



# **TrainerQuals Policies & Procedures**

**[www.trainerquals.org.uk](http://www.trainerquals.org.uk)**



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## Complaints Procedure

TrainerQuals Accreditation Body recognises the importance of dealing with complaints in a professional manner.

Where a complaint is made, the complainant can expect the following from TrainerQuals Accreditation Body.

- We will ensure that your complaint is dealt with seriously
- We will ensure that your complaint is dealt with as soon as possible
- We will investigate the complaint and respond within one week
- We will ensure the complaint is kept on record

### Dealing with any complaints

As soon as a complaint is received we will record it in our 'Complaints Procedure Record' and we will create a unique reference number. This number will be used as a reference for that complaint in all future correspondence.

We will acknowledge any complaint within one working day and give a reference number for further correspondence. TrainerQuals will deal with the complaint within one week of the acknowledgment of the complaint. Where longer time is required to undertake further investigation the client will be advised of the timescale.



## Equality & Diversity Policy

TrainerQuals Accreditation Body is committed to developing, maintaining and supporting a comprehensive policy which provides equality of opportunity and freedom from discrimination on the grounds of race, colour, sexual orientation, age, disability or special needs.

The aim is to promote fair and equal treatment for all learners, employees, irrespective of race, colour, sexual orientation, nationality, ethnic origin, religion, political belief, disability, age, gender or marital status. It is our aim to make sure that no potential employee, exiting employee or learner will be discriminated against.

All employees and learners are expected to familiarise themselves with the policy and abide by the principles of the Equal Opportunities Commission and The Commission for Race Equality. Not tolerate discrimination on the grounds of race, colour, sexual orientation, nationality, ethnic origin, religion, political belief, disability, age, gender or marital status or membership / non membership of a trade union.

TrainerQuals Accreditation Body:

- Expect all employees and centres to abide by the general principle of equality and diversity
- Will promote, employ and treat centres fairly and on their ability and suitability
- Will challenge any form of discrimination encountered
- Encourages learners to raise any concerns with their training provider
- Will deal with any breach of this policy through normal disciplinary procedures.

Any employee, centre or learner who believes that they are subject to discrimination by either the organisation, their training provider or a colleague has the right to have their claims investigated.



## Malpractice Procedure

Allegations of malpractice are taken very seriously and dealt with in a professional manner. TrainerQuals Accreditation Body will make a comprehensive investigation of any alleged or suspected malpractice and will take appropriate actions to find a resolution.

Any cases of alleged or suspected malpractice must be reported in writing to TrainerQuals Accreditation Body within ten working days. TrainerQuals Accreditation Body will record all information provided by the complainant so that any investigations, findings or actions can be taken.

We have created some clear examples below of actions that might be seen as malpractice.

- Fraudulent work being submitted
- Use of unauthorised materials or devices on a course
- Plagiarism, such as copying work of another learner
- Deliberate damage of another learner's work
- Collusion between two or more learners
- Unacceptable behaviour towards a trainer / assessor or other learners
- Being disruptive during a course

If TrainerQuals Accreditation Body receives information concerning an alleged incident of malpractice then immediate action will be taken and a full investigation will be carried out. TrainerQuals Accreditation Body will contact the complainant and all other persons involved in the incident.

If TrainerQuals Accreditation Body finds that the complainant has a reasonable case then they will be informed in writing. All other persons involved will be informed in writing regarding the offence and will be asked to provide a response in writing. All written responses need to be submitted within ten working days.

After all responses have been received and considered by TrainerQuals Accreditation Body and found that the complaint should be supported then TrainerQuals Accreditation Body will advise the complainant in writing of the decision. TrainerQuals Accreditation Body will inform all other persons involved and provide a response in writing.

If TrainerQuals Accreditation Body decides not to support the complaint, then the complainant will be informed along with all other all other persons involved in writing.

If TrainerQuals Accreditation Body believes that a reasonable case of malpractice has been made then TrainerQuals Accreditation Body will inform the complainant involved in writing of the final decision made.



If TrainerQuals Accreditation Body supports the allegation of malpractice then immediate action will be taken against the concerned learner(s). Learner's certificates will be made void in the event that a complaint of malpractice against a learner is supported by TrainerQuals Accreditation Body. If a learner is affected by recorded malpractice then they might have to repeat the course in full.

The complainant can appeal against the decision made by contacting TrainerQuals Accreditation Body in writing.

To appeal against the decision made the complainant can complete the Appeals Form (see Appeals Procedure).



## Appeals Procedure

Learners can make an appeal against TrainerQuals Accreditation Body if they feel a decision made against them was unfair. Learners must submit the TrainerQuals Accreditation Body Appeals Form to our Appeals Department (See Appeals Form at the end of this procedure)

Learners can appeal against a decision made if they feel the training venue was inappropriate and made the assessment unfair or if they were not satisfied with the behaviour of the trainer / assessor that made the assessment unfair.

To submit an appeal about a decision made the Appeals Form must be completed in full and any additional documentation that learners may feel is appropriate to the appeal can be attached to the Appeals Form. TrainerQuals Accreditation Body reserves the right to refuse to hear the appeal if the information provided of appeal are insufficient.

The Appeals Form must be sent to TrainerQuals Accreditation Body within seven working days from course finish date. TrainerQuals Accreditation Body will acknowledge receipt of a completed Appeals Form within seven working days.

The result of the appeal by a learner will be made within fourteen working days of the acknowledgment of receiving the Appeals Form. Where longer time is required to undertake further investigation the learner will be advised of the timescale.

Results of the appeal will be sent in writing to the learner by TrainerQuals Accreditation Body.

Appeals Form (See next page)

## Appeals Form

TrainerQuals Accreditation Body takes all appeals on decisions made very seriously and complies with the TrainerQuals Accreditation Body Appeals Procedure. So that an appeal can be submitted appropriately please complete the following information:

Learner Name	
Learner Address	
Learner Email	
Learner Telephone No.	
Training Course (Which training course the learner took)	
Training Provider (Who delivered the training course)	
Training Date (When the training took place)	
Training Course Location (Where the training course took place)	
Description of Appeal (Write an explanation and attach any additional documentation)	
Signed by learner	

To appeal against a decision please print and complete this Appeals Form and send to TrainerQuals Accreditation Body either by email (a scanned copy) to [info@trainerquals.org.uk](mailto:info@trainerquals.org.uk) or send to TrainerQuals Ltd, 44 High Street, New Romney, Kent, TN28 8BZ





## Customer Service Procedure

TrainerQuals Accreditation Body aims to provide an exceptional service to our customers and will answer promptly any questions about the services and products we provide. Where the person sends an email we aim to respond within three working days.

Employees must monitor the email system to ensure that these customer service aims are met in full.



## **Certification Procedure**

### **Accredited Certificates & Learning Outcomes Summaries**

Accredited Certificates & Learning Outcomes Summaries are verified, processed, registered and quality checked before dispatch. Certificates are dispatched by Recorded Delivery within 3 working days of the invoice for certificates ordered being paid in full. Accredited certificates will be dispatched by Recorded Signed for Delivery mail to the address provided by the Training Provider.

### **Returns and Resends**

All Accredited Certificates & Learning Outcomes Summaries are sent by Recorded Signed for Delivery mail to the address provided to ensure that certificates are received by way of signature. In the event that we receive returned certificates that were not signed for and collected or the incorrect address was provided the Training Provider will incur the full cost of resending the certificates.



## **Pricing Policy**

### **Accredited Centre Approval**

TrainerQuals Accreditation Body has designed an accreditation service for training providers to become recognised as Accredited Centres for the delivery of training courses leading to the achievement of TrainerQuals Level 3 Awards. These Awards have been designed at a Train the Trainer Level.

### **Accredited Centre Registration Fees**

- TrainerQuals Accredited Centre £2,500 + VAT per year

### **Certification Fees**

- TrainerQuals Level 3 Award Certification Fee £10 + VAT per learner

### **Replacement Certification Fees**

- Replacement certification fees will remain the same as above

Training providers will not be charged more than the standard certification fee for their replacement certificates.



## Reasonable Adjustment & Special Consideration Policy

### Reasonable Adjustment Procedure

Reasonable adjustment arrangements help to reduce the effect of a disability or difficulty that places the learner at a substantial disadvantage in an assessment situation. Any centre that wishes to put reasonable adjustment arrangements in place must ensure these are based on demonstrable need.

A reasonable adjustment arrangement must never affect the validity or reliability of assessment, influence the outcome of assessment or give the learner an unfair assessment advantage.

Any reasonable adjustment arrangements that centres wish to use must be approved by TrainerQuals and set in place prior to any assessment commencing.

Reasonable adjustment arrangements may involve:

- Modifying assessment materials, such as modified print or language examination papers
- Providing appropriate assistance during assessment, such as a scribe, reader, practical assistant or sign interpreter
- Re-organising the assessment physical environment
- Using assistive technology, mechanical and electronic aids such as computer software with regard to examination papers
- Alternative ways of presenting responses, such as a word processor
- Allowing extra time for a test or for the completion of course work

TrainerQuals Accreditation Body expects all centres to apply reasonable adjustment arrangements in a transparent and unbiased manner. All reasonable adjustment arrangements made must be recorded, and must be held by the centre in the learner's file and should be available at all times for the External Quality Assurer to check.