

Appeals Policy

The **Parallel Dreams Coaching Academy (PDCA)** is a training organisation providing sports and business coaching services both face to face and online for members of the public and organisations. The PDCA offers its own Flow Coach qualification and in addition the PDCA operate as a licensed course provider for the Irish Association of Snowsports Instructors (IASI) offering Alpine Level 1 & Level 2 Ski Instructor Qualifications.

The **Parallel Dreams Coaching Academy** is committed to providing high quality training and coaching and to ensuring that equality of opportunity underpins all aspects of our work.

The Appeals policy is designed to protect the interests of all learners and also to protect the integrity of the flow coach qualification and the qualifications offered by IASI.

Candidates have the right to appeal in the event that they are dissatisfied with the following:

- The assessment decisions made by the **Parallel Dreams Coaching Academy**, where applicable
- The assessment decisions made by the Awarding Organisation
- The decision by the **Parallel Dreams Coaching Academy** not to support an enquiry or appeal to the Awarding Organisation

A copy of the appeals procedure is available to all candidates.

There is an informal and formal procedure available. The formal procedure is only to be followed if the informal procedure has failed or is inappropriate for the circumstances. All appeals must be via the formal procedures of the Awarding Organisation and supported by the one of the founding directors of the **Parallel Dreams Coaching Academy**.

Every attempt will be made to resolve disputes as near as possible to the point of origin. The **Parallel Dreams Coaching Academy** will keep appeals records for inspection by the Awarding Organisation for a minimum of 18 months.

Informal Procedure

1. Where a candidate wishes to make an appeal against the quality of provision of the service, he/she should first of all attempt to resolve the matter by a direct approach to the coach/examiner.
2. If the matter remains unresolved the candidate may require a personal interview with the coach/examiner.
3. Before the personal interview, the coach/examiner should have obtained an independent second opinion on the initial decision.
4. If, after any action to resolve the dispute taken by the coach/examiner, the matter is not satisfactorily resolved, the complainant may use the formal procedure.

Formal Procedure

Once the informal procedure has been exhausted, or if it is inappropriate to the circumstances, the formal procedure is to be followed.

1. The complainant will be required to submit a formal complaint in writing to the one of the founding directors.
2. Within 10 working days of receiving the written appeal, the decision of the founding director should be communicated to the student/participant.
3. Decisions by the founding director regarding the quality of teaching provision are final.
4. If the complainant disagrees with the result of the formal Appeals procedure regarding assessment decisions, they may utilise the Awarding Organisations formal Appeals procedure for which they must be supported by the training organization (PDCA). For details of the Awarding Organisation Appeals Procedure, please refer to the relevant Awarding Organisation website

Further Appeals

Any learner wishing to appeal against the operation of the Appeals Procedure can do so in writing to one of the founding directors of the [Parallel Dreams Coaching Academy](#).

This policy has been approved & authorised by:

Name: Derek Tate

Position: Founding director

Date: 27th June 2020

Signature: *Derek N. Tate*

Review of Policy: Every 24 months