



Document Number DTI/POL004

APPEALS POLICY AND PROCEDURES

MAY 2025

VERSION 1 MAY 2025

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Document Number DTI/POL004

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1. Purpose

This policy establishes a transparent and equitable process for students to appeal decisions affecting their academic progress, conduct, or assessment outcomes at Dermal Training Institute. Learners may wish to submit an inquiry about their results, normally in cases where results vary considerably from the expected outcome. It aligns with the standards set by TVETA and KNQA to ensure quality and compliance in technical and vocational education and training regulations in Kenya.

2. Scope

Applicable to all students enrolled in Dermal Training Institute programs, this policy covers appeals related to: academic assessment results, disciplinary actions, and administrative decisions impacting student status or progression.

3. Principles

- **Fairness and Transparency:** All appeals are handled objectively, without bias.
- **Right to Appeal:** Students have the right to appeal decisions significantly affecting them.
- **Timeliness:** Appeals must be submitted within specified time frames, and responses will be provided promptly. The timeline should be in accordance to the relevant examination body to ensure the deadlines are met. All appeals should be submitted to Dermal Training Institute for the process to begin 5days after receiving the results.
- **Inform Learners** – Dermal Training Institute will Clearly explain appeal rights and deadlines to learners
- **Provide Evidence** – Dermal Training institute will Supply exam records, assessment criteria, and learner portfolios if needed.
- **Guide Documentation** – Dermal Training Institute will help draft appeal letters with valid reasoning.
- **Advocate (If Justified)** – Dermal Training Institute will escalate systemic issues to the TVET body and other bodies

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- Confidentiality: Information related to appeals is kept confidential and shared only with individuals involved in the process.
LIMITATION: The institute cannot change the exam body's decision but must facilitate a fair process.

4. Grounds for Appeal

Students may appeal on the following grounds:

- Procedural errors or unfair treatment during assessments
- Evidence of bias, discrimination, or conflict of interest
- New, relevant information not previously considered
- Disproportionate disciplinary actions

5. Appeals Procedure

1 Informal Resolution:

- Students are encouraged to seek informal resolution within 5 working days of the decision.
- If unresolved, the student may proceed to a formal appeal.

2 Formal Appeal Submission:

- Submit a written appeal within 10 working days using the Appeals Form.
- Include the decision being appealed, grounds, and supporting evidence.

3 Acknowledgment and Review:

- Dermal Training Institute will acknowledge receipt within 3 working days.
- A Review Committee will convene within 5 working days to review the appeal.

4 Outcome Notification:

- Written outcome provided within 5 working days post-review.
- Outcomes: Appeal upheld with corrective action or appeal denied with reasons.

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6. External Appeal or Review

If dissatisfied, students may escalate the appeal to External bodies listed below. Please note all external appeals should be in accordance with the set guidelines as per the relevant body. A set of guidelines of each Accrediting and awarding body is available for download from their website as follows.

- TVET Authority (TVETA)- <https://www.cdacc.or.ke/>
- Kenya National Qualifications Authority (KNQA) -<https://services.knqa.go.ke/>
- Relevant International accrediting or awarding bodies (ITEC)-
<https://www.itecworld.co.uk/complaints-and-appeals>

7. Record Keeping

All appeal documentation will be securely stored for at least 5 years and reviewed annually to improve the appeals process.

8. Policy Review

This policy will be reviewed every 2 years or as required by regulatory changes or internal practices.

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Appendix I

Key Contacts

- Dermal Training Institute: admission@dermaltraininginstitute.com
- TVETA: +254 20 236 9063
- KNQA Appeals: appeals@knqa.go.ke
- For formal appeal forms or further assistance, contact the Institute's administration office.

**Amee Arcade, Westlands
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Appendix II

Dermal Training Institute Official Appeals Form.

(To be submitted within 10 working days of the disputed decision)

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Section 1: Student Details

Full Name: _____

Student ID: _____ Course: _____

Contact Number: _____ Email: _____

Section 2: Appeal Information

Decision Being Appealed:

- Assessment Result
- Disciplinary Action
- Administrative Decision
- Other (Specify): _____

Date of Decision: //____

Result/Decision Received: _____

Section 3: Grounds for Appeal

(Tick all applicable boxes and provide details)

- Procedural Error

Description: _____

- Bias/Unfair Treatment

Description: _____

- New Evidence (Attach documentation)

Description: _____

- Extenuating Circumstances (e.g., medical)

Description: _____

Section 4: Supporting Evidence

(Attach copies of: exam results, medical certificates, witness statements, etc.)

List Attachments:

Section 5: Declaration

I confirm that the information provided is accurate and complete.

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Student Signature: _____ Date: //____

For Office Use Only

Received by: _____ Date: //____

Appeal Reference #: _____

Submission Instructions

Submit via:

Email: admission@dermaltraininginstitute.com

In-person: Amee Arcade, Westlands, Nairobi

Deadline: 5 working days from decision date.

Questions? Call +254 759 950087

Notes:

Incomplete forms will not be processed.

Response timeframe: 10 working days.

For external appeals (TVETA/KNQA/ITEC), use this form as supporting documentation