

# THE BASES FOR ORGANISATION OF STUDIES OF THE HOLISTIC INSTITUTE

Confirmed by a decision no  
59/9.06.2021 of the  
management board of the  
Holistic Institute.

<b>1. General provisions</b>	<p>The basis for the organisation of studies is a document regulating the organisation of studies and study-related relations of the Holistic Institute, the compliance of which is obligatory for the students, trainers and staff of the Holistic Institute.</p> <p><b>The Holistic Institute provides continuing education for adults. You can find our economic activity report no. 209059 in the <u>register</u> of the Estonian Education Information System (EHIS).</b></p> <p>Continuing education is not a degree study. Our courses are aimed at adult learners who are primarily not engaged in learning and who usually study alongside work, family life or other activities.</p> <p>Training is part of lifelong learning, purposeful and organized learning activity for the acquisition of knowledge, skills and abilities.</p> <p>We organize training in accordance with the Adult Education Act, the Continuing Education Standard and other legislation regulating adult education.</p> <p>By completing our curriculum as a whole, the student receives professional training and has the opportunity to take an occupational qualification examination.</p> <p>Our working language is Estonian.</p> <p>The study takes place as a cyclical study according to a fixed schedule. Much of the training takes place on weekends.</p> <p>Training takes place for Estonian-speaking groups in Estonian and for Russian-speaking groups in Russian. Training in a foreign language is held with translation, translation into Estonian for Estonian study groups and into Russian for Russian groups.</p> <p>A fee is charged for the tuition.</p> <p>The relationship between the student and the institute is regulated by the training agreement.</p>
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<b>2. The curriculum</b>	<p>The total duration of the curriculum “Holistic training and regression therapy” is 4 years.</p> <p>The training consists of two levels: Level 1: Holistic training: 1 year and 2 months. Admissions are open all year round.</p>
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Level 2: Holistic regression therapy: 3 years. Admissions take place once a year, the academic year starts on the 1<sup>st</sup> of September and ends on the 31<sup>st</sup> of August.

Names of academic years and courses:

Holistic Training – Academic year 1, year 1

Holistic Regression Therapy – Academic year 2, year 2

Holistic Regression Therapy – Academic year 3, year 3

Holistic Regression Therapy – Academic year 4, year 4

Upon successful completion of all four academic years, the student has received professional training and may take an occupational qualification examination to apply for the qualification of Holistic Regression Therapist, Level 6.

The curriculum can be completed one academic year at a time. It is not possible to study by individual study modules.

The curriculum is the source document for studies, which contains: the name of the curriculum, curriculum group and field of study, objectives, learning outcomes, study content and methods, conditions for starting studies, the language of study, total study volume and volumes of individual subjects, the scope of classroom training, practical work and independent study, performance requirements, methods of assessment and documents to be issued upon completion. The curriculum also describes the learning environment and qualification requirements for trainers.

The volume of studies is calculated in academic hours. One academic hour is 45 minutes.

Subjects are divided into: speciality subjects, practice, written works and general subjects, such as human anatomy and physiology, psychopathology, general psychology and others.

Previous study and work experience (Recognition of Prior Learning - RPL) is taken into account through individual assessment. It is possible for the student to apply for an exemption from general subjects if they have completed these subjects in the course of previous studies and submit the relevant documents.

As there are constantly discoveries and new knowledge, the Institute reserves the right to make changes in the curriculum in the interests of training quality, such as replacing parts of the curriculum and modifying their order, changing descriptions and definitions of techniques and methods, replacing compulsory literature and adding new ones to the list; these changes meet the general objectives of the training. Changes in the curriculum are approved by the board of the Institute, taking into account the requirements established for adult education and other requirements arising from law.

<b>3. Study</b>	<p>Training takes place in the Holistic Institute in Tallinn, at Endla 15, 4th floor. One study module, usually in the summer, takes place outside Tallinn.</p> <p>The classroom study takes place as group training. Independent study is the acquisition of the knowledge and skills necessary to achieve the learning outcomes independently according to the trainer's instructions.</p>
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For example, reading literature, completing written homework, doing practical exercises for the purpose of practising skills, etc.

Attendance and absences from training are recorded at both levels of training. At least 80% of the classroom training is required to obtain the certificate.

### **Study leave**

A participant in continuing education has the right to receive a total of 30 calendar days of study leave per year. Whether a student receives an average salary during study leave is not provided by the Adult Education Act, it is up to the employer to decide. Remuneration is paid if the employer finds that our training in the field of health and well-being is aimed at professional development and is necessary for the employee based on their job or position.

### **1.Level 1 – Holistic Training**

We open new groups of holistic training all year round, generally 2 groups in the first half of the year and 2 groups in the second half of the year.

The study group has a maximum of 24 students.

We will publish information about the opening of each new group and the dates of the training on our website at least 2 months before the start of the new training group.

The duration of study is 14 months, a total of 542 academic hours. The share of independent study is about 45% of the training volume.

The 35 study days of holistic training are divided into 8 modules, which are usually 4 days long, ie the study takes place on four consecutive days: from Thursday to Sunday.

All training days start at 10 am and end at 6 pm. There is a 1-hour lunch break in the middle of the day. There are shorter breaks of 10–20 minutes in the morning and afternoon.

The summer module takes place out of Tallinn and lasts for 6 days, usually from Sunday to Friday. The last module lasts for 5 days, from Wednesday to Sunday.

Training takes place for Estonian-speaking groups in Estonian and for Russian-speaking groups in Russian.

The student's learning document is an individual therapy folder. At the end of the holistic training, the student submits a final paper and an individual therapy folder with the confirmation of the therapist about the completion of the mandatory therapy sessions.

### **Level 2 of the training – Holistic Regression Therapy**

We open holistic regression therapy study groups once a year. Teaching begins on the 1<sup>st</sup> of September each year and ends on the

31<sup>st</sup> of August the following year.

The study lasts for 3 years. The training agreement is concluded separately for each year.

Training takes place for Estonian-speaking groups in Estonian and for Russian-speaking groups in Russian.

The study group has a maximum of 24

students. The duration of study modules is 2-4

days.

- In the case of a 4-day module, study takes place from Thursday to Sunday and in the case of a 2-day module on Saturday and Sunday.
- The duration of the summer module is 5-6 days, depending on the academic year.
- All training days start at 10 am and end at 6 pm. There is a 1-hour lunch break in the middle of the day. Shorter breaks of 10-20 minutes in the morning and afternoon.

The share of independent study is about 50% of the training volume.

Assessment of learning outcomes takes place according to the subject, either in written or oral assessment, test, course work and final paper. The assessment is a pass/fail assessment.

The student's learning documents are a study card and an individual therapy folder.

<b>4. Admission to the training</b>	<b>1. Level 1 – Holistic Training</b> <p>The Level 1 of training is open to all those who have secondary education and are 18 years old.</p> <p>The teaching period of the holistic training is published on the Institute’s website <a href="http://www.holistika.ee">www.holistika.ee</a></p> <p>To register for the Level 1 of the training, a registration form must be filled in on the website of the Holistic Institute. The registered person will receive a confirmation to their e-mail address. Additional information can be obtained by e-mail at <a href="mailto:info@holistika.ee">info@holistika.ee</a> or by phone 637 2777.</p> <p>After registration, the training manager sends a reply to the applicant with instructions on what to do to start studies:</p> <ul style="list-style-type: none"><li>• pay the registration fee;</li><li>• complete four 3-hour long holistic regression therapy sessions of the individual therapy “The Holistic Four”;</li><li>• <b>participate in an interview with the admissions board;</b></li><li>• <b>sign a training agreement. The contract is signed digitally. If the student is not able to provide a digital signature, the contract will be signed on paper.</b></li><li>• Graduates of the Level 1 of training are not required to continue their studies in the Level 2 of training. Training agreements are concluded for one academic year.</li><li>• The payment must be paid in advance before the beginning of the academic year.</li></ul>
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**The study group is formed based on the order of registration for the training.**

**If there are not enough applicants for the announced training, the Institute has the right to postpone the start of the training or cancel it. Registrants will be notified by phone or e-mail at least three days before the start of the training. If the training is cancelled, the training fee will be refunded.**

## **2. Level 2 – Holistic Regression Therapy**

Those who have completed Level 1 holistic training can apply for Level 2 of training.

When admitting students, we take into account previous study and work experience (RPL). In addition to academic education, we consider the student candidate's:

- informal learning incl. work experience;
- non-formal learning incl. completion of continuing education courses and retraining courses;
- study and work experience gained abroad;
- self-development;
- personal maturity and suitability for therapeutic work.

### **3 admission standards are applied in the admission:**

**Admission standard 1:** the applicant has a university degree in health care, psychology, pedagogy or social work.

**Admission standard 2:** the applicant has a university degree but not in the fields of health care, psychology, pedagogy or social work.

**Admission standard 3:** the applicant has a secondary education, but previous study and work experience is sufficient to apply for the second level of training.

### **To start the Level 2 of studies, it is required to:**

- Submit an application. Fill in the registration form on the Institute's website [www.holistika.ee](http://www.holistika.ee)
- Submit evidence of the highest level of education: diploma, academic transcript or grade report card and a CV.  
If a student applies for admission under admission standards 2 and 3, they must submit a letter of motivation in addition to the above. We will send you instructions on how to prepare a motivation letter after filling in the application.
- **Participate in an interview with the admissions board;**
- **Digitally sign a training agreement. If the student is not able to provide a digital signature, the contract will be signed on paper.**
- The training agreement is concluded separately for each academic year.

- If the student has previously completed a general subject and wishes to be exempted from it, they shall submit a written application within one month after the start of the training. Based on the application, a necessary annexe to the training agreement is drawn up and the student receives a deduction of the corresponding amount from the tuition fee.

- If the student wishes to attend lectures on a subject they have previously completed, but do not wish to take the assessment again, they shall submit a written application within one month of the start of the training. It must be stated in the application that they will participate in lessons without taking the assessment.

**Admission to the study group is decided by the admissions board. If there are more applicants than places in the group, a competition will be organized.**

**If there are not enough applicants for the announced training, the Institute has the right to postpone the start of the training or cancel it. Registrants will be notified by phone or e-mail at least three days before the start of the training. If the training is cancelled, the training fee will be refunded.**

<p><b>5. Completion of studies</b></p>	<p><b>1. Level 1 – Holistic Training</b></p> <p>A student completes holistic training and receives a Level 1 certificate if they have:</p> <ul style="list-style-type: none"> <li>• participated in at least 80% of classroom studies;</li> <li>• have completed the compulsory individual therapy outside the study days and submitted an individual therapy folder by the deadline specified in the training agreement;</li> <li>• conducted 4 holistic coaching sessions as independent study and submitted 4 reports thereon;</li> <li>• submitted a final paper that meets the requirements on time.</li> </ul> <p>The student who has not fulfilled all the requirements for passing the study, but has participated in the classroom study, will receive a corresponding certificate of the completed study.</p> <p>Completion of the Level 1 of training provides an opportunity to continue studies in the Level 2 of training.</p> <p><b>2. Level 2 – Holistic Regression Therapy</b></p> <ul style="list-style-type: none"> <li>• After passing an occupational qualification examination at the end of the training, the learner has acquired the competencies necessary for the work of a Level 6 holistic regression therapist.</li> <li>• The occupational qualification examination is conducted by the Complementary and Alternative Medicine for Holistic Regression Therapy, approved by the Occupational Qualification Council of Complementary and Alternative Medicine.</li> <li>• Graduate who has passed the occupational qualification examination receives a certificate from the Holistic Institute and a certified statement attached to it, which reflects the results of the completion of the curriculum, as well as an occupational qualification certificate.</li> <li>• In case the student has not met all the requirements for graduation, they will be issued a certificate of participation in the training.</li> </ul> <p>The student has completed the curriculum of holistic training and regression therapy and shall receive a Level 2 certificate and an occupational qualification certificate if they have:</p> <ul style="list-style-type: none"> <li>• participated in at least 80% of all classroom studies, except for supervision in the fourth academic year, which must be completed in full - 100%;</li> </ul>
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|  | <ul style="list-style-type: none"><li>• have completed all practicums during the study modules where the holistic journey is practised;</li><li>• submitted written works of speciality subjects by the deadline set by the lecturers and passed tests and assessments;</li><li>• passed subject-based assessments in general subjects;</li><li>• submitted coursework on time and at the required level;</li><li>• completed individual therapy to the required extent and submitted an individual therapy folder each academic year by the deadline specified in the training agreement;</li><li>• completed the holistic coaching practice to the required extent and submitted a report for each practice session by the deadline specified in the training agreement;</li><li>• completed holistic regression therapy client practice to the required extent and submitted feedback forms filled in by clients;</li><li>• submitted a “Written case study” for the occupational qualification examination and received a positive assessment in an occupational qualification examination.</li></ul> |
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<p><b>6. Quality assurance</b></p>	<p>The board of the institute is responsible for quality assurance.</p> <p><b>Curriculum quality assurance</b></p> <p>In compiling and implementing the curriculum, we follow the Adult Education Act, the Continuing Education Guidelines for compiling the curriculum and the Continuing Education Standard established by the Ministry of Education and Research.</p> <p>The curriculum “Holistic Training and Regression Therapy” describes the content of all four academic years and contains the following information: the name of the curriculum, curriculum group and field of study, objectives, learning outcomes, study content and methods, conditions for starting studies, the language of study, total study volume and volumes of individual subjects, the scope of classroom training, practical work and independent study, list of study materials, performance requirements, methods of assessment and documents to be issued upon completion. The curriculum also describes the learning environment and qualification requirements for trainers.</p> <p>In addition to the general curriculum described above, a curriculum is prepared for each study group, which is one of the annexes to the training agreement. The curriculums include: the name of the curriculum, the curriculum group and field of study, the dates and exact schedule of the training on each study day, the names of the trainers, the description of the study content, the aim and learning outcomes, topics of classroom study and independent study assignments, list of study materials, time and method of assessment of learning outcomes.</p> <p>The curriculums are based on the principle that the learner’s personal experience counts and therefore the training contain less theory and more practice. Learners are active because practical exercises are carried out under each topic.</p> <p>When conducting the training, the lecturers are guided by the content, goals, learning outcomes, principles of teaching quality assurance and communication ethics described in the curriculum.</p>
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**Bases of teacher quality assurance**

Our teachers are good experts in their field and have previous teaching experience.

The speciality subjects are taught by experienced therapists who have graduated from the Holistic Institute and have a qualification of Holistic Regression Therapist, they have received special trainer training and have completed a supervision period of at least one year.

The trainers teaching general subjects are recognized specialists in their field.

**Teaching quality assessment and feedback**

At the end of the training, students fill in an anonymous feedback form. In the feedback form, there are questions about the content of the training, the fulfilment of the goal, the lecturers and the organization of the training.

The feedback is carried out and its results are analyzed by the quality manager of the Institute. The received feedback is analyzed by the board of the Institute and the training manager, if necessary, the lecturers are also involved in the discussion. Based on the feedback, changes are made to ensure the best quality of training for each study group.

**Premises and resources necessary for the completion of the curriculum**

We have spacious and bright study rooms with good ventilation, soundproof walls and doors, and windows that can be opened for ventilation.

All training rooms have chairs + table for writing, tools for showing slide presentations and videos (data projector, computer, speakers), Internet connection, flipchart, markers and pencils, multi tack or tape for attaching information material, stereo system, paper for taking notes.

There are very good opportunities for group work because both training rooms and therapy rooms can be used.

Therapy rooms are for practicums and client practice necessary in therapist training. Each office has a table and armchairs, a couch, blankets, pillows, the possibility to adjust the temperature and light, the possibility to use the toilet nearby. Possibility to make copies to copy manual notes taken during sessions.

<b>7. Tuition fee</b>	<p><b>A fee is charged for the training</b></p> <p>The tuition fees for all academic years are established by the board of the Institute at least 3 months before the start of studies. Tuition fees will not be increased during the training.</p> <p>The tuition fee for the training is a fee for teaching and study materials. Other costs related to and incurred during the training, including textbooks, individual therapy and transport costs, accommodation costs during the training, meals and accommodation for the summer camp, are not included in the tuition fee and are paid by the student.</p>
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### **Training agreement**

The financial relations between the student and the Institute are regulated by the training agreement. The training agreement determines the amount of the tuition fee and the procedure for payment.

The training agreement is for a fixed term.

**The holistic training** agreement becomes valid when both parties have signed the contract and ends when the last training day of the last training module has ended. Completion of the holistic training does not oblige the learner to study in the Level 2 of training.

**The regression therapy** training agreement is concluded separately for each academic year. The academic year begins on the 1<sup>st</sup> of September and ends on the 31<sup>st</sup> of August.

The training agreement will enter into force from the moment both parties have signed the agreement and will end on the 31<sup>st</sup> of August of the following year.

### **Payment of tuition fees**

The tuition fees are paid based on an invoice sent to the applicant. Failure to receive the invoice on time does not release the student from the obligation to pay the tuition fees. If the student has not received the invoice by the time agreed in the training agreement, they are obliged to inform the secretary of the Institute.

The student pays the tuition fees for the **holistic training** as follows:

- registration fee together with filling in the training registration form;
- tuition fee based on the tuition prepayment invoice before the start of the training;
- when paying the remaining tuition fee, the student can choose whether to pay the remaining tuition fee at once, quarterly in four consecutive instalments or monthly in 14 consecutive instalments according to the payment schedule specified in the training agreement.

**In the Level 2** of the training, the student pays the tuition fee as follows:

tuition fee based on the tuition prepayment invoice before the start of the training;

when paying the remaining tuition fee, the student can choose whether to pay the remaining tuition fee at once, quarterly in 4 consecutive instalments or monthly in 11 consecutive instalments according to the payment schedule specified in the training agreement.

The advance payment will not be refunded if the applicant does not start the training for any reason.

**Income tax refund**

Under the Income Tax Act, a student has the right to an income tax refund to the extent of the amount spent on training. At the beginning of each calendar year, we submit to the Tax and Customs Board a declaration on the training costs paid by the student to us during the calendar year.

Income tax refunds for training expenses are made only for the amounts actually paid, not according to the payment schedule or submitted invoices.

In order to receive an income tax refund, the amounts paid for the training must be transferred by the trainee themselves. If the transfers are made by someone else, whether parents, grandparents, brother, sister, or a third party, that person will only receive a refund of income tax if the student at the Institute is under 26 years of age.

#### **Amendment and early termination of the training agreement**

The training agreement is binding and can be amended and/or terminated prematurely with the written consent of both parties.

The student who wishes to amend or terminate the training agreement shall submit a written notice to the board of the Institute, in which they shall justify their wish to amend or terminate the contract prematurely.

Each case is analyzed individually and the student is interviewed before a final decision is made.

The tuition fee is not refunded if the training is abandoned.

#### **Tuition fee when interrupting and continuing training**

If the student in the **Level 1 of training, ie in the holistic training**, has a good reason to interrupt their studies and has paid the full tuition fee, they have the opportunity to repeat the training free of charge. Joining a new group must take place within 2 years from the time of training interruption. It is not possible to pass individual training modules; the whole training must be completed again, not only those training modules in which the student who interrupted their training did not participate.

If more than 2 years have elapsed since the interruption of the holistic training, the student who interrupted the training must re-register for the holistic training and pay the tuition fee in full.

**In the Level 2 of training**, the student can repeat the remaining academic year if they have paid the tuition fee for that academic year in full in accordance with the conditions provided in the training agreement. When re-taking the same academic year again, the student pays a tuition fee of 25% for that academic year.

In the Level 2 of training, the student has the opportunity to repeat individual subjects if they have not met the requirements for passing the subject after the first academic year but has paid the tuition fee for that academic year in full in accordance with the training agreement. When re-taking the same subject again, the student pays a tuition fee of 25% for that subject.

If more than 3 years have passed since the interruption of studies, it is not possible to repeat individual subjects. The student must complete the entire remaining academic year and pay 100% for it in accordance with

the conditions set out in the training agreement.

	<p>If the full tuition fee has not been paid by the date of completion of the training, no graduation certificate or certificate of participation will be issued to the student.</p> <p>The graduation certificate or certificate of participation is issued when the tuition fee has been paid in full.</p>
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<p><b>8. Student's rights and obligations</b></p>	<p><b>The student has the right to:</b></p> <ul style="list-style-type: none"> <li>• receive the training in the content and volume, and at a place and time as specified in the curriculum;</li> <li>• receive information on the study organization and curriculum of the training;</li> <li>• demand a refund of the tuition fees for study days missed due to the fault of the Holistic Institute;</li> <li>• receive discounted individual therapy sessions with holistic regression therapists who have entered into a cooperation agreement with the Institute at the price specified in the training agreement. The student has the right to choose a therapist with whom they conduct therapy sessions in the required amount during the academic year. The student will receive a list of therapists working at a discounted price together with a training agreement. Therapists' introductions are published on the institute's website.</li> <li>• receive feedback from the trainer on their learning outcomes;</li> <li>• contact a trainer, training manager or board for information or advice on problems related to their studies;</li> <li>• obtain a certificate if completing the full curriculum. If all graduation requirements are not met, the student will receive a certificate of participation in the training.</li> </ul> <p><b>The student has the obligation to:</b></p> <ul style="list-style-type: none"> <li>• notify the Institute of any change in contact details: name or surname, e-mail address, telephone number, address, etc.</li> <li>• complete the curriculum, ie pass subjects in the certain way and volume as specified in the curriculum;</li> <li>• act in accordance with the instructions of the staff of the Institute in an emergency (fire, a water accident, etc.);</li> <li>• behave in accordance with generally accepted standards of conduct and prudently keep teaching materials and other property of the Institute.</li> <li>• pay tuition fees as specified in the terms of the training agreement.</li> </ul> <p><b>Participation in the training</b></p> <p>Participation in various activities and tasks during the study is voluntary and takes place under the student's own responsibility.</p> <p>If the student has health problems that may become an obstacle to participate in the training and complete the tasks, the student decides for themselves whether or not to participate in various study assignments. If the student is faced with such a choice, we ask the student to inform either the trainer or the training leader.</p>
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Training at the Holistic Institute is not a substitute for doctor-prescribed treatment, psychotherapy or psychiatric treatment.

The student undertakes not to use substances that affect the state of consciousness during the study modules. If the student is taking medication prescribed by a doctor that causes a change in the state of consciousness, they are obliged to inform either the trainer or the training leader.

The study form of holistic training is the so-called group learning, which has its own specific processes and therefore it is not recommended for spouses, life partners and close relatives to study in one group. If the student's family member or close acquaintance has applied for the study group, the student is obliged to notify before the start of the training or at the latest on the first day of the training.

<p><b>9. Dispute settlement procedure</b></p>	<p>Disputes between the Institute and the student, the Institute and the trainer and/or the student and the trainer shall be settled by negotiation.</p> <p>Disputes that cannot be resolved through negotiations will be resolved in court, unless otherwise provided by law.</p> <p><b>Tuition disputes - see the Tuition fee</b></p> <p><b>Contesting the results of the final exam / occupational qualification exam and resolving disputes</b></p> <p>The graduate has the right to contest the assessment result of the final exam:</p> <p><b>A.</b> If the graduate disputes the <b>initial assessment result</b>, ie the written summary prepared by the assessors and/or the oral part of the exam, ie the interview process, it is resolved by the training manager, who participated in the evaluation committee as observers, the trainer and a representative of the Occupational Qualifications Committee for Holistic Regression Therapy from the Qualifications Authority of Complementary and Alternative Medicine.</p> <p><b>B.</b> If the graduate contests the <b>decision of the evaluation committee</b> regarding the final result of the examination and the award / non-award of the qualification, the appeal must be submitted to the board of the Holistic Institute.</p> <p><b>A.</b> The graduate can appeal the <b>initial assessment result</b> within 2 calendar days after receiving the written summary, the assessment process within 2 calendar days after the oral part of the examination, ie the interview. The digitally signed appeal must be sent to the training manager at <a href="mailto:koolitusjuht@holistika.ee">koolitusjuht@holistika.ee</a> The appeal must state:</p> <ul style="list-style-type: none"> <li>– the name and e-mail address of the appellant;</li> <li>– the name of the person to whom the appeal is made;</li> <li>– the content of the disputed act and / or decision;</li> <li>– the reasons why the act or decision violates the rights of the graduate and suggests that the assessment has not been carried out in accordance with the assessment instructions;</li> <li>– a clearly expressed claim, ie what the appellant seeks to achieve by submitting the appeal;</li> <li>– the date of submission of the appeal and the signature of the appellant.</li> </ul>
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The training manager, the trainer and the representative of the Occupational Qualifications Committee for Holistic Regression Therapy shall examine the content of the appeal and try to resolve the situation through negotiations within 5 working days. For good reasons, they have the right to extend the time for reviewing the appeal, and the graduate will be notified of this decision. It is checked whether the applicant's competence has been assessed in accordance with the guidelines set out in the assessment standard, and both parties are interviewed to determine the course of the assessment and the circumstances surrounding it.

The assessor who made the contested action and/or decision may change their decision.

If the negotiations fail and the disputed decision or position is not changed, the student has the right to submit an appeal to the board of the Holistic Institute within 7 calendar days after the end of the negotiations.

**B. If the graduate contests the decision of the evaluation committee regarding the results of the final examination and the award / non-award of the qualification,** the appeal must be submitted to the board of the Holistic Institute within 7 calendar days after becoming aware of the examination results.

When contesting the examination result, the appeal must state:

- the name of the decision-maker to whom the appeal is made;
- the name and e-mail address of the appellant;
- the content of the contested decision;
- the reasons based on which the decision violates the rights of the appellant and the specific circumstances leading to believe that the examination has not been conducted in accordance with the instructions;
- a clearly expressed claim, ie what the appellant seeks to achieve by submitting the appeal;
- the date of submission of the appeal and the signature of the appellant.

A digitally signed appeal must be sent to [info@holistika.ee](mailto:info@holistika.ee). If the graduate submits the appeal on paper, a sealed envelope addressed to the board of the Institute must be brought to the office of the Holistic Institute at 15 Endla Street, 4th floor.

The board of the Holistic Institute shall send an acknowledgement of receipt of the appeal to the appellant within 3 working days from the receipt of the appeal.

The board of the Holistic Institute shall convene a dispute committee to process the appeal within 7 calendar days as of the receipt of the appeal.

**The Dispute Committee consists of:**

at least two independent experts (certified holistic regression therapist), a training manager, one student from the same study group as the appellant, at least one member from the board of the Holistic Institute and at least one member from the Qualifications Authority of Complementary and Alternative Medicine (as appropriate, either a member of

Occupational Qualifications Committee for Holistic Regression Therapy or a member of the Occupational Qualification Council of Complementary and Alternative Medicine, or both). The chairman of the dispute committee shall be approved by the board of the Institute.

The dispute committee shall resolve the dispute within 10 working days as of the convening of the committee. The dispute committee has the right to:

- (a) extend, for compelling reasons, the time limit for examining the appeal, informing the opponent;

	<p>(b) return the appeal if it is not appropriate, the deadline for submitting the appeal has expired or it is not within the competence of the management board of the Institute.</p> <p>In order to resolve the dispute, the dispute committee may examine all necessary documents, interview the parties to the dispute, other persons involved in the dispute and the relevant staff of the Holistic Institute, and consult with trainers and/or other experts. The Commission may involve other experts in resolving the dispute.</p> <p>The dispute committee has a quorum if all members of the committee participate in the meeting. Minutes shall be taken of the meetings of the dispute committee.</p> <p>The decision of the dispute committee shall be taken by a simple majority. The members of the dispute committee may not abstain from making a decision. If the votes in favour and against are equally divided, the chairman of the dispute committee shall have the casting vote.</p> <p>The decision of the dispute committee shall be based only on the facts established during the examination of the appeal. The dispute committee shall take one of the following decisions:</p> <ul style="list-style-type: none"> <li>a) uphold the contested decision;</li> <li>b) annul the contested decision and make a new decision on the same matter;</li> <li>c) annul the contested decision and refer it back to the evaluation committee.</li> </ul> <p>The dispute committee shall formulate its decision in writing, which shall be signed by the chairman of the committee and all members who participated in the discussion of the dispute committee. The decision is sent to the board of the Holistic Institute and the board notifies the appellant by e-mail of the decision of the dispute committee.</p> <p>The graduate can contest the same examination result in the dispute committee once.</p>
<p><b>10. Collection and processing of personal data</b></p>	<p>The Holistic Institute collects the following information about students: name, e-mail address, residential address, telephone number, personal identification code, educational attainment, professional activity and other information obtained by filling in the registration form.</p> <p>We process students' personal data to the extent necessary to carry out our main activity, continuing education for adults. Once a student has started studying on our training, the processing of their personal data is based on a training agreement concluded with the Holistic Institute.</p>