

# Appeals Policy

## Scope of the Policy

This policy is provided for NDA First Aid Training customers, including learners and staff members who are using or delivering the courses and qualifications that NDA First Aid Training Ltd offer.

## Location of the policy

This policy is available for all staff members, third parties and learners to access.

## Communication of the policy

It is important that staff involved in the management, delivery, assessment and quality assurance of TQUK qualifications and learners undertaking these qualifications, are fully aware of the contents of the policy.

## Review of the policy

NDA First Aid Training Ltd will review the policy annually and revise it as and when required in response to customer and stakeholder feedback, changes in practices, actions required by TQUK or changes in legislation. Our review will ensure that our procedures continue to be consistent with the regulatory criteria and are applied properly and fairly in arriving at judgements.

## Policy Statement

All learners have the right to challenge the outcomes of their assessment decisions, if they consider the assessment has not been carried out properly. Learners might appeal on a variety of issues. These issues may include the following:-

- Conduct of the assessment
- Adequacy of the range, nature and comprehensiveness of the evidence when set against the national standards and evidence requirements
- The opportunities offered in order to demonstrate competence of attainment
- Access to assessment
- Process of assessment
- Access to Internal Verification
- The handling of an appeal
- Administrative issues e.g. failure to register/apply for certification

## Statement of Principle

This policy is in place to enable NDA First Aid Trainings learners to enquire, question or appeal against an assessment decision. NDA First Aid Training will aim to reach an agreement with a learner at the earliest opportunity, regarding any appeals that are made.

NDA First Aid Training will ensure that:

- Internal assessments are conducted by members of NDA Training staff who have appropriate knowledge, understanding and skills in this area.
- Assessment evidence provided by learners is produced and authenticated according to the requirements of TQUK for the subject concerned.
- The consistency of internal assessment will be maintained by internal verification and standardisation.

If a learner wishes to appeal, the appeal must be lodged in writing with the relevant

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NDA First Aid Training staff member within 7 working days of the learner being notified of the assessment decision. The relevant centre staff member will then attempt to find a solution with the learner, assessor/tutor and internal verifier.

Any NDA First Aid Training staff member undertaking an appeal investigation must be independent from any assessment decisions made as part of a learner's qualification.

The relevant NDA First Aid Training staff member will acknowledge the appeal within 2 working days of receiving it. NDA First Aid Training's staff member will investigate the appeal. Investigations may include undertaking interviews with any relevant parties.

The learner will be informed of the investigation outcome and decision within 10 days of the appeal being lodged (this may be extended, depending on the nature of the appeal). If the staff member feels the appeal is to be upheld, the learner will be notified of this in writing, within 2 working days of completion of the investigation.

The relevant procedures will be followed to ensure the learner's assessment decision is changed to show the correct mark and/or decision.

If an appeal from a learner is upheld by the centre staff member, any lessons learners from the investigation will be reviewed by NDA First Aid Training. Any staff member involved in the appeal will be offered suitable training, if appropriate. The outcome and action plan from all appeal will be dealt with on an individual basis.

If an appeal is not upheld, the learner making the appeal will be given a written explanation detailing the reasons for the appeal not to be upheld.

If the learner is not satisfied with the appeal decision made at centre level, the learner can instruct the centre to contact TQUK in order to escalate the appeal. TQUK will investigate any appeals made in line with TQUK's Appeals Policy.

All documents relating to an appeal must be saved and stored securely in the centre. TQUK must be given access to any information or documents regarding any appeals, when requested.

# Complaints Policy

## Scope of the policy

This policy is provided for NDA First Aid Training Ltd customers, including learners and staff members who are using or delivering the courses or qualifications NDA First Aid Training offer.

## Location of the policy

This policy is available for all staff members and learners to access.

## Communication of the policy

It is important that staff involved in the management, delivery, assessment and quality assurance of TQUK qualifications and learners undertaking these qualifications, are fully aware of the contents of the policy.

## Review of the policy

NDA First Aid Training will review the policy annually and revise it as and when required in response to customer feedback, changes in practices, actions required by TQUK or changes in legislation. Our review will ensure that our procedures continue to be consistent with the regulatory criteria and are applied properly and fairly in arriving at judgements.

## Policy Statement

NDA First Aid Training are committed to providing a quality service for its learners and staff members, working in an open and accountable way that builds the trust and respect. One of the ways in which we can continue to improve our service is by listening and responding to the views of our staff members, customers and learners, and in particular by responding positively to complaints, and by putting mistakes right.

## Statement of Principles

NDA First Aid Training aim to ensure that:-

- Making a complaint is as easy as possible
- We treat a complaint as a clear expression of dissatisfaction with our service, which calls for an immediate response
- We deal with it promptly, politely and confidentially
- We respond in the right way - for example, with an explanation or apology
- We learn from complaints, use them to improve our service, and review annually our complaints policy and procedures

We recognise that many concerns will be raised informally, and dealt with quickly. Our aims are to:-

- Resolve informal concerns quickly
- Enable mediation between the complainant and the individual to whom the complaint has been referred

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An informal approach to dealing with a complaint may be appropriate; however, if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure must be followed.

*Definition:* A complaint can be defined as 'any expression of dissatisfaction that relates to NDA First Aid Training and that requires a formal response'.

*Purpose:* The formal complaints procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction.

NDA First Aid Training's responsibilities are to:

- acknowledge the formal complaint in writing
- respond within the stated period of time
- deal reasonably and sensitively with the complaint
- take action where appropriate

*Confidentiality:* Except in exceptional circumstances, every attempt will be made to ensure that

both the complainant and NDA First Aid Training maintain confidentiality. However the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality (with each complaint judged on its own merit). Should this be the case, the situation will be explained to the complainant.

## Complaints Procedure

### Stage 1

If a complaint is unable to be resolved informally, the complainant should write/email their complaint to a relevant NDA First Aid Training member, so that they have a chance to put things right. In the letter/email, it should set out the details of the complainant's complaint, the consequences for them as a result, and the remedy they are seeking.

Complaints will be acknowledged by NDA First Aid Training within 2 working days of receipt of a complaint. Complaints will be investigated by relevant NDA First Aid Training staff members. As part of the investigation regarding a complaint, a NDA First Aid Training staff member may undertake interviews with the relevant people involved.

A complainant will be informed of the investigation outcome and decision within 10 days of a complaint being acknowledged (this may be extended, depending on the nature of the complaint).

### Stage 2

If a complainant is not satisfied with the initial response to a complaint, they can write to NDA First Aid Training Centre Manager/Chief Exec and ask for their complaint and the response to be reviewed. NDA First Aid Training Centre Manager/Chief Executive will acknowledge a

complaint within 2 working days of the receipt of a complaint. Responses to complaints will be within 10 working days of the acknowledgement.

NDA First Aid Training aim is to resolve all matters as quickly as possible. However, some issues will be more complex and therefore may require longer to be fully investigated. If a matter requires more detailed investigation, a complainant will receive an interim response describing what is being done to deal with the matter, and when a full reply can be expected and from whom.

#### Final Stage

If a complainant is not satisfied with the subsequent reply from NDA First Aid Training Centre Manager/Chief Executive then they have the option to contact TQUK with regards to their complaint. TQUK will undertake an investigation into any complaints received, in line with TQUK's Complaints Policy.

All documents relating to a complaint must be saved and stored securely in the centre. TQUK must be given access to any information or documents regarding any complaints when requested.

# Equality & Diversity Policy

## Scope of the policy

This policy is provided for NDA First Aid Training customers, including learners and staff members who are using or delivering the qualifications NDA First Aid Training offer.

## Location of the policy

This policy is available for all staff members, third parties and learners to access.

## Communication of the policy

It is important that staff involved in the management, delivery, assessment and quality assurance of TQUK qualifications and learners undertaking these qualifications, are fully aware of the contents of the policy.

## Review of the policy

NDA First Aid Training will review the policy annually and revise it as and when required in response to customer and stakeholder feedback, changes in practices, actions required by TQUK or changes in legislation. Our review will ensure that our procedures continue to be consistent with the regulatory criteria and are applied properly and fairly in arriving at judgements.

## Statement of Principles

NDA First Aid Training is committed to the principles of Equality and Diversity. Equality of access and opportunity for all are core values of our organisation and we are committed to raising the profile of Equality and Diversity and to being proactive in ensuring fairness to all. The Equality Act 2010 underpins our policies.

All learners and staff are required to follow and honour the principles of NDA First Aid Training 's Equality and Diversity Policy. We encourage everyone to play a part in promoting our policy in the course

of their learning or work. There are no circumstances under which NDA First Aid Training will tolerate discrimination, harassment, bullying or victimisation from or towards any staff member or learners.

This also includes cyber-harassment or cyber-bullying. Any issues must be reported to the Centre Manager.

## Discrimination

Discrimination is when people are treated less favourably than others because of a protected characteristic they have or are thought to have. This includes discrimination on the grounds of their gender, race, ethnic origin, religious beliefs, age, marital status, stage of development, ability or disability, sexual orientation, gender reassignment and wealth or background.

There are four types of discrimination; Direct discrimination, Discrimination by association, Perception discrimination and Indirect discrimination.

### Racial Harassment

Racial harassment is any action of a racist nature that results in people feeling threatened or compromised. It can include:

- racial name calling
- derogatory remarks
- racist graffiti or jokes
- display or circulation of racially offensive material
- physical threats, insulting behaviour or gestures
- open hostility
- exclusion from normal conversation or social events.

### Sexual harassment

Sexual harassment is unwanted conduct of a sexual nature that affects the dignity of women and men at work, including physical, verbal or nonverbal conduct. It can be in the form of:

- insensitive jokes or pranks
- lewd comments about appearance
- unnecessary bodily contact
- displays of explicit materials
- gestures and leering
- speculation about a person's private or personal life

### Bullying

Bullying is a form of harassment, whether by staff or other learners. Bullying is verbal, nonverbal or physical conduct that causes individuals to feel threatened, isolated or humiliated – and may include members of a group other than those being directly targeted. Bullying can take many forms and can be quite difficult to detect by those not directly involved; all learners and staff are asked to report bullying at the earliest stages, so that it can be stopped, your confidentiality will always be respected.

The law recognises bullying as a serious issue and the protection from Equality Act 2010 makes it a criminal and civil offence to cause harassment, alarm or distress to a person.

### Victimisation

Victimisation is when a person is treated less favourably in the same circumstances because that person has, in good faith, made a complaint or raised a grievance under the Equality Act, or because they are suspected of doing so.

### Vulnerable Adults

A vulnerable adult is a person aged 18 years or over who may be unable to take care of themselves or protect themselves from harm or from being exploited.

Abuse can take a number of forms and cause victims to suffer pain, fear and distress. Adults may be too afraid or embarrassed to raise any complaints. They may be reluctant to discuss their concerns with other people or unsure who to trust with their worries. Sometimes people can be unaware they are being abused.

NDA First Aid Training staff have a responsibility to follow this policy and report any suspicions that may arise.

### Protection of Children Policy.

The policy of safeguarding a child is to protect any person under the age of 18 years and those whom are considered vulnerable. The Children Act 1989 provides the legal framework for the

protection of children and young people in the UK.

is committed to the safeguarding of children and our staff have a responsibility to follow this policy and report any suspicions that may arise. Both the safeguarding policies above also include the protection of our staff from unfounded allegations of abuse.

# Exam Invigilation Policy

*This policy must be must be adhered to at all times.*

1. One invigilator is allowed to invigilate a maximum of 20 learners.
2. An invigilator must be able to summon help without disturbing learners taking an exam.
3. Learners should be seated with a distinct distance from one another of 1.25 meters.
4. Learners may only take pens into the examination room. Any pencil cases must be transparent. Mobile telephones and other electronic equipment are not permitted.
5. When preparing an examination room, invigilators should consider an area for learners to store their personal belongings. Bags and other belongings should be out of reach of learners and access to them must be monitored by the invigilator.
6. Ideally learners should be seated and ready to take the exam 5 minutes before the start of the exam.
7. A clock must be visible to learners at all times throughout the exam.
8. The start and finish times of an exam must be clearly visible for all learner to view in the exam room.
9. The guidance to learners relating to the exam must be read out by the invigilator prior to the commencement of the exam.
10. Once the exam has started learners may not ask questions about the exam. In exceptional circumstances they may seek the attention of the invigilator, for example if they need to use the toilet.
11. Invigilators must not talk to or distract learners during the exam.
12. Invigilators must be able to observe all learners at all times during an exam.
13. If a learner wishes to leave the room for any reason and intends to return to continue their exam, they must be accompanied. The invigilator must remain with them at all times. The learners remaining in the exam room must continue to be invigilated.
14. Learners arriving late for an exam (by less than 15 minutes) must be seated near to the door and the disturbance to other learners kept to a minimum.
15. Learners who are more than 15 minutes late will not be able to enter the exam room or undertake the exam. In such cases, a FAIL will be recorded

16. An invigilator must complete an Exam Attendance Register and Exam Invigilation Report for every exam session. The report should show:-

- the date of the exam
- the time the exam took place
- the location of where the exam took place
- any learner who attended the exam late (up to 15 minutes)
- any learners who attended the exam late (beyond 15 minutes)
- any other circumstances of unusual exam practice must be identified on the invigilators exam report

17. If a learner is suspected of malpractice, the invigilator must warn the learner that he/she may be removed from the examination room. The candidate should also be warned that TQUK will be informed and may decide to disqualify the candidate.

18. An invigilator must inform the head of centre of any malpractice or suspected malpractice, immediately. It is the head of centre's responsibility to inform TQUK as soon as possible, all cases of suspected or actual malpractice in connection with an exam.

19. Invigilators must remind learners when there are ten minutes of the exam remaining.

20. At the end of the exam learners must be told to stop writing and ensure that their name and reference number is on the exam answer sheet.

21. Exam papers and learner exam answer sheets (if different) must be collected in immediately at the end of the exam. The invigilator must check that the learners have completed their details correctly before the learners have left the exam room.

22. All exam papers must be stored securely in a locked cabinet/drawer prior to dispatch or scanning to TQUK.

23. The answer papers must not be changed, checked or altered in any way between the time of collection from learners to the dispatch/scanning for marking at TQUK.

24. Where the centre has an issue with a question that is considered misleading or incorrect on the exam paper, TQUK should be made aware of this immediately.

25. An invigilator must take the following action in an emergency such as a fire alarm or a bomb alert:-

- Stop learners from writing
- Collect the Learner Attendance Register and evacuate the examination room
- Advise learners to leave all exam papers in the examination room
- Ensure all learners are supervised as closely as possible while they are out of the exam room to make sure there is no discussion about the exam
- Make a note of the time of the interruption and how long it lasted
- Allow learners the full working time set for the examination. If there are only a few learners, consider the possibility of taking the learners (with question papers and scripts) to another place to finish the examination
- Make a full report of the incident and of the action taken on the Invigilation Report and send to TQUK.

26. The Learner Attendance Register and Exam Invigilation Report must be dispatched to TQUK/scanned into the management suite, along with all exam papers.

# Health and Safety Policy

## Scope of the policy

This policy is provided for NDA First Aid Training customers, including learners and staff members who are using or delivering the courses and qualifications NDA First Aid Training offer.

## Location of the policy

This policy is available for all staff members and learners to access.

## Communication of the policy

It is important that staff involved in the management, delivery, assessment and quality assurance of TQUK qualifications and learners undertaking these qualifications, are fully aware of the contents of the policy.

## Review of the policy

NDA First Aid Training will review the policy annually and revise it as and when required in response to customer and stakeholder feedback, changes in practices, actions required by TQUK or changes in legislation. Our review will ensure that our procedures continue to be consistent with the regulatory criteria and are applied properly and fairly in arriving at judgements.

## Policy Statement

NDA First Aid Training expect staff, learners, visitors, and the other employers we work with to share this commitment and to understand that they have legal and moral obligations to enforce and adhere to this policy.

## Statement of Principles

The duties of NDA First Aid Training are to:

- Ensure that this Health & Safety Policy is implemented on a day-to-day basis and that sufficient resources are made available to achieve this
- Maintain adequate records in relation to staff and learner health & safety (e.g. Induction)

## Duties of all staff

The duties of all NDA First Aid Training staff are to:

- Take reasonable care for the health and safety of themselves, visitors and others who may be affected by their acts and omissions while on NDA Training premises and the sites where learners are working
- Report promptly any accidents, incidents, unsafe conditions or practices and potential risks to their line manager
- Personally demonstrate good standards of health & safety practice
- Take particular care in all practical teaching areas
- Promote good practice through the quality of learning and understanding of health & safety

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### Duties of all learner and course delegates

Learners and course delegates have a duty to look after their own well being. They are held to be equally responsible for the health & safety of others or those who may be affected directly or indirectly by their behaviour on NDA First Aid Training premises

They will:-

- Familiarise themselves with all health and safety information provided by NDA First Aid Training and their employer
- Follow and act upon any instructions that are given either verbally or in writing by a NDA First Aid Training member of staff in connection with health and safety.
- Bring to the attention of a member of NDA First Aid Training staff any difficulty in understanding health and safety information or instructions.
- Co-operate fully at all times with NDA First Aid Training to ensure that statutory obligations are met.
- Report immediately to a member of NDA First Aid Training staff any hazard, potential hazard, breakdowns in practice or procedures, unsafe conditions or defects to equipment which may affect health and safety in the workplace or training centre.
- Report any accidents or incidents they are involved in.
- Ensure that where necessary/required the relevant PPE is used in the interests of health and safety.
- Advise their trainer/assessor of any personal difficulties associated with the use of any equipment provided.
- Provide NDA First Aid Training and their employer (where relevant) with any medical information which may affect personal health and safety or welfare.

Portable electrical equipment is in use by NDA First Aid Training. It is subjected to periodic inspection to ensure its continued safety in use. If any person identifies a worn cable, defective plug or any issue with electrical equipment which does not work correctly, it is their duty to report the hazard to their line manager, immediate supervisor or Centre Manager/Director/Owner.

Fire alarms will be tested weekly by a member of NDA First Aid Training staff. If a fire is discovered on NDA First Aid Training premises:-

- Sound the alarm
- Leave the building by the nearest exit and do not delay by collecting your belongings.
- Go to the fire assembly point
- Ring the Fire Service (dial 9 and then 999 from a company phone)
- Do not re-enter the building until the 'all clear' is given
- Trained staff who feel competent may wish to tackle a fire using the equipment provided but do not attempt to fight any fire in isolation.

In the event of a person being injured and requiring first aid, a qualified first aider should be contacted. Smoking is only permitted in designated areas outside the premises.

Personal Protective Equipment (PPE) is issued for protection where it is not possible to remove all the risks from a process or operation by other means. PPE does not remove all the risks and caution must still be exercised when carrying out an activity.

In general, it is a requirement to:

- Wear or use PPE when it is required by legislation or code of practice
- Ensure that PPE is worn in accordance with any training or instruction that has been given

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- Take reasonable care of PPE to ensure it remains in good condition
- Report any defects to your immediate supervisor as soon as they are noticed
- Ensure that others who may be affected by activities are either isolated from contact or are issued with temporary PPE

NDA First Aid Training will undertake risk assessments to identify significant hazards that may arise in the workplace.

Trainers and assessors working on behalf of NDA First Aid Training are responsible for conducting risk assessments on curriculum activities to ensure safety of the learners.

Young people (under the age of 18) may be at greater risk due to factors such as a lack of maturity and experience. Therefore, it is particularly important to undertake a risk assessment on activities to be undertaken by a young person. In addition a young person must not be asked to undertake activities beyond their physical or mental ability or where lack of experience and training would mean they are unlikely to recognise the risks.

# Internal Verification Policy

## Scope of the policy

This policy is provided for NDA First Aid Training staff members who are delivering, assessing and internally verifying the qualifications NDA First Aid Training offer.

## Location of the policy

This policy is available for all NDA First Aid staff members and TQUK Training employees to access.

## Communication of the policy

It is important that staff involved in the management, delivery, assessment and internal quality assurance of TQUK qualifications, are fully aware of the contents of the policy.

## Review of the policy

NDA First Aid Training will review the policy annually and revise it as and when required in response to changes in practices, actions required by TQUK or changes in legislation. Our review will ensure that our procedures continue to be consistent with the regulatory criteria and are applied properly and fairly in arriving at judgements.

## Policy Statement

Internal verification is a key part of NDA First Aid Training internal quality assurance system. Internal verification at NDA First Aid Training is concerned with being accurate, consistent and ensuring all learners have access to quality assessments that are fair and are of a high quality, which results in achievements.

## Statement of Principles

NDA First Aid Training will ensure all assessment and internal verification activities conform to the qualification specification and TQUK's standards. We will ensure that all evidence is valid, authentic, reliable, current and sufficient.

NDA First Aid Training will produce a sampling plan detailing our internal verification activities and monitor this on a regular basis. We will ensure that assessors meet on a weekly basis to share good practice and identify areas for improvements. These meetings will be documented and actions monitored.

We will hold regular standardisation and team meetings with assessors, tutors and internal verifiers. As a

minimum these will be on a yearly basis. The findings of these will be used to inform annual appraisals, and training and development needs. They will also be used to update centre staff on any qualification or AO information.

*Example Standardisation Meeting Agenda:*

- *Actions from previous standardisation meetings*
- *Resources, H&S, E&D issues*
- *Progression and achievement of learners*
- *Examples of learners work to standardise*
- *Good practice from assessors*
- *Areas for improvements*
- *Internal quality assurance reports*
- *External quality assurance reports*
- *AO and qualification updates*

NDA First Aid Training will monitor the quality of the qualifications and courses we offer. We will consider the quality of delivery, assessment decisions and judgements made and highlight issues, emerging trends and the development needs for assessors.

All assessment and sampling strategies will be agreed with TQUK and we will ensure that internal verification drives the assessment process. We will keep reliable, up to date and auditable records of all internal quality activities. These will be made available to TQUK on request.

As part of NDA First Aid Training internal quality procedures, assessors and tutors will be observed as a minimum of once per year. All observations will be documented and actions agreed and monitored. If tutors or assessors are inexperienced or new to a particular qualification, they will be observed a minimum of two times per year.

We will ensure that all assessors, tutors and internal verifiers who deliver and assess on the qualifications we offer are suitably qualified and experienced. All centre staff members will receive access to regular, continuous professional development (CPD).

# Malpractice and Maladministration Policy

## Scope of the policy

This policy is aimed at NDA First Aid Training customers, including learners and staff members who are using or delivering the qualifications and courses NDA First Aid Training offer and who are involved in suspected or actual malpractice and/or maladministration.

## Purpose of the policy

The purpose of this policy is to set out the steps to follow when reporting suspected or actual cases of malpractice and maladministration. It is also in place to review those processes which led to the suspected or actual case of malpractice and/or maladministration and to support any investigations.

As an approved centre of TQUK, we will act upon any reports of suspected or actual cases of malpractice and/or maladministration that we receive regarding our staff or learners, which may affect the integrity of NDA First Aid Training courses, qualifications and quality assurance systems. We also have a professional responsibility to report non adherence to this policy to our awarding organisation, TQUK.

## Location of the policy

This policy is available for all staff members, third parties and learners to access.

## Communication of the policy

It is important that staff involved in the management, assessment and quality assurance of our qualifications and learners undertaking qualification with us are fully aware of the contents of the policy.

## Review of the policy

NDA First Aid Training will review the policy annually and revise it as and when required in response to customer and stakeholder feedback, changes in practices, actions required by TQUK or changes in legislation. Our review will ensure that our procedures continue to be consistent with the regulatory criteria and are applied properly and fairly in arriving at judgements.

## Statement of Principles

### *Definitions of Malpractice:*

Malpractice is any activity or practice which deliberately contravenes regulations and compromises the integrity of the assessment process and/or the validity of certificates. For the purpose of this policy this term also covers professional misconduct.

### *Definition of Maladministration:*

Maladministration is any activity or practice which results in non-compliance with administrative regulations and requirements and includes the application of persistent mistakes or poor administration within a centre (e.g. inappropriate learner records).

The categories listed below are examples of centre and learner malpractice and maladministration. Please note that these examples are not exhaustive and are guidance:

- Plagiarism of any nature by learners.
- Forgery of evidence.
- Exam irregularities of any nature by learners.
- Exam irregularities of any nature by staff.
- Submission of false information to gain a proxy or a qualification.
- Discriminatory, bullying or harassing behaviour.
- Unprofessional conduct.
- Behaviour likely to endanger the health or safety of the public.
- Breach of confidentiality including, staff members, learners or information.
- Failure to meet TQUK's or regulator's requirements.
- Falsifying assessment and/or exam records.
- Falsifying administration records.

### Reporting Procedure

Any person identifying cases of malpractice and/or maladministration should report them to a senior member of staff or centre manager to investigate.

If senior staff members or centre managers are suspected of being involved in malpractice and /or maladministration, the awarding organisation, TQUK can be contacted directly at Customer Service Department on 08450710825 or e-mail at [customerservice@tquk.org](mailto:customerservice@tquk.org).

NDA First Aid Training have to investigate all cases of malpractice and maladministration in liaison with any parties concerned. If an investigation finds evidence of malpractice or maladministration, we will have to take the necessary steps to ensure that the learners' interests are protected as far as is reasonably possible.

Reports into malpractice and/or maladministration must include:

- The learner's name
- NDA First Aid Training staff member details (name, job role) if they are involved in the case
- The title of the qualification affected or nature of the service affected
- The date(s) suspected or actual malpractice and/or maladministration occurred
- The full nature of the suspected or actual malpractice and/or maladministration
- We will acknowledge reports received within 3 working days of receipt
- We will arrange for appropriate personnel to review the report and commence the investigation
- We will aim to action and resolve all investigations within 7 working days of receipt of the report
- We will advise on the outcome of our investigation within 2 working days of making our decision
- We will report any suspected or actual incidents of malpractice and/or maladministration to TQUK.

When we receive a report of malpractice and/or maladministration, we will allocate a panel comprising senior NDA First Aid Training staff members to investigate. The panel will review the report and supporting evidence and carry out the investigation.

## The Investigation Process

During the investigation the panel's review may involve:

- A request for further information
- Interviews (face to face or by telephone) with personnel involved in the investigation
- We will make informed decisions based on the evidence
- We will protect the identity of the 'informant' if required.

As part of our approved centre status with TQUK, NDA First Aid Training must inform TQUK of any investigations and reports produced from investigations into suspected or actual cases of malpractice and maladministration.

TQUK reserve the right to lead and/or review any reported investigations into malpractice and/or maladministration within approved centres.

If issues regarding malpractice and maladministration are reported directly to TQUK,

NDA First Aid Training must allow TQUK access to the centre, including staff members, learners, learners work and third party information (as required) in order to fully investigate any issues.

For further information regarding TQUK's Malpractice and Maladministration Policy, please visit [www.tquk.org](http://www.tquk.org).

## Learner Malpractice

If the investigation confirms that learner malpractice has taken place, we have no alternative but to impose one or more of the following sanctions on the learner. Please note that this list is not exhaustive:

- Disallowing all or part of the learner's assessment evidence
- Disallowing a learner to undertake an exam
- Disallowing all or part of the learner's external assessment marks
- Not requesting the learner's certificate(s) from TQUK
- Disallowing a learner to undertake a qualification or course with NDA Training
- Disqualification from the qualification

In cases of malpractice and/or maladministration NDA Training will make learners aware that their final results may be void if the case is proven. Any certificates which have already been issued by TQUK may be deemed to be invalid. Certificates may need to be returned to the awarding body.

If a learner is not satisfied with the investigation process or outcome conducted by

NDA First Aid Training, they can escalate their issues to TQUK to investigate.

The decision regarding any malpractice and/or maladministration investigation undertaken by TQUK is final.

# Reasonable Adjustments and Special Considerations Policy

## Scope of the policy

This policy is provided for NDA First Aid Training customers, including learners and staff members who are using or delivering the qualifications NDA First Aid Training offer.

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## Communication of the policy

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## Review of the policy

NDA First Aid Training will review the policy annually and revise it as and when required in response to customer and stakeholder feedback, changes in practices, actions required by TQUK or changes in legislation. Our review will ensure that our procedures continue to be consistent with the regulatory criteria and are applied properly and fairly in arriving at judgements.

## Policy Statement

This policy provided for NDA First Aid Training centre staff and learners to ensure they deal with all reasonable adjustment and special consideration requests in a consistent manner.

## Statement of Principles

NDA First Aid Training are committed to complying with all current and relevant legislation in relation to the development and delivery of qualifications. We are committed to ensuring that all learners have fair and equal access to assessment where possible and practicable.

A reasonable adjustment may be required where a learner has a permanent disability or specific learning needs A special consideration may be required where a learner has a temporary disability, medical condition or learning needs or is indisposed at the time of the assessment.

### *Definition of Reasonable Adjustments*

A reasonable adjustment is any action that helps to reduce the effect of a disability or difficulty that places the learner at a substantial disadvantage during an assessment.

Reasonable adjustments may involve:

- Changing usual assessment arrangements, for example allowing a learner extra time to complete the assessment activity
- Adapting assessment materials, such as providing materials in Braille
- Providing assistance during assessment, such as a sign language interpreter or a reader
- Re-organising the assessment room, such as removing visual stimuli for an autistic learner
- Providing and allowing different coloured transparencies.

Reasonable adjustments are approved or set in place by TQUK before the assessment activity takes place; they constitute an arrangement to give the learner access to the assessment.

#### Requesting Reasonable Adjustments

Learners must make relevant NDA First Aid Training staff members aware of any reasonable adjustments they require. NDA First Aid Training staff members are responsible for applying to TQUK for reasonable adjustment request (when appropriate). All requests must be made following TQUK's procedures, 7 days in advance of an assessment being undertaken, as outlined in TQUK's Reasonable Adjustments and Special Considerations Policy.

#### Definition of Special Considerations

Special consideration can be applied after an assessment, if there was a reason the learner may have been disadvantaged during the assessment. Any requests to TQUK for Special Considerations, must be made by a relevant NDA Training staff member within 5 days of the assessment taking place, as outlined in TQUK's Reasonable Adjustments and Special Considerations Policy.

For example, special consideration could apply to a learner who had temporarily experienced:-

- an illness or injury
- some other event outside of their control

Special consideration, if successful, may result in a small post-assessment adjustment to the mark of the learner. The size of the adjustment will depend on the circumstances and reflect the difficulty faced by the learner.

All documents relating to reasonable adjustments and special considerations must be saved and stored securely in the centre. TQUK must be given access to any information or documents regarding any appeals, when requested.

# Safeguarding Policy

## Scope of the policy

This policy is provided for NDA First Aid Training customers, including learners and staff members who are using or delivering the qualifications NDA Training offer.

## Location of the policy

This policy is available for all staff members, third parties and learners to access.

## Communication of the policy

It is important that staff involved in the management, assessment and quality assurance of our qualifications and learners undertaking qualifications and courses with us, are fully aware of the contents of the policy.

## Review of the policy

NDA First Aid Training will review the policy annually and revise it as and when required, in response to customer and stakeholder feedback, changes in practices, actions required by TQUK or changes in legislation. The review will ensure that our procedures continue to be consistent with the regulatory criteria and are applied properly and fairly in arriving at judgements.

## Statement of Principles

NDA First Aid Training is strongly committed to practices that protect children, young people and vulnerable adults from abuse, neglect or significant harm. Staff recognise and accept their responsibilities to develop the awareness of the risk and issues involved in safeguarding.

NDA First Aid Training also recognises that it has a responsibility to protect staff from unfounded allegations of abuse.

NDA First Aid Training will seek to ensure, where reasonably practicable, that the outcomes set out in 'Every Child Matters' are extended to work-related learning and work-based situations, in particular that activities contribute to children and adults:

- Being Healthy
- Staying Safe
- Enjoying and Achieving
- Making a Positive Contribution
- Achieving Economic Well-Being

## Definition

For the purposes of this policy and procedures, children are defined in the Children Act of 1989 as a person under the age of 18 years. The Safeguarding Vulnerable Groups Act 2006 defines a 'vulnerable adult' as a person aged 18 and over and:-



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- receiving a social care service
- receiving a health service
- living in sheltered accommodation
- detained in custody or under a probation order
- requiring assistance in the conduct of his/her affairs
- receiving a service or participating in an activity targeted at older people, people with disabilities or which physical or mental health conditions
- any other adults whose particular circumstances make them vulnerable at a particular time

### Accountability and Responsibility

Staff members are responsible for monitoring and managing incidents or concerns and liaising with the relevant safeguarding agencies when appropriate.

NDA First Aid Training is responsible for ensuring that the Safeguarding Policy and procedures are in place, and that they are available for scrutiny by the relevant authorities, including TQUK

staff. NDA First Aid Training are accountable for the overall Safeguarding Policy of the organisation and we will act in accordance with the statutory and legislative guidance to safeguard and protect the welfare of learners and our employees.

### Staff Training

NDA First Aid Training has a duty to promote safeguarding issues and measures to staff and ensure that they:

- analyse their own practice against established good practice, and assess risk to ensure their practice is likely to protect them from false allegations. Recognise their responsibilities and report any concerns about suspected poor practice or possible abuse
- follow the guidelines for staff
- undertake training on safeguarding to raise awareness of current issues and legislation
- complete Criminal Record Bureau Checking (CRB)

### Learners

NDA First Aid Training will provide information advice and guidance for learners with regards to this policy. The company has a responsibility to ensure safe recruitment and employment practices. New and existing staffs who frequently or intensively work with children, young people and vulnerable adults in training, supervision, advice, etc will be checked through the Home Office for criminal record information. All potential new employees will be subjected to pre-employment checks.

### Statutory Framework

NDA First Aid Training aims to meet legislative requirements and good practice in safeguarding. The statutory framework under which we operate includes the Children's Act 1989. This provides a legal framework for the protection of children and young people in the UK. The Protection of Children Act 1999 requires employers to carry out Criminal Record Checks before employees are allowed to come into contact with children. The Safeguarding Vulnerable Groups Act 2006 sets out the type of activity in relation to children and vulnerable adults for which employers and individuals will be subject. From 2008 Ofsted inspectors make a judgement on procedures for safeguarding learners meeting current government requirements. They comment on policy, procedures, vetting and training as impact on learners dictates.

### Review

NDA First Aid Training Safeguarding Policy will be reviewed annually. The review process includes analysis of monitoring data, consultation with and feedback from learners, clients, staff and other stakeholders to determine the impact of the policy and any action required.

# Privacy Policy

The information in this privacy policy relates to NDA First Aid Training Ltd

## 1. Transfer of data outside of the European Union

NDA First Aid Training Ltd DO NOT operate outside of the European Union.

## 2. Collection of personal data

NDA will only require you to provide us with the personal information appropriate for us to complete specific tasks, for example, when you place an order we require you to provide us with sufficient personal information so that we may process your order, deliver it to you and contact you in the event of a problem or to draw your attention to related goods or services. We also require set data such as First name, Last name and Date of Birth to process your certificate with our Awarding Organisation TQUK.

## 3. Use of your information and your preferences

NDA will use your information to provide and personalise our service. We will use your contact details to communicate with you. We may use your information to send you offers and news about our products and services. (Only if you opt in to this service) We share limited information (name, D.O.B. telephone number and email) only with our Awarding Organisation Training Qualifications United Kingdom (TQUK) for certification). We do not share your information with any other organisation. Please note that there may be instances where it may be necessary for us to communicate with you, in any event, for administrative or operational reasons relating to our services.

## 4. Disclosures of your information

We will only disclose your information in the manner permitted by our registration or where required to do so by law.

## 5. Other websites

Our website may contain links to other websites which are outside our control and are not covered by this privacy policy. If you access other sites using the links provided, the operators of these sites may collect information from you which will be used by them in accordance with their privacy policy.

## 6. Use of cookies

To make full use of the online shopping and personalised features on NDA First Aid Training Ltd website ([www.ndatraining.co.uk](http://www.ndatraining.co.uk)) your computer, tablet or mobile phone will need to accept cookies, as we can only provide you with certain personalised features of this website by using them.

Our cookies don't store sensitive information such as your name, address or payment details: they simply hold the 'key' that, once you're signed in, is associated with this information. However, if you'd prefer to restrict, block or delete cookies from NDA First Aid Training Ltd you can use your browser to do this. Each browser is different, so check the 'Help' menu of your particular browser (or your mobile phone's handset manual) to learn how to change your cookie preferences.

More information about cookies and how to control how they are set can be found at [www.allaboutcookies.org](http://www.allaboutcookies.org).

## 7. Privacy of personal data

We aim to protect the security of your personal data at all times. We aim to accomplish this by using a combination of methods including, but not limited to:

1. Whenever your personal information is exchanged between your web browser and our web server we use highly effective methods of encryption – this is currently 128 bit SSL (secure sockets layer) encryption. This makes it extremely difficult for someone to intercept and read the information being passed between your web browser and our web server.
2. Any hard copies of data are secured and stored in a locked cabinet within a locked facility and disposed of via shredding when no longer required. (3 Years, after the qualification expires for example.)
3. Digital Data will be protected via password access on the TQUK Management system
- 4.

## 8. *Data Protection (GDPR) updated 20th February 2018*

As a UK based business, our handling of your information was controlled by the UK Data Protection Act 1998 now this has become the GDPR. We, therefore, take great care to protect your personal information or anything which might identify you personally such as:

1. First name and last name and D.O.B
2. Email address
3. Organisation information (e.g. Name, Address, Telephone number)

For the purposes of this document, "personal data", "processing", "data controller" and "data processor" have the meanings ascribed to them in the Data Protection Legislation(GDPR). To the extent that NDA First

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Aid Training Ltd is deemed to be a data processor in respect of personal data processed under the contractual agreement NDA First Aid Training Ltd shall:

1. process personal data lawfully, fairly, and transparently, in accordance with the GDPR;
2. provide full details of what data is needed, why it's needed, and for how long it will be kept, and this information shall be given at the point it is collected;
3. never take more data than is necessary for NDA First Aid Training Ltd to fulfil its contractual obligations, and to delete it when it is no longer needed;
4. make all data available for alteration, transfer, deletion, or restriction upon request by the data subject;
5. implement appropriate technical and organisational measures to safeguard the personal data from unauthorised or unlawful processing, accidental loss, destruction or damage
6. obtain, use, process and disclose personal data in the performance of its obligations under the Agreement only.

In particular, but without limitation, each party shall:

1. only carry out processing of such data in accordance with the others instructions
2. only disclose it to or allow access to it by those of its employees (or agents or sub-contractors) who are familiar with data protection requirements and whose use of such data relates to their job or function
3. assist the other with all subject information requests received from data subjects.

For the avoidance of doubt, neither party (or its agents or sub-contractors) shall acquire any rights in any of the other's personal data or sensitive personal data and shall only be entitled to process it in accordance with its contractual obligations. On termination of the contract each party (or its agents or sub-contractors) shall immediately cease to use the same and shall arrange for its safe return or destruction as shall be agreed with the other at the relevant time. Each party confirms that it owns, or has all necessary rights in the use of, all intellectual property in relation to the Services and each acknowledges that such intellectual property shall remain the property of, or the rights in the use of shall remain with, the originating party, unless otherwise agreed in writing between the authorised representatives Green Cross Training Ltd and the purchaser.

Each party agrees to indemnify the other against any actions, costs, liabilities, losses, damages and expenses which the other may suffer or incur as a result of any claim by a third party in relation to ownership or use of any relevant intellectual property, provided by the other party.

## **9. Access rights**

You have the right to access the personal information that we hold about you. Requests should be made in writing via the contact details below:

NDA First Aid Training Ltd, 156 Chiltern Avenue, High Wycombe, Bucks, HP12 3UF

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NDA use 2 Awarding organisations and their Privacy Policies can be found on their websites. Please contact them if you have any concerns with our policies or procedures.

Our Awarding Organisation for First Aid TQUK <https://www.tquk.org/images/Policies/GDPR-Privacy-Policy.pdf>

**Our Awarding Organisation for Water Safety via the Royal Life Saving Society is IQL**

Contact details are:

Royal Life Saving Society UK, Redhill House,, 227 London Rd,, Worcester, WR5 2JG

Tel; 0300 323 0096

Email: mail@iql.org.uk