

TCQR Holistic Assessment Appeals Policy

1. Context

The PSI recognises that having received a decision from the Holistic Assessment stage (Stage 2) of the PSI Third Country Qualification Recognition (TCQR) process, and in the context of how the decision determines their onward progress through the process, an applicant may wish to appeal the decision.

The appeals procedure may only be used where there are eligible grounds for doing so. It may not be used simply because an applicant is dissatisfied with the outcome of their assessment.

2. Purpose

The purpose of this policy is to outline the appeals procedure following the Stage 2 of the TCQR process, and to set out the grounds of appeal.

The Holistic Assessment Appeals Policy provides a single opportunity to raise all known matters of concern regarding the decision you have received. The appellant must explain all issues fully and include all supporting evidence with your appeal. The evidence must be proportional to the circumstances claimed.

3. Grounds For Appeal

To appeal the outcome of their holistic assessment, an applicant must be able to demonstrate and give evidence of at least one of the following grounds for appeal:

- (i) Procedural Error: There was a failure in the way your assessment was conducted, and you can provide evidence to support this.
- (ii) Error of Fact: That there was a factual error leading to the outcome.

Please note that an appeal cannot be submitted on the basis of information or documentation not having been provided as part of the initial application submission. If an applicant has new information or documentation that they wish to have considered by the PSI, which was not included

in the original application, they will be required to submit a new application and recommence the process.

4. Appeals Process

- (i) Applicants who wish to appeal a decision must submit a completed appeal form (see Appendix 1), together with any supporting documents, within **30 days** of receiving their holistic assessment outcome.
- (ii) A Senior Manager within PSI will review the appeal form. They may request additional information or further clarification at this stage. If it is determined that there are valid grounds for appeal, the file will be referred for an additional independent assessment. If it is determined that there are not valid grounds for appeal, the applicant will be informed of this and the reasons for the decision.
- (iii) If an appeal is granted, an independent holistic assessment of the complete file submitted by the applicant will be undertaken by at least two assessors who were not involved in the initial assessment.
- (iv) The Registrar of the PSI will consider the outcome recommended by the appeal assessors and make a final decision based on this independent assessment.
- (v) The applicant will be informed of the outcome within 60 days of receipt of the appeal. Please note, if additional information is requested in order to consider your appeal, the 60 day timeframe only applies once all information has been received.
- (vi) Please note that your appeal can be withdrawn at any stage of the process.

5. Fees

The fee per appeal is €300.

The appeal will not be considered until the appropriate fee has been received by the PSI.

Please note that this fee is refundable if the appeal is upheld in full only.

5. Data Protection

All information provided by the appellant as part of an appeal will be treated confidentially and in accordance with Data Protection legislation. This means that any details and supporting evidence will be shared only with those employed or contracted by the PSI who are required to know this information in order to process an appeal.

Appendix 1

Holistic Assessment Appeal Form

Applicant Name:	
Applicant Email:	
TCQR Application Number:	
Fee Paid (Yes/No):	
Date Fee Submitted:	
Grounds For Appeal	<input type="checkbox"/> Procedural Error: There was a failure in the way your assessment was conducted, and you can provide evidence to support this. <input type="checkbox"/> Error of Fact: That there was a factual error leading to the outcome.
Details of Your Appeal (please only provide relevant information relating to the grounds of your appeal as selected above).	