



EuroPolytech
— ACADEMY —

APPEALS POLICY

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1. Purpose

This policy outlines the procedures that learners must follow if they wish to appeal against an assessment decision made by EuroPolytech Academy ("the Centre"). The aim is to ensure that appeals are handled fairly, consistently, and in line with the expectations of OTHM Qualifications and Ofqual-regulated standards.

2. Scope

This policy applies to all learners enrolled on qualifications awarded by OTHM and delivered by EuroPolytech Academy.

3. Policy Statement

EuroPolytech Academy is committed to providing all learners with the right to appeal against assessment decisions they perceive as unfair, inaccurate, or biased. Appeals will be dealt with respectfully, without discrimination or disadvantage to the learner.

4. Grounds for Appeal

Appeals may be submitted on the following grounds:

- Perceived bias or discrimination in assessment.
- Procedural errors during the assessment or grading process.
- Assessment criteria not applied correctly.
- Inadequate or no feedback provided on assessment decisions.

5. Stages of the Appeals Process

Stage 1: Informal Resolution

Learners are encouraged to speak directly with the assessor/tutor within 5 working days of receiving their results. Many issues can be resolved quickly through open discussion.

Stage 2: Formal Appeal Submission

If the learner remains dissatisfied, they must submit a written appeal to the Centre Manager within 10 working days of receiving the original assessment decision. The appeal must include:

- Learner's name and ID
- Course title and unit/module in question
- Reason for appeal (linked to grounds above)
- Any supporting evidence

The Centre Manager will acknowledge receipt within 3 working days and appoint an independent internal reviewer (unconnected to the original assessment). The review will be concluded within 15 working days.

Stage 3: Independent Review

If the learner remains dissatisfied after Stage 2, they may request an independent panel review. This panel will consist of:

- An independent senior staff member
- An external advisor (if applicable)
- A representative from the Centre's IQA team

The panel will meet within 15 working days of the escalation and issue a final decision in writing.

Stage 4: Appeal to OTHM

If the learner believes the Centre did not follow OTHM's required processes, they may appeal directly to OTHM Qualifications. The Centre will support learners by providing relevant documentation upon request.

6. Confidentiality and Record Keeping

All appeals will be handled confidentially. Records of all appeals, decisions, and communications will be retained securely for a minimum of 3 years.

7. Monitoring and Review

The Centre's Internal Quality Assurance (IQA) Lead will monitor appeals trends and report any patterns or concerns to the senior management team. This policy is reviewed annually or in line with updates to OTHM regulations.

8. Policy Availability

This policy will be made available to all staff and learners via the Centre's website, student handbook, and upon request.

Approved by: Dr. Amine Belmejdoub

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