



**READ AND SIGN**  
Revision: 0 | Issued: 28.04.2025

## **Notification of Change – Amendment TPM\_2025\_01**

**Effective: 01.05.2025**

**Manual:** DHS Training Policy Manual (TPM)

**Chapter:** 4.2 – Failed Assessments – Retest & Escalation Policy

**Next Revision:** Training Policy Manual V1R5

**Amendment Ref.:** TPM\_2025\_01

Dear all,

please be informed that the DHS TPM Manual has been amended with a new Section 4.2 under Part 4 – Testing & Qualification Evaluation.

This section introduces a clear and standardised procedure for handling failed assessments, including retesting, remedial training, documentation, and escalation.

This notification serves as an official communication of the amendment and remains valid until the next full revision of the manual is published.

Kindly review the summary and full section text below. For any questions, please contact me directly.

Best regards,

Dominika



**Type of Change:**

New section introduced under Part 4 to define policy and process for failed assessments and retests.

**Purpose of Change:**

- Provide clear structure and expectations for trainers and trainees
- Ensure consistent, transparent handling of assessment failures
- Support audit compliance and documentation standards
- Protect training quality and safety standards

**Reference / Reason:**

Compliance with ORGH.TRG.110(d) – Regulation (EU) 2025/20

Requirement for documented procedures in case of failure to demonstrate continued competence.

**Key Elements:**

- Up to two retests allowed within 7 days
- Mandatory remedial training before each retest
- Use of standard form: Training Retest & Remedial Action Record
- Three failed attempts trigger escalation to Training or Quality Compliance Manager

**Note to Users**

**This amendment is effective immediately. Trainers must implement the process for all failed assessments going forward.**

**Full Chapter Text:**

**4.2 Failed Assessments – Retest and Escalation Policy**

In cases where a trainee does not achieve the minimum required score of 80 %, the following process shall apply:

**4.2.1 Retest Opportunities**

- Each trainee is allowed up to two additional attempts to pass the assessment.
- Retests must take place within 7 calendar days after the failed attempt.

**4.2.2 Remedial Training**

- Before each retest, the trainee shall receive a targeted refresher session conducted by the trainer, focusing on the specific knowledge or skill gaps.
- The trainer shall document the refresher content and the trainee's progress.

**4.2.3 Documentation**

- All failed attempts, remedial sessions, and retests shall be documented.



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- The trainer must record:
  - Date and result of each attempt
  - Content of the refresher training
  - Trainee's observed progress
- A standard form titled "**Training Retest & Remedial Action Record**" shall be used to document the entire process.  
This form ensures traceability, transparency, and compliance with audit requirements.
- The form must be signed by both trainer and trainee and added to the trainee's training file.

### 4.2.4 Escalation

- If a trainee fails three attempts, the case shall be reviewed by the Training Manager or Quality Compliance Manager.
- Possible outcomes of this review may include:
  - Further extended or alternative training measures
  - Evaluation of the trainee's suitability for the role, especially in safety-sensitive functions
  - Recommendation for reassignment or discontinuation of the onboarding process, based on objective criteria

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