

Important Note: This MOTI Appeals Policy (Multiple Choice Test Results) forms an integral part of and should be read together with the Learner Profile User Agreement (UA).

1. INTRODUCTION

- 1.1 MOTI provides a formal route for Learners wishing to appeal against the result (or part thereof) of a multiple-choice test.
- 1.2 All Learners are assessed against the relevant learning outcomes for the related Self-Paced Course and Trainer determined criteria. The correct answers of a multiple-choice test are pre-set in Sophia by the developing Trainer.
- 1.3 Appeals are considered by an Internal Assessor appointed in each case by MOTI.

2. GROUNDS FOR APPEAL

Our Appeals Policy enables Learners in certain situations to make a formal appeal against the result of a multiple-choice test (or part thereof) if:

- 2.1 The Learner is of the opinion that the correct answer to one or more questions in the related multiple choice test is/are not those pre-set by the Trainer in Sophia.
- 2.2 The Learner is of the opinion that the learning tested by one or more questions in the multiple-choice test was not sufficiently covered in the related Self-Paced Course.

3. APPEALS PROCESS

- 3.1 Stage 1: The Learner must email their Appeal to MOTI to websupport@mysophia.eu, providing sufficient information for MOTI to effectively consider, decide upon and, if necessary, act on their appeal. MOTI may request further information, either by return email or telephone.
- 3.2 Stage 2: MOTI shall investigate the Appeal.
- 3.3 Stage 3: MOTI will communicate its findings and decision by return email.

4. HOW TO CONTACT MOTI

- 4.1 You can contact MOTI by post, email or telephone if you have any questions about this Policy or to make a complaint.
- 4.2 MOTI can be contacted by:
 - 4.2.1 Email: websupport@mysophia.eu
 - 4.2.2 Telephone: +357-22-040220
 - 4.2.3 Post or Physical: Diagoras House, 16 Panteli Katelari Street, 1306, Nicosia, Cyprus