Yogahub Learning - Learner Appeals Policy

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 a qualification at Yogahub Learning and provides learners with a formal route to appeal against a decision.

Examples of areas you may wish to appeal against.

• You feel you have not been given the correct support throughout the course.

• You found there was very little contact or response from your teachers during parts or all of the course.

• A marking decision was unfair

• You feel you have been unfairly treated by a member of staff or fellow learner

• You experienced major delays or course days were not run at all.

The appeal procedure to be followed comprises of 4 stages:

Stage 1

Appeal through Yogahub Learning’s appeals system

Contact the internal verifier within 7 days of the issue occurring

If still unresolved please see stage two of the appeals process

Internal Verifier

Stage 2

Yogahub Learning will contact the external verifier within 3 working days of receiving the initial appeal.

If the external verifier is not present or unable to resolve the appeal issue, the learner should proceed to the third stage of the appeals process.

Stage 3

A written appeal should be made by the learner to Yogahub Learning.

Yogahub Learning will investigate the issue thoroughly and respond in writing within 14 working days.

Stage 4

The learner will be offered a formal appeals hearing (costs associated). This will be conducted

within 6 weeks by the appeals panel comprising of:

1. An independent appeals board member

2. The Director of quality and standards

3. The Head of Quality Assurance

4. A senior management representative from Yogahub Learning

5. A chairperson employed by the awarding body

The assessment process will comply fully with Yogahub Learning’s policy on reasonable adjustments and special considerations that can be found:

Part of this course will involve live observed assessments to assess your practical skills.

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 Yogahub Learning 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 on their role and does not contravene a venue/organisations rules or regulations. The learner must make suitable arrangements to arrange a video operator.

If a medical issue has the potential to affect your performance then it is your responsibility to inform Yogahub Learning prior to assessment so that an informed decision can be made in terms of an appropriate action plan.

**Fees**

There will be a charge of €125.00 for handling appeals that progress beyond stage 1 that are NOT upheld. If upheld the fee should be waived.