The panel will:

- Re-examine all evidence, procedures followed, and any reasonable adjustments or special considerations.
- Consider HSE, environmental, or OH&S constraints that could have affected assessment conditions.
- Decide whether to uphold, partially uphold, or overturn the centre decision.
A written outcome is issued within 15 working days of panel formation. If an appeal fee was charged at Stage 2, it will be refunded if the appeal is upheld.

Step 3 — External Escalation (Awarding Body / TVTC)

If dissatisfaction remains, learners may request an external review by the **awarding body** or, for TVTC-regulated programmes, by **TVTC** through the channels specified for that qualification. Red Dune will provide contact details, the evidence pack, and a statement of the steps taken so far. We will cooperate fully and implement any directions issued. Timeframes at this stage follow the external authority’s procedures.

What happens to results during escalation

- Results or certificates that are the subject of the appeal may be withheld or marked “pending” until the matter is resolved.
- Learners are not disadvantaged for exercising their right to appeal; access to learning continues where safe and appropriate.

Data, records, and improvement

All correspondence, evidence, and decisions are controlled records. Findings feed into corrective and preventive actions, standardization, and staff CPD. Systemic issues are reviewed at the Quality Review Meeting and, where relevant, inform updates to our assessment and invigilation procedures.

Final routes

After external review, parties may seek mediation or legal remedies consistent with Saudi law. Red Dune will comply with any final determinations and notify stakeholders of outcomes and changes made.