



## 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 a qualification with Yoga Scotland and provides learners with a formal route to appeal against a decision.

Yoga Scotland learners will be assessed against the published criteria and by external assessors who:

- 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 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.

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/tutors 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:

1. Appeal through Yoga Scotland's appeals system. Contact the admin team within 7 days of the issue occurring. If still unresolved move on to Stage 2
2. Yoga Scotland will contact the external assessor within 3 working days of receiving the initial appeal. If the external assessor is not available or unable to resolve the issue, the learner should proceed to the third stage of the appeals process
3. A written appeal should be made by the learner to Yoga Scotland admin team and Board of Trustees. They will investigate the issue and respond within 14 days.

4. The learner will be offered a formal appeals hearing. This will be conducted within 6 weeks by the appeals panel comprising of:



Yoga Scotland Advisors  
The Chair of the Board of Trustees  
A member of the admin team  
An independent chairperson nominated by the Yoga Scotland Advisors

Throughout the assessment process Yoga Scotland will comply fully with the policy on reasonable adjustments and special considerations that can be found:

<https://www.yogascotland.org.uk/policies>

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 Yoga Scotland 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 prior to assessment so that an informed decision can be made 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.