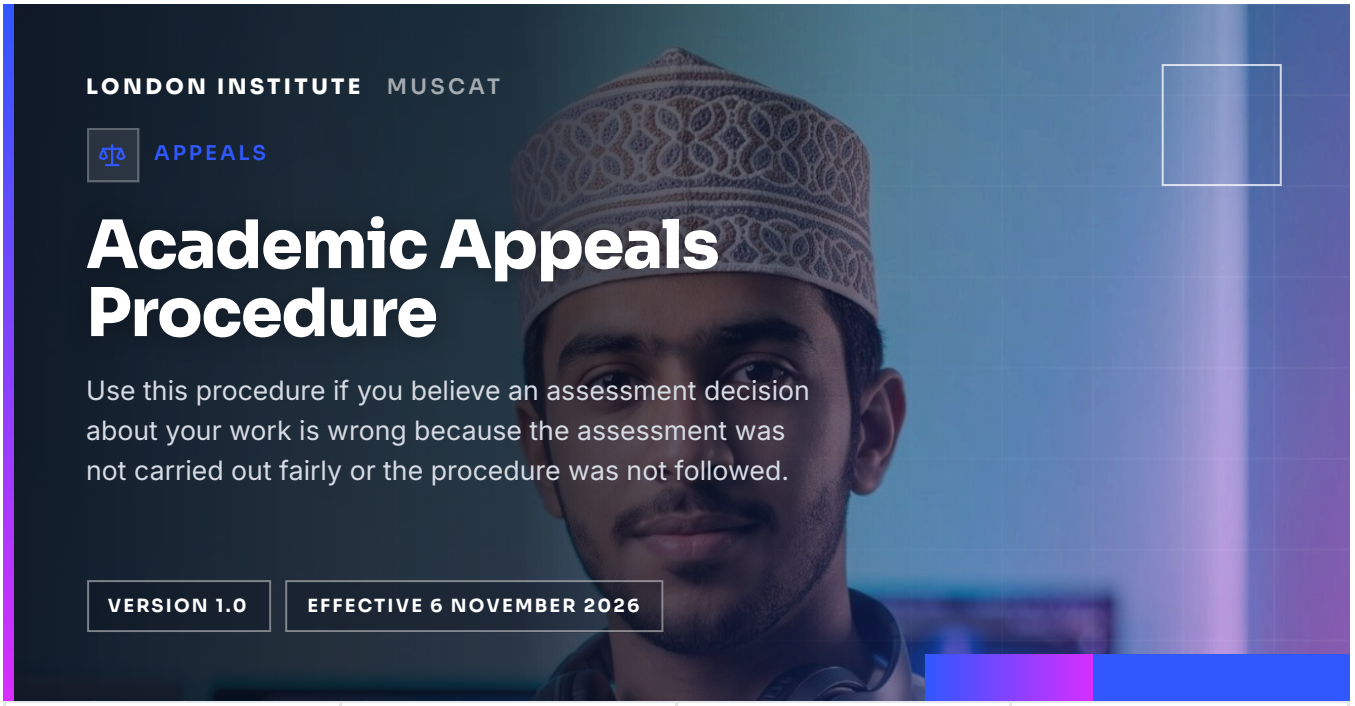


LONDON INSTITUTE MUSCAT

APPEALS

Academic Appeals Procedure

Use this procedure if you believe an assessment decision about your work is wrong because the assessment was not carried out fairly or the procedure was not followed.

VERSION 1.0 | EFFECTIVE 6 NOVEMBER 2026

DOCUMENT	LONDON INSTITUTE VERSION	INTERNAL APPROVAL	EFFECTIVE DATE
Academic Appeals Procedure	1.0	Mr. Issa Al Azri, Head of Centre	6 November 2026
POLICY OWNER	**AUDIENCE**	**NEXT REVIEW**	**CENTRE**
Quality Nominee	Learners, parents and staff	November 2027	Al Nahda Training Institute LLC, trading as London Institute

Is this the right route?

- Use the Academic Appeals Procedure to challenge: an assessment decision or grade; a malpractice decision or sanction; a decision on reasonable adjustments or special consideration.
- Use the Learner Complaints Procedure for concerns about teaching, support, facilities, communication or how you were treated.
- An appeal reviews whether the decision was made fairly and correctly. It cannot challenge the professional judgement of an assessor if the correct procedure was followed.

01 Scope

This procedure applies to all learners on Foundation, Diploma, Extended Diploma, Higher Diploma and Advanced Higher Diploma programmes at London Institute. Learners are told about it at induction and it is included in the Learner Handbook.

02 Grounds for appeal

- the assessment was not carried out in line with the Assessment Policy or the awarding organisation's rules;
- the assessor did not take account of evidence that was submitted;
- there was an administrative error that affected the decision;
- a malpractice, reasonable adjustment or special consideration decision was not made fairly.

03 Stages and timescales

STAGE	WHAT YOU DO	WHAT WE DO	TIMESCALE
1. Talk to your assessor	Discuss the decision with your assessor and ask them to explain it.	The assessor explains the decision and corrects any clear error.	Within 5 working days of receiving your feedback
2. Formal appeal	Complete the appeal form (from Admissions or your tutor), explaining your grounds and attaching any evidence.	The Lead Internal Verifier, who was not involved in the original decision, reviews the evidence and procedure and may re-assess the work or arrange a second assessor.	Submit within 10 working days of the decision. Written outcome within 10 working days of receipt.
3. Final centre review	If you are not satisfied, ask in writing for a final review.	A panel chaired by the Head of Centre (or a nominee with no involvement) reviews the case. You may attend and bring a parent, guardian or friend.	Request within 5 working days of the Stage 2 outcome. Final decision within 15 working days.

We acknowledge every formal appeal in writing within 3 working days. If we cannot meet a timescale, we tell you why and give a new date. Appeals are free of charge at every centre stage.

04 If you are still not satisfied

When the centre's procedure is complete, you can appeal to the awarding organisation within 14 calendar days of the centre's final decision. The awarding organisation accepts an appeal only when there is evidence that the centre's procedure has been followed in full. The centre will give you the evidence you need and explain the process.

05 Fairness

- Nobody reviews a decision they were involved in.
- Making an appeal will never affect how you are treated or assessed.
- All evidence relating to the appeal, including the work of the cohort where relevant, is kept until the appeal is closed.

- Appeals that are upheld lead to the decision being corrected, and the centre reviews whether other learners were affected.

06 Records

Records of all appeals and their outcomes are kept for at least 18 months and made available to the awarding organisation for inspection. The Quality Nominee reviews appeals each year to identify any improvements needed to assessment practice.

DOCUMENT HISTORY	Version 1.0 — internally approved by Mr. Issa Al Azri, Head of Centre. Effective 6 November 2026.