



## Appeals & Grievance Policy

**Yoga and Pilates in Malaga** provides a formal route for learners wishing to appeal against an assessment decision and or learning modes.

All learners are taught with and assessed against Yoga Alliance UK standards

### Areas for Appeal

Learners can appeal against an assessment decision relating to:

- The mark for an individual item of coursework e.g. worksheets and case studies
- The final result of any element of assessment e.g. planning, teaching and/or evaluation
- The external assessment (theory paper)
- The final overall internal/external assessment decision for a qualification

### Grounds for Appeal

An appeal may be made if:

- The assessment was not conducted in accordance with the college's regulations
- Medical or other extenuating circumstances arose during the assessment process which affected the learner's performance
- There was inappropriate or irregular behaviour on the part of the assessor

### Appeals Procedure

- The learner should firstly discuss the reason for the appeal with the Assessor
- The Internal Quality Assurer will investigate the appeal and respond in writing within 7 working days

### Additional Notes

- It is extremely difficult to investigate appeals without impartial evidence. Therefore appeals against referrals in practical teaching based solely on the learner's disagreement with the assessor's decision will only be considered when accompanied by a video recording
- The learner has the right to video any aspect of their assessment using their own video recording equipment provided it does not interfere with the assessment process, other learners or the assessor's ability to carry out their role(s)
- It is the responsibility of the learner to arrange a video operator
- It is the responsibility of the learner to notify the centre where their assessment is taking place of any medical problem which may affect student performance adversely in the assessment process, so that a decision can be made for deferral, prior to the assessment date

