

LEARNER APPEALS POLICY

1. POLICY OVERVIEW

UE Academy is committed to excellence, integrity, and fairness in all vocational and professional assessments. We recognize that every learner has the right to a transparent and impartial review of assessment outcomes. This policy establishes our commitment to protecting learner interests while maintaining the global reputation of our certifications.

2. OUR COMMITMENTS

In all operations across the **United Kingdom** and the **Kingdom of Saudi Arabia**, UE Academy pledges to:

- **Impartiality:** Ensure that every appeal is adjudicated by a Tribunal independent of the original assessment decision.
- **Equity:** Provide a fair hearing to all appellants, regardless of location, nationality, or background, in accordance with the **UK Equality Act** and **KSA Labor Law**.
- **Efficiency:** Resolve all grievances within strictly defined timelines to avoid any disruption to the learner's professional career.
- **Protection:** Guarantee that no learner will face victimization or academic disadvantage for exercising their right to appeal.

3. THE APPEALS FRAMEWORK

To ensure a structured resolution, all appeals are processed through a formal hierarchy:

1. **Administrative Review:** A clerical check for technical or calculation errors.
2. **Internal Appeals Tribunal (IAT):** A formal hearing by Subject Matter Experts and Quality Assurance Officers.
3. **External Escalation:** Final referral to the relevant Awarding Body (e.g., NEBOSH, IOSH) or National Regulatory Authority.

Chief Executive Officer / Director UE Academy

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