



Appeals Process

Total Quality Training Institute upholds the learners' right to contest the results of decisions, penalties, and authorizations imposed by TQTI representatives. This document states the procedure established to confirm that appeals are addressed comprehensively and equitably. The appeals process of TQTI consists of four stages:

Stage 1	Initially, the matter should be brought to the attention of the course tutor or assessor. They will engage in a discussion with the trainees and will strive to find a solution. This Procedure shall be documented & not take more than 48 Hours .
Stage 2	If the matter cannot be settled through open dialogue, the trainer will escalate the issue to the Learner's Committee . The Learner's Committee will gather relevant information and engage in discussions with both the instructor and the trainee, ultimately reaching a decision within five days. Documentation of all discussions will be maintained.
Stage 3	If the complainant remains dissatisfied with the Learner's Committee's decision, the Learner's Committee will escalate the issue to the TQTI Manager. TQTI Manager will examine the details of the case and render a decision within three working days. This is the last stage of appeal inside the Institute. If the trainee is still not satisfied, the TQTI Manager will raise the issue to the awarding body .



Stage 4	<p>If the issue is not solved inside the institute, the trainee or candidate can raise this issue to the awarding body that approved the institute to deliver the course.</p> <p>Contact details of Awarding body of TQTI:</p> <p>Ministry of Labor: Website – mol.gov.om</p> <p>Phone : +968 80077000</p> <p>OETC : Email - info@omangrid.com</p> <p>Phone : +968 24283000</p> <p>Kryterion : Email – tns@kryterion.com</p> <p>Phone : +16234040608</p> <p>Pearson Vue : Email – kieran.king@pearson.com</p> <p>Phone : +442079493008</p>
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Note: This procedure should be applied using the designated form:

TQTI-HSE-FO-25 Appeal Report Form.

Dr. Samir Al Bahrani

Manager of Institute

Next Review 25 / June / 2026

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