

Zen Pilates Training

Appeals Procedure

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Purpose & Scope

Zen Pilates Training is committed to ensuring that all assessment decisions are fair, consistent and based on the published assessment criteria.

This Appeals Procedure provides learners with a clear and transparent process for requesting a review of an assessment decision if they believe it is incorrect or has not been carried out fairly.

The procedure applies to all qualifications, CPD courses and training programmes delivered by Zen Pilates Training.

Principles

Assessment decisions are made using the relevant assessment criteria and standards for each course or qualification.

Learners have the right to:

- receive clear assessment decisions and constructive feedback
- understand why an assessment decision has been made
- request clarification where needed
- appeal an assessment decision without fear of disadvantage.

An appeal should be based on evidence that the assessment decision was unfair, inconsistent or did not accurately reflect the published assessment criteria. An appeal cannot be made simply because a learner is disappointed with the outcome.

Assessment Standards

Zen Pilates Training is committed to ensuring that assessment decisions are made by appropriately qualified and competent assessors.

Assessors delivering regulated qualifications will hold, or be working towards, appropriate assessor qualifications and will maintain relevant professional knowledge and continuing professional development.

Assessment decisions will be quality assured in accordance with the requirements of the relevant awarding organisation.

Appeals Procedure

Stage 1 – Informal Discussion

If a learner disagrees with an assessment decision, they should first discuss the decision with their tutor or assessor within **10 working days** of receiving their assessment outcome.

In many cases, concerns can be resolved through clarification or additional feedback.

Stage 2 – Formal Appeal

If the learner remains dissatisfied, they may submit a formal written appeal to Zen Pilates Training within **10 working days** of the Stage 1 response.

The appeal should include:

- the assessment being appealed
- the reason for the appeal
- any supporting evidence.

Zen Pilates Training will acknowledge receipt of the appeal within **five working days** and investigate the matter fairly and objectively.

A written outcome will normally be provided within **ten working days**.

Stage 3 – Awarding Organisation Appeal

Where the qualification is regulated by an awarding organisation and the learner remains dissatisfied following the internal appeals process, Zen Pilates Training will advise the learner of the next stage and, where appropriate, support them in referring the appeal to the relevant awarding organisation in accordance with its published procedures.

Evidence

Appeals are investigated using all available evidence.

This may include:

- assessment records
- learner work
- assessor feedback
- assessment documentation
- witness statements where appropriate
- video evidence, where available and relevant.

For practical assessments, learners are encouraged to retain video recordings where permitted, as these can assist in reviewing assessment decisions. Any recordings must comply with venue requirements, privacy considerations and the consent of those involved.

Reasonable Adjustments

Throughout the assessment and appeals process, Zen Pilates Training will comply with its **Reasonable Adjustments Policy** and will ensure that any agreed adjustments are fully considered during the investigation of an appeal.

Record Keeping

All appeals will be:

- recorded confidentially
- investigated fairly
- responded to within reasonable timescales
- retained securely in accordance with the Privacy & GDPR Policy.

Appeal outcomes may also be used to identify opportunities for quality improvement.

Monitoring and Review

Zen Pilates Training is committed to maintaining a fair and transparent assessment process.

This procedure will be reviewed annually or sooner if required following:

- changes to awarding organisation requirements
- changes in legislation
- learner feedback
- identified improvements to practice.