



ProFi[®]
Fitness School

ProFi Fitness School Appeals Policy

Introduction

This policy is aimed at our customers, including learners, who are delivering, registered onto or who have completed ProFi Fitness School qualification or unit. It sets out the process you should follow when submitting appeals to us, and the process we will follow when responding to appeals. It is also for use by our staff to ensure they deal with all appeals in a consistent manner.

School's responsibility

It is important that all staff involved in the management, assessment and quality assurance of ProFi Fitness School qualifications and your learners are aware of the contents of this policy.

Review arrangements

We will review the policy annually as part of our self-evaluation arrangements, revising it as necessary in response to customer and learner feedback.

This policy covers:

- appeals from learners in relation to an assessment decision on the basis that the school did not apply procedures consistently or that procedures were not followed properly and fairly, and as a result, the learner disagrees with the decision and wishes to challenge the outcome.

Process for raising an appeal

An appeal must be made in writing within 20 working days of the date you were notified of the decision by the ProFi Fitness School against which you are appealing – therefore it is essential for the Centre Contact to advise all staff/stakeholders to retain any evidence relating to the appeal until the outcome is known. For learners this means 20 working days from the date the results or assessment decision was received following an exam or summative practical assessment, or 20 working days from the date of the decision in relation to reasonable adjustments or special consideration, or other relevant decision.

Wherever possible we will try to resolve issues before they reach an appeal stage. In all instances we will ensure that the person carrying out this initial assessment does not have a personal interest in the dispute and was not involved in the original decision.



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Appeals should be made to the School Director at: manager.pfschool@gmail.com

CONTACT US

If you have any queries about the contents of the policy, please contact our team on:

Email : office@profi-fitness.ie

Phone : 087 3448483

Website : www.profi-fitness.ie