Learner Appeals Procedure and Policy

Amsterdam HSE International Academy (AHIA) — learner and quality policy

Organisation	Amsterdam HSE International Academy (AHIA), legal entity Dienstverlening AB B.V.
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Version / issued	1.1 / 28 November 2026 (first issued 1 October 2026)
Next review	October 2027, or sooner after a change in law, awarding body rules or a serious incident

1. Purpose and scope

AHIA gives every learner a fair, clear and timely route to appeal against an assessment decision or a decision about reasonable adjustments, special consideration or malpractice.

This policy applies to all staff, trainers, associates, invigilators and learners of AHIA, for online, classroom and in-company courses, including qualifications certified by the awarding bodies AHIA works with.

2. Grounds for appeal

A learner may appeal when they believe:

- the assessment was not carried out in line with the awarding body's rules or AHIA's assessment policy;
- the marking or result does not reflect the evidence they submitted;
- a reasonable adjustment or special consideration was wrongly refused or not applied;
- a malpractice decision or sanction was unfair.

3. Appeal procedure

1. **Informal review:** the learner first discusses the result with the trainer within 5 working days of receiving it. Many issues are solved at this stage.
2. **Formal appeal:** if not resolved, the learner sends a written appeal to hans@ahia.nl within 10 working days of receiving the result, stating the grounds and attaching any evidence.
3. **Acknowledgement:** AHIA confirms receipt within 3 working days.
4. **Independent review:** a person not involved in the original assessment (the internal quality assurer or a second qualified trainer) reviews the evidence and may re-mark the work.
5. **Decision:** AHIA gives a written decision with reasons within 15 working days of receiving the formal appeal.
6. **Escalation:** if the learner is still not satisfied, they may appeal to the awarding body for that qualification under its own appeals procedure.

4. Outcomes and records

If an appeal is upheld, AHIA corrects the result, informs the awarding body where results were already submitted, and checks whether other learners were affected. Learners are never treated less

favourably for appealing. All appeals and outcomes are logged, kept for at least 3 years and available to the awarding body.

5. Responsibility and review

The Head of Centre owns this policy, makes sure every trainer and staff member has read it, publishes it to learners on www.ahia.nl, and reviews it every 12 months.

6. Approval

Name	Johannes (Hans) Schellevis
Position	CEO and Head of Centre
Status	Approved. Signed original held on file at AHIA.
Date	28 November 2026