



Team Bath, Vocational & Applied Skills

Learner Handbook

Covering Royal Life Saving Society (RLSS) for Pool Based Qualifications and
Qualifications Network UK (QNUK) for First Aid Qualifications

2022/2023

This handbook is to be used as guidance for learners undertaking the external Awarding Organisation approved courses at the University of Bath in the academic year 2022-2023.

Along with the accompanying material from RLSS & QNUK, this is the primary source of information for learners studying for all Team Bath Vocational & Applied Skills courses -Operation.

Further details on Royal Life Saving Society & QNUK can be found here

<https://www.rlss.org.uk/national-pool-lifeguard-qualification>

[Qualifications Network First aid Qualifications from Qualifications Network \(QNUK\) \(qualifications-network.co.uk\)](https://www.qualifications-network.co.uk)

Learners are strongly advised to read and retain this handbook for future reference.

The map of the University of Bath campus is available on the website at

<https://www.bath.ac.uk/publications/claverton-down-campus-map/attachments/university-campus-map.pdf>

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1. About us

Organisational structure

The University of Bath received its Royal Charter in 1966 and is now firmly established as a top ten UK university with a reputation for research and teaching excellence.

The Department of Sport Development and Recreation (DSDR) at the University of Bath manages and organises a range of activities under the University's sports brand – Team Bath.

We aspire to create a world-leading sports environment for student, elite, recreation and youth sport and we serve the local community as well as regional and national groups, with around 1.3 million people visiting our facilities each year.

Team Bath's Vocational & Applied Skills Team (VAST) are the educational arm of the DSDR and deliver high quality vocational training courses in health, fitness, sports massage & leisure operations in an inspirational setting with leading Team Bath practitioners.

When you enrol for a course with Team Bath you are a registered learner with an external Awarding Organisation (AO), and not a student of the University of Bath (which awards undergraduate and postgraduate educational programmes). As such, you adhere to the policies, content and assessment as dictated by each AO and to which we have adapted for our specific purposes (approved by each AO).

'We' in this document relates to Team Bath VAST, operating as part of the DSDR, which retains overall responsibility for the non-educational policies surrounding your participation in educational programmes.

Meet the team

Mrs Sarah Jones – Vocational & Applied Skills Courses Manager

Sarah has been working with Team Bath since 2007 and is responsible for overseeing delivery of quality assurance, marketing, recruitment and registration of learners with our awarding bodies and examinations on all our programmes.

Sarah is also a qualified Personal Trainer, assessor & Talented Athlete Lifestyle Support practitioner previously working with international athletes.

Phone: +44 (0)1225 385247

Email: s.jones@bath.ac.uk

Mrs Jemma Plummer – Operational Courses Manager

Jemma is the Operational course Manager. Jemma has had over 20 years' experience within the Leisure industry, including line management, Training, budget handling, Health & Safety, event management.

Jemma is part of the University of Bath coaching academy, which entails coaching University staff and works closely with the Operations team in mentoring as well as lead tutor on the Institute of Leadership & Management- Coaching & Mentoring level 3 & 5 qualifications.

Jemma has been teaching First Aid courses for over 12 years and brings in a lot of practical and hands on experience within her courses. Jemma also tutors RLSS courses including NPLQ, Water rescue awards and safeguarding. Jemma is also the Wellbeing champion for the Department and leads on new initiatives and programmes.

Phone: +44 (0) 1225 386069

Email: adsjmg@bath.ac.uk

Mr Dani Perez – NPLQ Tutor & Assessor

Mr Mark Westmore – NPLQ Tutor & Assessor

2. General policy information

Learner agreement

We take our responsibility to you as a learner very seriously, and we are proud of our reputation as a leading training provider. We acknowledge that a successful programme is based on the quality of the relationship we have with our learners.

To this end, we have a set of principles that we adhere to and a Learner Agreement that we ask you to commit to. Both of these can be found in Appendix 1, and you will have a copy when you start the course to sign and return to us.

We hope that you find these principles are part of the fabric of all Programme Leads, and maintained across all programmes, because we firmly believe that the standards we set together are the ones that will help you to both succeed as a practitioner and share in what we hope is a positive, rewarding and challenging experience.

Please note that the policies and information that follow are designed to be generic across all programmes; however, there may be specific guidance that is only relevant to an individual programme. This information will be part of the course induction delivered by respective Programme Leads.

If you feel that there are any areas not covered by either this handbook or the course induction, please contact us through your Course Manager.

Equal Opportunities and Diversity

We promote a working environment in which diversity is recognised, valued and encouraged.

We acknowledge the multi-cultural and diverse nature of the UK society and are committed to the principles of fairness and mutual respect where everyone accepts the concept of individual responsibility. These principles are embedded into our selection, recruitment, programme delivery, assessment and quality management/assurance.

We recognise that discrimination in any form is unacceptable and, in most cases, unlawful.

We view any breach seriously and will investigate and take appropriate action as necessary.

See Appendix 4 for our Equal Opportunities and Diversity policy.

Child Protection & Adult Safeguarding

We believe and seek to promote a safe environment for all, our Child Protection & Adult Safeguarding can be found here;

<https://www.bath.ac.uk/publications/department-of-sports-development-recreation-child-protection-policy/attachments/sports-development-and-recreation-child-protection-policy.pdf>

Health and Safety

It is the policy of the DSDR, so far as reasonably practicable, to promote a working environment which is healthy and safe for staff, students and visitors and for any other persons who may be affected by the work of the DSDR. This policy will be implemented in consultation and co-operation with staff and students; all concerned being given the necessary information, instruction, training and supervision to enable them to carry out their work safely.

In formulating its general policy, the DSDR will be guided by the recommendations in the appropriate Codes of Practice published from time to time by the Health and Safety Executive (HSE), the Universities and College Employers Association (UCEA) and the University Health and Safety Department. It will seek at all times to have policies relevant to the current activities of the University, seeking to eliminate or minimise the risks arising from such activities.

This handbook may be updated throughout the year; for more information, please contact the Vocational & Applied Skills Courses Manager.

We believe that an excellent organisation is by definition a safe organisation and since the DSDR is committed to excellence, it follows that minimising risk to people, physical resources and our good reputation is inseparable from all other organisations aims and objectives.

A full description of the health and safety measures in place for your specific programme will be made by the Programme Lead in your first session, and referred to consistently throughout the programme, including procedures in case of a fire, access and exist routes and details of the first aid provision.

We ask that you proactively seek advice if you are concerned about health and safety; we can provide access to all relevant H&S documentation as required, please just contact your Programme Lead or Programme Manager for guidance.

Feedback and complaints

We actively gather feedback as part of our ongoing commitment to the learner experience. We provide formal opportunities, where applicable and dependent on course length and logistics, at the mid and end-point of our programmes.

We strive to ensure that the experience and delivery of our education is of the highest quality, but if you feel that we have fallen short in any aspect of our service, you are encouraged to provide feedback at any point, and you can do this by either speaking to your Programme Lead or communicating via email with the relevant individual.

Although we believe it is quite often preferable and more effective to seek an answer or resolution simply by talking to the Programme Lead or Programme Manager, if you have a serious concern and would like to undertake a more formal process, we do have a complaints policy and form that can be completed and submitted as per guidelines.

Please see Appendix 5 for our full Complaints Policy and form.

Appeals

Assessment practice and procedure is based on stipulations dictated by the individual AO, and we interpret and deliver these under guidance, observation and external verification to ensure that our standards meet those of the industry regulations.

The purpose of an appeals procedure is to ensure that every learner who is not satisfied with the outcome of an assessment decision has the right to appeal against the decision that has been made.

Please see Appendix 6 for our full Appeals Procedure.

Data protection

Our Data Protection Policy and Guidelines on Data Protection may be accessed via the data protection website: <http://www.bath.ac.uk/internal/data-protection/>

Please be aware that in the Learner Agreement you consent to us processing your personal data as necessary for all purposes connected with your application and for all reasons related to your participation in the course.

This includes us having to keep on record your contact details, your course marks, attendance, reasons provided for absences and any other such data that either the AO or we require to ensure your qualification is valid.

We may also use your contact details to subscribe to offers, future course updates and in building a community of practitioners. Please ask the Course Manager to remove you from this database if you do not wish to participate in future activities or be a part of our alumni community.

Disciplinary process

In order to ensure that we maintain a safe, healthy and positive environment for all learners, that supports the principles of equal opportunities and equality and diversity, we ask you all to sign a learner agreement; however, we also have a more specific process for disciplinary matters arising.

Any allegation or complaint that a learner has breached the Disciplinary Regulations may be dealt with by the Programme Manager in accordance with the process outlined below:

1. A preliminary assessment to determine if there is a case to be answered will be undertaken. This assessment will be based on one or more of the following:
 - a written statement from the complainant
 - written statements from any witnesses
 - evidence from other relevant sources
2. Where the VAST Manager determines that there is a case to be answered (s)he will:
 - give the student concerned an opportunity to provide a written response to the allegations and/or
 - arrange to meet the student to discuss the case. The learner will have the option to be accompanied at this meeting by a fellow student or another representative.

On completion of the investigation, the VAST Manager has the ability to impose:

- a verbal warning
- a written warning
- a final written warning

There is no requirement to follow these three steps in order, and the VAST Manager has the authority to apply the final written warning at a first attempt if the breach of discipline is considered of appropriate severity. Your position on the course can be rescinded, and no refund is due if this is the case.

The Disciplinary Regulations include but are not limited to:

- Bullying or Harassment
- Plagiarism or cheating
- Aggressive or offensive behavior
- Anti-social or discriminatory behavior

This handbook may be updated throughout the year; for more information, please contact the Vocational & Applied Skills Courses Manager.

- Failure to observe Health and Safety guidelines
- Theft and breach of trust
- Incapability due to alcohol or illegal substances
- Being in possession of alcohol or illegal substances within the learning environment

Lockers

Lockers are available for use within the Sports Training Village (STV) free of charge and are pin code activated; instructions for use are available in the STV.

How we will keep in touch with you

We ask that you provide an e-mail that you check frequently, as we send out learner notices and all other information this way as our primary form of communication. If for some reason it is not practical for a particular learner to use email, then the VAST Manager should be notified immediately so that alternative arrangements can be made.

We also ask that you retain on record with us an up-to-date address so that we can post manuals and certificates upon completion of the course. Please note that we are unable to re-send or purchase replacement certificates if you do not ensure your address is up-to-date.

Change of Circumstances

As stated above, it is your responsibility to ensure that we have your correct and most up-to-date personal and academic details.

Please notify the VAST Manager of any change in your address or contact details throughout your time of study.

3. Programme specific information

Timetable

Your course timetable will be distributed by your Course Manager / Tutor; flexible learning programmes and additional tutorial support may be available; please speak to your course tutor in the first instance if these options are required.

For the duration of all courses, approximate timing is as follows:

Lifeguarding	0900-1800
First Aid Courses:	10:15-16:30

Attendance Requirements

Learners must meet the attendance requirements as described in the learner agreement; we design these to meet the essential guided learning hours for each particular programme and it is part of the AO requirements that you complete the minimum number.

Learners who do not meet the requisite attendance requirements will be unable to sit practical and theory exams. These requirements can also be found in the terms and conditions.

Learners must show a willingness to attend all taught components of the programme unless absent for medical or personal reasons.

Special considerations and reasonable adjustments policy

Assessment should be a fair test of learners' knowledge and what they are able to do, however, for some learners the standard format of an assessment may not be suitable. We ensure that our qualifications and assessments do not bar learners from taking our qualifications.

We recognise that reasonable adjustments or special considerations may be required at the time of assessment where:

- learners have a permanent disability or specific learning needs
- learners have a temporary disability, medical condition or learning needs
- learners are indisposed at the time of the assessment

The provision for reasonable adjustments and special consideration arrangements is made to ensure that learners receive recognition of their achievement so long as the equity, validity and reliability of the assessments can be assured. Such arrangements are not concessions to make assessment easier for learners, nor advantages to give learners a head start.

There are two ways in which access to fair assessment can be maintained:

1. through reasonable adjustments
 2. through special considerations
1. Learners will only be eligible for reasonable adjustments if their disability or difficulty places them at a substantial disadvantage in the assessment situation, in comparison to a person who is not disabled or affected.

Any adjustment to assessment will be based on what the learner needs to access the assessment. This list is not exhaustive and it should be noted that some learner needs will fall within more than one of the categories set out below:

- **Communication and interaction needs**
- **Cognition and learning needs**
- **Sensory and physical needs**
- **Behavioural, Emotional and Social needs**
- **Learners for whom English is an additional language**

We have access to a Disability Service on the university campus, and advice, support and information can be sought as required; we ask that you communicate to us clearly in advance of the course start date any specific needs you may have.

<http://www.bath.ac.uk/students/services/centre/disability-service/index.html>

2.

Special consideration can be applied after an assessment if there was a reason the learner may have been disadvantaged during the assessment.

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

- an illness or injury
- some other event outside of their control and which has had, or is likely to have had, a material effect on that learner's ability to take an assessment or demonstrate his or her level of attainment in an assessment

Appendix 8 contains the Reasonable Adjustments and Special Considerations form to be completed by the learner and Programme Lead; for further advice please contact the Programme Manager.

Definition of Malpractice

Malpractice is essentially any activity or practice which deliberately contravenes regulations and compromises the integrity of the internal or external assessment process and/or the validity of certificates and associated achievement. It covers any deliberate actions, neglect, default or other practice that compromises, or could compromise:

- The assessment process
- The integrity of a regulated qualification
- The validity of a result or certificate
- The reputation and credibility of the University of Bath and Active IQ, or the qualification or the wider qualifications community

Definition of Maladministration

Maladministration is essentially any activity or practice which results in non-compliance with administrative regulations and requirements and includes the application of persistent mistakes or poor administration

We adhere to AO guidelines, and have a policy which dictates our management of the procedures above.

If you have any questions, please contact the Programme Manager.

Appendix 1. Learner Agreement

As a registered learner, I confirm that I will adhere to the following rules and regulations and that I understand the following:

1. I am responsible for my property/personal possessions whilst attending the course/any sessions. The University is not liable for any loss or damage caused to my property, (unless it is caused by the University's negligence), so I will look after my own belongings and keep them safe, (e.g. not leave items unattended).
2. I must act responsibly whilst attending/participating in any course/sessions. In particular I must take all reasonable care for my own health, safety and wellbeing and the health, safety and wellbeing of others. I must also comply with all instructions given by University staff and ensure that I only use University equipment or facilities as instructed/expected. I will also comply with the rules of the University Sports Training Village and any applicable codes of conduct.
3. I appreciate that undertaking a course will not necessarily qualify me in that discipline and that much will depend on my ability to demonstrate my understanding of the relevant knowledge and skills.
4. I understand that Exam/assessment entry will usually depend on satisfactory completion of all written coursework and/or course attendance. Learners must attend 100% of the Guided Learning hours related to this course.
5. All learning materials (manuals, portfolios, textbooks) must be brought to each lesson unless a prior arrangement with the course tutor has been made. The copyright in all course materials shall remain the sole property of the University and/or any relevant awarding organisation or partnership.
6. Appropriate clothing must be worn or brought to each course (including practical attire for pool-based courses). Classes are open to males and females and are usually mixed.
7. Payment of course fees will be made in FULL prior to the course start date unless agreement with the VAST Manager has been given.
8. All communication to and from the programme staff must be responded to in a timely manner.
9. I consent to the University holding and processing my personal data as necessary in connection with my application and subsequent participation in my chosen course.
10. I agree I have read and understand the Programme Handbook which includes course policies and procedures.

Name: _____

Signature: _____

Appendix 2:

Team Bath Vocational & Applied Skills Health Questionnaire / Gym PAR-Q

It is necessary prior to any practical sessions within the delivery of our courses that learners complete and submit a Health Questionnaire / Gym PAR-Q.

Name..... Please Circle: Male / Female

Date of Birth..... Course.....

Please answer the questions below carefully and honestly. If you have any queries please ask the tutor. Please tick Yes or No:		
Yes	No	
		Has your doctor ever said that you have a heart condition and that you should only do physical activity recommended by a doctor?
		Do you feel pain in your chest when you do physical activity?
		In the past month have you experienced any unexplained chest pain?
		Do you lose your balance due to dizziness or do you ever lose consciousness?
		Do you have a bone or joint problem that could be made worse by a change in your physical activity?
		Is your doctor currently prescribing drugs for your blood pressure or heart condition?
		Do you know of any other reason why you should not do physical activity?

If you have answered NO to all questions please proceed. If you have answered YES to one or more questions inform and discuss with the course tutor.

I declare to the best of my knowledge that the above information is correct and I will inform the tutor should any change in the facts given. I take part in any recommended programme entirely at my own risk and waive any legal recourse to myself, or my property, arising from my participation.

SignedDate.....

Tutor Signature.....Date.....

Appendix 3. Terms and Conditions

By booking a course with us you are agreeing to the following Terms & Conditions. Please read them carefully and do not hesitate to contact us should you have any questions.

1. Booking

Places on the courses are limited and filled on a first come first served basis so please ensure that you book as early as possible to guarantee your place and to prevent the possible need for us to cancel a course due to insufficient take up. Late entries may be accepted at our discretion, subject to availability. You will receive a confirmation by email within 5 working days of receipt of your application form or online store payment. For all purposes, the date of booking is the date on which we receive your course payment in full. Please note that the University has the right to refuse an application. Our courses are for both male and female students and classes are mixed.

2. Payment

All prices quoted in current adverts, in promotional material and online are per person and inclusive of VAT. They do not include travel expenses, parking, lunch, accommodation costs or the like. Payments can be made via the online shop in full.

3. Your Right to Cancel & Refunds

If you wish to cancel this agreement you may do so within 14 days of the booking date, (this is the date on which we receive your payment deposit) by notifying us in writing of your wish to cancel, (attached is a copy of a cancellation form but you do not need to use this form). If you cancel within this 14 day cancellation period, you will be entitled to a refund of your deposit (unless the course has started within this period – in which case you will be entitled to a pro rata refund to take into account that part of the course that has already taken place). After the 14 day cancellation period the course fee will be non-refundable.

If you cancel your booking outside of the 14 day cancellation period, but there is still two weeks or more left to run before the scheduled course start date, we will refund you the course fee. If you cancel your booking within the two weeks before the scheduled course start date, no refund can be given, (unless it is within the 14 day cancellation period referred to above).

4. Cancellation of Courses

The University may need to cancel courses or scheduled sessions without notice or on short notice in exceptional circumstances, (although the University will always provide as much notice of any cancellation or change as possible). The University will only cancel a course if it really has to, due to circumstances outside of the University's control. This could include for example, if a member of staff was unexpectedly unavailable and a replacement could not be found in time or if there was insufficient take up – e.g. if very few people signed up for a particular course and it was simply not viable or practical to run it in the circumstances. In this situation, course fees will be returned in full, however the University will not be responsible for any travel, accommodation or any other costs incurred by you.

The University will endeavour to reschedule any sessions that have to be cancelled, e.g. , if the University is closed due to severe weather conditions.

This handbook may be updated throughout the year; for more information, please contact the Vocational & Applied Skills Courses Manager.

Tutors/teachers/instructors may be changed if necessary without prior notice to allow for other teaching commitments, illness, leave etc.

Bookings for the National Pool Lifeguard qualification (NPLQ) will assume the learner meets the below required pre-requisites upon booking. The University will not provide any refunds if learners do not meet this standard when assessed on the first day of the course & are therefore not permitted to continue with the qualification

Learners will be 16-years-old or above at the time of taking the NPLQ final assessment and be able to:

- Jump/dive into deep water
- Swim 50 metres in less than 60 seconds
- Swim 100 metres continuously on front and back in deep water
- Tread water for 30 seconds
- Surface dive to the floor of the pool
- Climb out unaided without ladder/steps and where the pool design permits

5. Qualifications

Undertaking a course will not necessarily qualify you in that discipline. Following completion of the course you will be given verbal feedback and permitted to undertake assessment if appropriate. Exam/assessment entry will usually depend on satisfactory completion of all written coursework and/or course attendance. You will be required to demonstrate your understanding of the relevant knowledge and skills.

6. Reassessment of Theory Exams

If candidates do not pass the exam on the first attempt, one 30 minute exam preparation session will be offered prior to each reassessment, up to a maximum of 2 re-sits. After the third failed exam candidates will need to either pay for and re-sit the entire failed module or pay for tutorial support prior to the fourth attempt. Any further tutorial support needed will be charged at £40 per hour.

7. Reassessment / Missed Assessment of Practical Exams

If candidates do not pass the practical element of the course on the first attempt, they will be required to wait until our next assessment date(s) to retake. For those wanting to retake in advance of our planned assessment date(s) a fee of £150 is charged.

If candidates do NOT show up for the practical assessment on the date scheduled for their course candidates will be required to wait until our next planned assessment date(s) or pay a fee of £150 to cover the External Assessor.

8. Disclaimer & Your responsibilities

You are responsible for your property/personal possessions whilst attending the course/any sessions. The University does not accept liability for any loss or damage to your property, (unless it is caused by our negligence), so please look after your own belongings and keep them safe, (e.g. do not leave items unattended). You must also act responsibly whilst

attending/participating in any course/sessions. In particular you must take all reasonable care for your own health, safety and wellbeing and the health, safety and wellbeing of others. You must also comply with all instructions given by University staff and ensure that you use any University equipment or facilities as instructed/expected. You must also comply with the rules of the University Sports Training Village and any applicable codes of conduct.

9. Copyright

The copyright and all other intellectual property in any course materials shall remain the sole and exclusive property of the University and/or any relevant awarding organisation or partnership organisation and you shall not copy such materials or use them for running your own courses/business.

10. Data Protection

You consent to the University processing your personal data as necessary for all purposes connected with your application and for all reasons related to your participation in the course. This includes us having to keep on record such things as your contact details, your course marks, reasons provided for absences etc.

We will only process personal data in accordance with our registration under all applicable Data Protection legislation including the Data Protection Act and the General Data Protection Regulation.

Personal Data - The data that you provide will only be used for the purpose of administering your account here and recording any payments. The University will abide by the principles of all applicable Data Protection legislation including the Data Protection Act and the General Data Protection Regulation and ensure that the data is used for no other purposes and is not disclosed to third parties unless relevant to your application for example registering you with the Awarding Organisation. When processing payments the University is compliant with PCI DSS regulations.

11. Refreshments

Food and drink is available to buy from a number of catering outlets throughout the University campus, although this may be reduced on weekends and throughout University holiday periods. Learners should feel free to bring their own food and drink. There are a number of ATM cash machines available on campus.

12. Parking

Pay and display car parks operate throughout the campus and costs will need to be covered by the individual. The latest charges for parking can be found here;

<https://www.bath.ac.uk/corporate-information/visitor-car-parking-on-our-claverton-down-campus/>

13. VAST Contact Details

Sarah Jones, Vocational & Applied Skills Manager
s.jones@bath.ac.uk
+ 44 (0) 1225 385247

Office address:

This handbook may be updated throughout the year; for more information, please contact the Vocational & Applied Skills Courses Manager.

Sarah Jones
 Team Bath VAST
 Founders Sports Hall
 University of Bath
 Claverton Down
 Bath BA2 7AY

Appendix 4. Equal Opportunities and Diversity policy

Definitions and Protected Characteristics

No learner, or anyone our organisation deals with, receives less favourable treatment because of their protected characteristics. The protected characteristics are:-

- Age
- Disability
- Gender Reassignment
- Marriage and Civil Partnership
- Pregnancy and Maternity
- Race (including colour, nationality, ethnic or national origin)
- Religion or Belief
- Sex
- Sexual Orientation

Our Stance

In adhering with this stance, we ensure equality of treatment for all by aiming to:

- Raise awareness of equality and diversity
- Ensure that you are never discriminated against or receive less favourable treatment because of a protective characteristic
- Acknowledge any issues that could be defined as discrimination, victimisation or harassment with an appropriately sensitive and prompt investigation
- Comply with Awarding Organisations in making suitable reasonable adjustments which can apply to all of the listed protected characteristics.

Your Responsibilities

Each and every one of us is a stakeholder in the success of this policy. We expect you to make a positive contribution towards maintaining an environment of equal opportunity throughout the organisation. Please make sure you observe this policy at all times. In particular, you have individual responsibility to adopt the following:

- Do not take unlawful discriminatory actions or decisions contrary to the spirit of this policy
- Do not discriminate against, harass, abuse or intimidate anyone on account of their protected characteristics
- Do not place pressure on any other learners to act in a discriminatory manner
- Resist pressure to discriminate placed on you by others and report such approaches to an appropriate member of staff

This handbook may be updated throughout the year; for more information, please contact the Vocational & Applied Skills Courses Manager.

- Co-operate when we investigate, including providing evidence of conduct which may amount to discrimination
- Co-operate with any measures introduced to develop or monitor equal opportunity

Discrimination is not just treating one person less favourably than another. It can take place because:-

- someone associates with a person with a protected characteristic;
- someone is believed to possess a protected characteristic (even though they do not)

We expect you to treat, and be treated by, other learners and the people our organisation deals with considerately and with respect.

Where You Encounter Discrimination

- If you feel subject to discrimination of any kind as identified within this policy, make clear to the individual concerned that you find it unacceptable. Person-to-person discussion at an early stage may be enough to resolve your concern without involving anyone else. Alternatively, seek the help of a trusted colleague (e.g. a fellow learner or a trusted member of staff) and ask them to approach whoever has caused you offence.
- If discrimination continues, or you consider an instance to be particularly serious, you should consider who to highlight the issue with. For the majority of cases this will likely to be the tutor or assessor. However we appreciate that this staff member may be implicated in your concern and therefore when this happens they should approach the tutor/assessors line manager or the designated internal verifier.
- The staff member approached will carry out a suitable documented investigation or where more appropriate will refer the issue to the Programme Manager.
- The result of the investigation into alleged discrimination will be communicated to you with information including the action taken and outcome highlighted if applicable or appropriate.
- If you feel dissatisfied about the outcome of the investigation and you want to appeal then you will need to contact the Programme Manager within five working days of receiving the outcome, who will refer this to the Senior Manager – Training and Development to review these concerns.

Thank you for your contribution and commitment to making our policy work.

Appendix 5. Complaints Policy

Introduction

This document sets out our complaints policy and procedure and is aimed at our learners and all interested parties who encounter a direct or indirect service.

It is important should you feel you have encountered a level of service that is below both yours and our expectations that you raise any concerns you may have with us as soon as possible to best enable us to address them.

Scope

This policy covers complaints that learners and members of the public may wish to make in relation to the qualifications offered by the DSDR, at the University of Bath.

It is not to be used to cover enquiries about services offered by the University of Bath or appeals in relation to assessment decisions made. These areas are covered by our Appeals Policy. Should a complaint be submitted which is in fact an appeal we will respond to inform the relevant party that the issue is being considered in accordance with our Appeals Policy.

If you are unhappy about the way an examination or assessment was delivered and conducted and you suspect malpractice and/or maladministration may have occurred you should send your concern to us in accordance with the arrangements in our Malpractice & Maladministration Policy. This should occur as soon as possible to protect any associated evidence that may form part of your complaint.

Our responsibility

We ensure that our staff and learners involved in the management, assessment and quality assurance of our qualifications are aware of the contents of this policy and that we have a complaints handling procedure in place to deal with complaints from learners about the services they receive from us.

How should I complain?

Stage 1

Our staff are all keen to help, so you should first try to resolve any problem at the earliest opportunity by speaking to the Programme Lead of your course.

Stage 2

If they cannot help or you wish to speak to someone else please contact the VAST Manager.

Stage 3

If stage 2 is not possible, or if you are not satisfied with the help provided by the Programme Manager, please complete the Complaints Form; this must be received within 20 working days of exhausting Stage 2 of the event you are complaining about, and be addressed to us using the contact details outlined in the Learner Handbook.

This handbook may be updated throughout the year; for more information, please contact the Vocational & Applied Skills Courses Manager.

The VAST Manager will refer this to the Team Bath Senior Manager Leadership Team in the case of being unable to resolve satisfactorily.

If you have fully exhausted the process and are still unhappy with the outcome or if you feel there was a significant breach of procedure then you can contact the specific AO directly. RLSS UK Compliance Team compliance@iql.org.uk

What happens if my complaint is upheld?

If any part of your complaint is upheld we will of course respond to the complainant accordingly and give due consideration to how we can improve our service and arrangements. In extreme circumstances, internal disciplinary procedures may be exercised where the performance or behaviour of our staff is deemed inappropriate.

In situations where a complaint has been successful, or where an investigation following notification from the AO indicates a failure in our processes, we will give due consideration to the outcome and will, as appropriate, take actions such as:

- Identify any other learner, who has been affected by that failure
- Correct, or where it cannot be corrected, mitigate as far as possible the effect of the failure
- Ensure that the failure does not recur in the future
- Compensate the learner if the centre is found it has compromised its own terms and conditions that form part of the contract between us and the learner in question.

Confidentiality and whistle blowing

Sometimes a complainant will wish to remain anonymous. However, it is always preferable to reveal your identity and contact details to us. If you are concerned about possible adverse consequences please inform us that you do not wish for us to divulge your identity.

If it helps to reassure you on this point, we can confirm that we are not obliged to disclose information if to do so would be a breach of confidentiality and/or any other legal duty.

Whilst we are prepared to investigate issues which are reported anonymously, we shall always try to confirm an allegation by means of a separate investigation before taking up the matter with those that the complaint/allegation relates.

At all times we will investigate such complaints from whistleblowers in accordance with relevant whistle blowing legislation.

Thank you for your contribution and commitment to making our policy work.

Complaints form

Name		
Contact details		
Details of complaint		
Actions taken to resolve		
Required resolution		
Signature		Date

Appendix 6. Appeals Procedure

The appeals procedure applies to any learner following completion of qualification at the centre and provides learners with a formal route to appeal against a decision.

Learners will be assessed against AO published criteria and by assessors who must hold or be working towards any of the following:

- Level 3 Award in Understanding the Principles and Practices of Assessment (QCF) or
- Level 3 Award in Assessing Vocationally Related Achievement (QCF) or
- Level 3 Award in Assessing Competence in the Work Environment (QCF) or
- Level 3 Certificate in Assessing Vocational Achievement (QCF), or
- A1 (previously D32, D33)

In addition, we will ensure that assessors:

- Possess a discipline specific qualification equivalent to the qualification being taught
- Have relevant industry experience
- Demonstrate active involvement in a process of industry relevant Continued Professional Development during the last two years

All new assessors will be given a clear action plan for achieving the appropriate qualification(s) and should be countersigned by an appropriately qualified individual until the qualification(s) are achieved.

The appeal procedure to be followed comprises of 4 stages.

- 1 – Speak to the Course Manager in the first instance
- 2 – If unable to resolve, the VAST Manager will refer to the Internal Verifier
- 3 – If the conclusion of these two steps is deemed unsatisfactory, the learner can contact the External Verifier / compliance team for the specific AO; contact details will be made available as required compliance@iql.org.uk
- 4 – The appeal will then be heard by the AO Head of QA, or person responsible for matters concerning assessment and appeals.

Please note that throughout the assessment process we will comply fully with the AO's policy on reasonable adjustments and special considerations; our policy can be found described in our Learner Handbook, but for more specific details please speak to the Programme Lead.

Investigating appeals is very problematic without the presence of impartial evidence. Therefore appeals in the context of live observed assessments will only be considered when accompanied by a suitable video recording.

As a learner, you will be able to use a video recording as long as it does not adversely affect the assessment process, allows the assessor to carry their role and does not contravene a venue/organisations rules or regulations. The learner must make suitable arrangements to arrange a video operator.

If a medical issue has the potential to affect your performance then it is your responsibility to inform us prior to assessment so that an informed decision can be made terms of an appropriate action plan.

This handbook may be updated throughout the year; for more information, please contact the Vocational & Applied Skills Courses Manager.