

The Hertfordshire School of Pilates Centre Appeals procedure

The purpose of an appeals procedure is to ensure that every learner who is not satisfied with the outcome of an assessment decision has the right to appeal against the decision that has been made.

The appeals procedure applies to any learner following completion of an Active IQ qualification at The Hertfordshire School of Pilates and provides learners with a formal route to appeal against a decision.

The Hertfordshire School of Pilates learners will be assessed against Active IQ published criteria and by assessors who must hold or be working towards any of the following:

- Level 3 Award in Understanding the Principles and Practices of Assessment (QCF) or
- Level 3 Award in Assessing Vocationally Related Achievement (QCF) or
- Level 3 Award in Assessing Competence in the Work Environment (QCF) or
- Level 3 Certificate in Assessing Vocational Achievement (QCF), or
- A1 (previously D32, D33)

In addition The Hertfordshire School of Pilates will ensure that assessors:

- Possess a discipline specific qualification equivalent to the qualification being taught
- Have relevant industry experience
- Demonstrate active involvement in a process of industry relevant Continued Professional Development during the last two years

All new The Hertfordshire School of Pilates assessors will be given a clear action plan for achieving the appropriate qualification(s) and should be countersigned by an appropriately qualified individual until the qualification(s) are achieved.

Learners have the right to appeal against assessment decisions and other matters relating to the delivery of their qualification. Appeals may be made under the following circumstances:

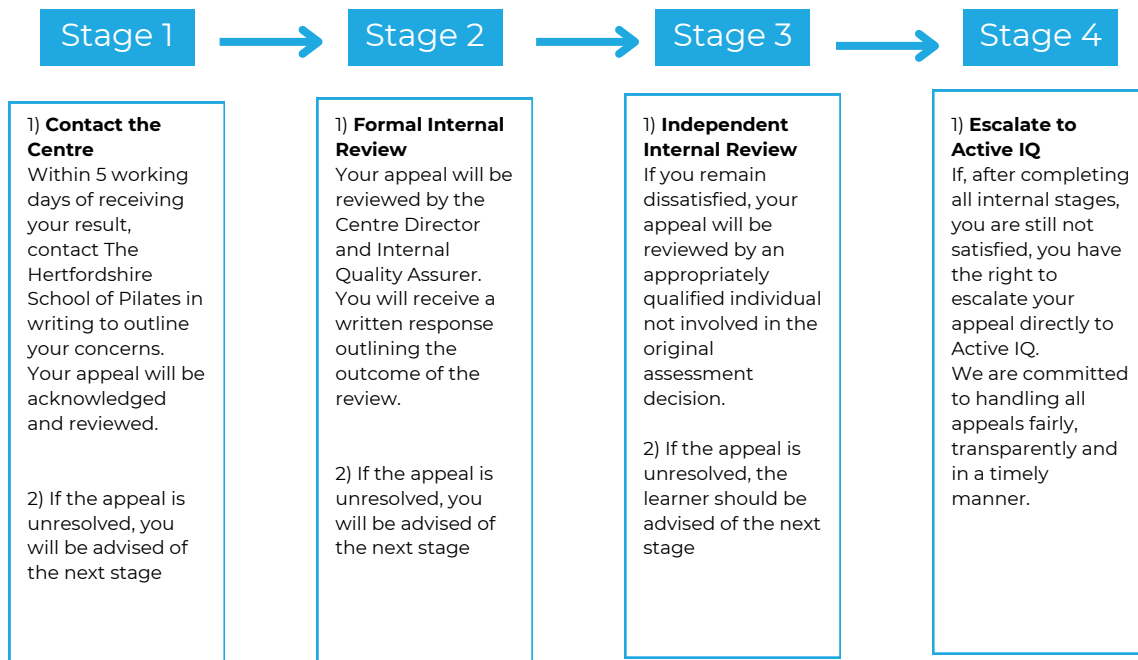
- Disagreement with an assessment decision, including practical assessments, written assessments, coursework, or portfolio evidence.
- Disagreement with a decision that evidence is insufficient to meet assessment criteria.
- Perceived unfairness or inconsistency in assessment practice.
- Concerns regarding reasonable adjustments or special considerations not being appropriately applied.
- Administrative errors that may have affected assessment outcomes.
- A decision to withdraw a learner from a qualification.

Appeals must be based on valid grounds and submitted in writing within the specified timeframe outlined in this procedure.

The Internal Verifier (Internal Quality Assurer) responsible for overseeing appeals will be suitably qualified and will hold, or be working towards, one of the recognised Internal Quality Assurance qualifications listed above. Where the Internal Verifier is directly involved in the original assessment decision, an alternative appropriately qualified individual will review the appeal to ensure impartiality.

The appeal procedure to be followed comprises of 4 stages.

4 Stages of the Appeals Process



Throughout the assessment process The Hertfordshire School of Pilates will comply fully with Active IQ's policy on reasonable adjustments and special considerations that can be found:

<https://www.activeiq.co.uk/for-centres/policies-and-procedures>

Investigating appeals is very problematic without the presence of impartial evidence. Therefore appeals in the context of live observed assessments will only be considered when accompanied by a suitable video recording.

As a learner of The Hertfordshire School of Pilates you will be able to use a video recording as long as it does not adversely affect the assessment process, allows the assessor to carry their role and does not contravene a venue/organisations rules or regulations. The learner must make suitable arrangements to arrange a video operator. The centre accepts no liability for the recording process itself.

Appeals Administration Fee

The Hertfordshire School of Pilates is committed to ensuring that no learner is prevented from submitting an appeal due to financial barriers.

No fee will be charged for appeals at Stage 1.

The centre reserves the right to charge a nominal administrative fee for appeals progressing beyond Stage 1 where the appeal is not upheld. This fee is intended solely to cover administrative costs and will not act as a deterrent to raising legitimate concerns.

If an appeal is upheld at any stage, no fee will be charged.

Thank you for your contribution and commitment to making our policy work.