



# Holistic Movement

## 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 **Holistic Movement** qualification at **Holistic Movement** and provides learners with a formal route to appeal against a decision.

**Holistic Movement** learners will be assessed against **Holistic Movement** 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 **Holistic Movement** 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 Holistic Movement 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.

### **Basis for appeal**

1. Appeals may be made against:

- a. the outcome of an examination or assessment^



2. The grounds on which you can appeal a decision described in 4(a)-(d) above are set out below:
- a. There were relevant mitigating circumstances (for example, illness), and you have a good reason for failing to notify the examiners of these sooner<sup>1</sup>. \*
  - b. You did notify the examiners earlier about mitigating circumstances or some other disruption of the assessment process, but you believe that the examiners or the examining body did not give sufficient consideration to this information. \*\*
  - c. The assessment was conducted unfairly or improperly or the assessment of your achievement was biased.
  - d. A procedural irregularity - such as maladministration - has occurred in the processing of your assessment or results.

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<sup>1</sup> A 'good reason' means that circumstances beyond your control prevented you from disclosing the relevant circumstances at the appropriate time. Personal embarrassment or unwillingness to disclose personal circumstances are not considered 'good reason' for the purposes of an appeal.



^For further information regarding practical observation, see Live Observation Guidance

\*Evidence of any such illness would require evidence in the form of a dated Doctors note or dated prescription.

\*\*Detailed on your “Complaint form”

### **Appeal process**

Appeals, depending upon the outcome can comprise up to 4 separate stages which are outlined below:

#### **Stage 1**

Complainant completes the ‘Appeals form’\* and submits it to their respective tutor via email to: [info@holisticmovement.net](mailto:info@holisticmovement.net)

**Holistic Movement** will reply to you via email acknowledging your appeal within 7 working days. From the date of acknowledgement **Holistic Movement** will inform you of the appeal decision within 30 days. Should your appeal be unsuccessful you are entitled to move on to the 2nd stage of appeal.



## Stage 2

Complainant completes the 'Appeals form'\* and submits it to their respective tutor via email to: [info@holisticmovement.net](mailto:info@holisticmovement.net). This in turn will be submitted to Holistic Movement's Internal Verifier [IV]\*\*.

Holistic Movement will reply to you via email informing you that your 2nd stage appeal has been acknowledged by the IV within 7 working days. From the date of acknowledgement Holistic Movement will inform you of the appeal decision within 30 days. Should your appeal be unsuccessful you are entitled to move on to the 3rd stage of appeal.

## Stage 3

Complainant completes the 'Appeals form'\* and submits it to their respective tutor via email to: [info@holisticmovement.net](mailto:info@holisticmovement.net). This in turn will be submitted to Holistic Movement's centre manager.

**Holistic Movement** will reply to you via email informing you that your 2nd stage appeal has been acknowledged by **Holistic Movement's** centre manager within 7 working days. From the date of acknowledgement **Holistic Movement** will inform you of the



appeal decision within 30 days. Should your appeal be unsuccessful you are entitled to move on to the 4th and final stage of appeal.

### **Stage 4**

**Holistic Movement** to log complaint - along with all relevant and supporting evidence of preceding stages of complaint - directly to Active IQ. **Holistic Movement** will inform you of the submission of a complaint to Active IQ within 7 working days.

**Holistic Movement** at this stage can not provide a timeframe for either acknowledgement or resolution of a complaint as Active IQ are the awarding body and a separate entity.

\*Make note of the stage of complaint. Failure to do so may delay acknowledgment or resolution of any complaint.

\*\*Further information on the role of the Internal Verifier can be found in the “Staff structure and responsibilities” document

### **Live Observation Guidance**

Investigating appeals is very problematic without the presence of



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