



Team Bath, Vocational & Applied Skills

Learner Handbook

Covering Royal Life Saving Society (RLSS) for Pool Based Qualifications

2024/2025

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 2024-2025.

Along with the accompanying material from Royal Life Saving Society (RLSS) this is the primary source of information for learners studying for all Team Bath Vocational & Applied Skills courses.

Further details on Royal Life Saving Society can be found here
<https://www.rlss.org.uk/national-pool-lifeguard-qualification>

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 & compliance, 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 initiates and programmes.

Phone: +44 (0) 1225 386069

Email: adsjmg@bath.ac.uk

Mr Mark Westmore – NPLQ Tutor & Assessor

Mark has been part of the Sports Department for 14 years; he has been a qualified RLSS Trainer Assessor since 2019 and overseas monthly staff Lifeguard training sessions as well as assisting with National Pool Lifeguard Qualification delivery. Mark holds his Level 3 Award in Education and Teaching enabling him to teach & assess within his field.

More recently Mark qualified as an Outdoor First Aid Instructor and now can deliver these programmes.

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.

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.

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.

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

See Appendix 4 for our Equal Opportunities, Diversity & Inclusion 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.

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.

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

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

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

- 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
- 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.

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

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 | Monday – Friday |
| | 5 hours | Saturday (Assessment Day) |

Please refer to your letter of course confirmation for dates & timings.

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 to assessment

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**

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. Please refer to Appendix 7.

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: PARQ

Team Bath Vocational & Applied Skills Health Questionnaire

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) 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.

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.

5. Reassessment of Theory Exams

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. All NPLQ sections must be completed within 28 days of the first assessment date.

7. Reassessment / Missed Assessment of Practical Exams (Pool & First Aid)

If candidates do not pass the practical element of the course on the first attempt, they will need to undertake a reassessment within 28 days of the first assessment date. Candidates will need to undertake additional training with the Trainer prior to the reassessment taking place. A reassessment fee of £150 must be paid to cover the External Assessor.

If candidates do NOT show up for the practical assessment on the date scheduled for their course candidates will be required to enrol, pay and undertake a new course.

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

Appendix 4. RLSS Equality, Diversity & Inclusion policy

Introduction

Team Bath VAST, University of Bath, are committed to ensuring that diversity and inclusion are embedded into everything we do. Together we promote a work environment that is inclusive and diverse, and where our people can be themselves.

This Policy is shaped by the protected characteristics outlined by the Equality Act 2010 (age, disability, gender, gender reassignment, marriage & civil partnership, pregnancy & maternity, race, religion & belief, sexual orientation)

This policy also reinforces our commitment to providing equality and fairness to all and not provide less favorable facilities or treatment. All those completing, delivery, or assessing RLSS UK Qualifications, qualification should have equal opportunities.

We do not tolerate unfair treatment or unlawful discrimination, whether intentional or unintentional, direct, or indirect of any kind. If you feel you have experienced unfair treatment or unlawful discrimination, please contact Sarah Jones, Vocational & Applied Skills Manager, who will fully review the incident.

Definitions

This policy cover 3 broad areas:

Equality means treating everyone with fairness and respect and recognising the needs of individuals. It is about addressing existing disadvantage affecting how different people participate in society.

Diversity is about recognising, valuing and taking account of people's different backgrounds, knowledge, skills, needs and experiences, and encouraging and using those differences to create a cohesive community and effective workforce.

Equal Opportunities is the development of practices that promote the possibility of fair and equal chances for all to develop their full potential in all aspects of life and the removal of barriers of discrimination and oppression experienced by certain groups.

Policy Statement

All staff, candidates, trainers, assessors and all other relevant personal involved with the delivery or assessing of RLSS UK qualification and awards, should have equal opportunity to access qualifications, assessments, related products and services and that the content of the qualifications and assessments should reflect the wide diverse audience. We strive to support candidates of all abilities, and to ensure qualifications are awarded in a way that is fair to everyone whilst ensuring the integrity of the qualification is kept. Where applicable ensuring reasonable adjustments or special considerations are applied for.

It is morally wrong to discriminate directly or indirectly and hinder equality of opportunity. Thus, it is our intention to ensure that no person is subject to unfair treatment in any way and we recognise our responsibilities and legal obligations.

Policy Aims

We aim to:

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

- Promote environments where individual differences and contributions of all are recognised and valued
- Encourage environments that promote dignity and respect for all
- Not tolerate any form of discrimination, intimidation, bullying or harassment and to take appropriate action for any breach of this policy
- Promote equality which we believe is good management practice and make sound business sense.
- Encourage anyone who feels they have been subject to discrimination to raise their concerns so corrective measures may be implemented
- Encourage all to treat others with respect and dignity
- Regularly review practices and procedures so that fairness is always maintained

Our Commitments

- We are committed to providing equal opportunities to our employees, candidates, trainers, and assessors along with all other relevant personnel in an inclusive manner and encouraging diversity in the workplace.
- We do not tolerate any unlawful or unfair discrimination, and anyone found to be acting in a discriminatory manner may face disciplinary action, which could include dismissal. Everyone has a duty to report unlawful or unfair discriminatory behavior to a member of management. We actively promote equal opportunities and require everyone to contribute towards achieving this objective.
- We believe that treating people with dignity and respect is an important part of realising equal opportunities and diversity.

We will enable all candidates the ability to have equal access to training and assessment for qualifications irrespective of their sex, marital status, age, religion, race, nationality or ethnic origin or disability ensuring the integrity of the RLSS UK Qualifications, qualification or awards is being upheld. It may be that we need to apply to RLSS UK Qualifications to apply for either a reasonable adjustment or a special consideration.

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.

Referring Complaints to RLSS UK Qualifications

Where complaints relating to issues of inequality cannot be satisfactorily resolved by the ATC/P, candidates must be made aware of their right to appeal to RLSS UK Qualifications via the arrangements outlined in our Appeals Policy.

| RLSS UK Qualifications Contact Details | |
|--|--|
| Email | compliance@rlss.org.uk |
| Telephone | 0300 323 0096 |
| Address | Royal Life Saving Society , Red Hill House , 227 London Road Worcester, WR5 2JG |

Appendix 5. RLSS Complaints Policy

Aims

Team Bath VAST, University of Bath, aims to meet its obligations when responding to complaints from all candidates, and others involved in the delivery and assessment of RLSS UK Qualifications, qualifications, and awards.

When responding to complaints, we aim to:

- Be impartial and non-adversarial
- Facilitate a full and fair investigation by an independent person or panel, where necessary
- Address all the points at issue and provide an effective and prompt response
- Respect complainants' desire for confidentiality
- Treat complainants with respect
- Keep complainants informed of the progress of the complaints process

We try to resolve concerns or complaints by informal means wherever possible. Where this is not possible, formal procedures will be followed.

Definitions and Scope

A concern is defined as 'an expression of worry or doubt over an issue considered to be important for which reassurance are sought'.

We will resolve concerns through day-to-day communication as far as possible.

A complaint is defined as 'an expression of dissatisfaction however made, about actions taken or a lack of action'.

We intend to resolve complaints informally where possible, at the earliest possible stage.

There may be occasions when complainants would like to raise their concerns formally. This policy outlines the procedure relating to handling such complaints.

Principles for Investigation

When investigating a complaint, we will try to clarify:

- What has happened
- Who was involved?
- Where this happened
- When this happened
- What the complainant feels would put things right

We intend to address complaints as quickly as possible. To achieve this, realistic and reasonable time limits will be set for each action once the necessary details of the complaint have been received.

Where further investigations are necessary, new time limits will be set, and the complainant will be provided of the new deadlines with an explanation for the delay.

We expect that complaints will be made as soon as possible after an incident arises, and no later than 5 working days afterwards. We will consider exceptions to this time frame in circumstances where there were valid reasons for not making a complaint at that time, and the complaint can still be investigated in a fair manner for all involved.

Stages of Complaint

Informal

We will take informal concerns seriously and make every effort to resolve the matter quickly. It may be the case that the provision or clarification of information will resolve the issue.

The complainant should raise the complaint as soon as possible with the relevant member of staff or the Approved Training Centre/Provider (ATC/P) Co-ordinator (Sarah Jones) as appropriate, either in person or by letter, telephone, or email. If the complainant is unclear who to contact or how to contact them, they should contact the ATC/P Co-ordinator.

Sarah Jones

University of Bath, Team Bath, Vocational & Applied Skills Manager

01225 385247

s.jones@bath.ac.uk

We will acknowledge informal complaints within 5 working days, investigate and provide a response within 15 working days.

If the complaint is not resolved informally, it will be escalated to a formal complaint.

Formal

The complainant should inform the ATC/P Co-ordinator by email. The email should provide details such as relevant dates, times, and the names of witnesses to the events, alongside copies of any relevant documents. The complainant should also state what they feel would resolve the complaint.

The ATC/P Co-ordinator (or designated member of the Senior Leadership Team) may contact the complainant in person, writing or via telephone, to clarify concerns and seek a resolution. The ATC/P Co-ordinator (or other person appointed by the ATC/P Co-ordinator for this purpose) will then conduct their own investigation. The written conclusion of this investigation will be sent to the complainant within 20 working days.

Referring Complaints to RLSS UK Qualifications

If the complainant is still unhappy with the decision given by the ATC/P in reviewing the complaint, they can, where relevant, escalate the matter through to a member of the RLSS UK Qualifications Compliance Team.

| RLSS UK Qualifications Contact Details | |
|--|--|
| Email | compliance@rlss.org.uk |
| Telephone | 0300 323 0096 |
| Address | Royal Life Saving Society , Red Hill House , 227 London Road Worcester, WR5 2JG |

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.

Team Bath, Vocational & Applied Skills Team
Complaints form

| | |
|--|--|
| Name | |
| Contact details | |
| Details of complaint (Details of what happened, who was involved, where & when this happened, what the complainant feels would put things right) | |
| | |
| Actions taken to resolve | |
| Required resolution | |
| Signature | |
| Date | |

Appendix 6. RLSS 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 authorised & qualified OA assessors.

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.

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.

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.

Introduction and Scope

This policy applies to all candidates who are undertaking or have completed an RLSS UK Qualifications, qualification and sets out Team Bath, University of Bath's procedures and approach to submitting and considering appeals, to ensure that all outcomes are fair, consistent, and reliable.

All candidates have the right to enquire about, question or appeal against an assessment decision.

Appeals may be made in relation to:

- The results of assessments
- Decisions regarding Reasonable Adjustments and Special Considerations
- Decisions relating to any action to be taken against a learner or an ATC/P after an investigation into malpractice or maladministration
- Where evidence suggests we did not apply procedures consistently, or that procedures were not followed properly and fairly

Principles of making an Appeal

If a candidate is unhappy about the assessment decision awarded to them, they must first go through our appeals process prior to contacting RLSS UK Qualifications. As part of our agreement with RLSS UK Qualifications, we must operate an appeal process for learners.

How to Appeal

Appeals should be made in writing via email to Sarah Jones, s.jones@bath.ac.uk within 5 working days of the assessment date.

The appeal must detail:

- Candidates name and contact details
- Venue name and society number
- Trainer's name and society number
- Assessor's name and society number
- Names of others involved
- Details around the grounds for appeal
- Copies of any supporting evidence

If the appeal is excessively long or complex, we may ask you to provide a summary so that we are clear what the issues are.

What will happen to my Appeal?

Where possible, we will undertake an initial, informal assessment of all potential appeals, to ensure the application is complete and to ascertain if the issue can be resolved before it goes to a formal appeal. We may do so over the telephone or via email. In all instance, we will ensure that the person carrying out this initial check does not have a personal interest in the decision being appealed. All actions will be confirmed via email.

Sometimes a more formal approach is required and in these cases your appeal must be put in writing via email directly to s.jones@bath.ac.uk

If the appeal cannot be put in writing, a member of our team will relay any verbal conversation via email, to ensure the details around the appeal have been understood.

All appeals will be acknowledged within 5 working days, investigated, and a response provided within 10 working days. If the process is likely to take longer, we will contact all parties concerned to inform them of the likely revised timescale.

We will endeavour to complete any appeals investigation within 20 working days of the receipt of the initial written appeal. To ensure a fair and thorough investigation, the duration may depend on the nature and severity of the appeal received, and the investigating team member will notify the appellant as soon as possible, if the investigation will take longer than expected.

If your appeal is not upheld, we will explain why.

If we feel your appeal is successful, we will forward all relevant information/ evidence to RLSS UK Qualifications for review.

If you are not happy with the way your appeal has been handled or the outcome of our investigation, you can refer your grievance to the RLSS UK Compliance Team via email: compliance@rlss.org.uk. In such cases, this must be done within 10 working days of receipt of our decision.

Contacting RLSS UK Qualifications

RLSS UK Qualifications will only review the original appeal and your dissatisfaction with how it was handled.

Further consideration of your appeal will only be made if the review considers the complaint was not handled according to our procedures or failed to consider critical evidence.

Any decisions made at this stage will be signed off by the RLSS UK Compliance Team.

RLSS UK Qualifications will require evidence that you have firstly gone through our appeals process.

| RLSS UK Qualifications Contact | |
|--------------------------------|--|
| Email | compliance@rlss.org.uk |
| Telephone | 0300 323 0096 |
| Address | Royal Life Saving Society, Red Hill House 227 London Road, Worcester, WR5 2JG |

Appendix 7. RLSS Malpractice & Maladministration Policy

Definitions and Introduction

Malpractice and maladministration are two distinct, but related, concepts.

In broad terms, maladministration generally covers mistakes or poor process where there has been no intention on the part of the person responsible to do any harm. It may involve some degree of incompetence or ineptitude or may result from carelessness or inexperience.

By contrast, malpractice will generally involve some form of intent. It may also include circumstances where an individual has been negligent or reckless as to the consequences of their actions.

Team Bath, University of Bath, aims to meet its obligations when responding to reports of Malpractice and/or Maladministration from all candidates, and others involved in the delivery and assessment of RLSS UK Qualifications, qualifications, and awards.

How to Report Suspected and Actual Cases of Malpractice and/or Maladministration

We expect that reports will be made as soon as possible after an incident arises, and no later than 5 working days afterwards. We will consider exceptions to this time frame in circumstances where there were valid reasons for not reporting the incident at that time, and the case can still be investigated in a fair manner for all involved.

All actual or suspected cases of malpractice or maladministration should be put in writing:

Sarah Jones, Vocational & Applied Skills Manager

s.jones@bath.ac.uk

Where possible the report should include:

- What has/is about to happen
- Who was involved?
- Where this happened
- When this happened

What will Happen to my Report

All reports will be logged and acknowledged within 5 working days, investigated and where necessary passed through to RLSS UK Qualifications for further review.

When responding to reports, we aim to:

- Be impartial and non-adversarial
- Facilitate a full and fair investigation by an independent person or panel, where necessary
- Address all the points at issue and provide an effective and prompt response
- Respect complainants' desire for confidentiality
- Treat the report with respect
- Seek guidance from RLSS UK Qualifications where necessary
- Notify RLSS UK Qualifications where necessary
- Keep complainants informed of the progress of the reports process

Referring Reports

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

If the complainant is not happy with the way the report has been handled they should contact a member of RLSS UK Qualifications Compliance Team, the details are as follows:

| RLSS UK Qualifications Contact details | |
|--|--|
| Email | compliance@rlss.org.uk |
| Telephone | 0300 323 0096 |
| Address | Royal Life Saving Society, Red Hill House 227 London Road ,Worcester, WR5 2JG |

Appendix 8. RLSS Special Consideration & Reasonable Adjustment Policy

Introduction and Scope

This policy applies to all candidates who are undertaking or have completed a RLSS UK Qualifications, qualification or award and sets out Team Bath, University of Bath's process to reviewing reasonable adjustments or special considerations requests from candidates who are undertaking or have completed an RLSS UK Qualifications, qualification or award.

As an Approved training Center or Provider (ATC/P) we understand our requirements where a candidate, who has a difficulty or is disabled within the definition of the Equality Act 2010, would be at a substantial disadvantage in comparison to someone who is not disabled or does not have a difficulty.

As an ATC/P we endeavour to ensure that all training and assessments should be a fair test of the candidates' practical skills and knowledge. For some candidates, we recognise the usual format of training and assessments may not be suitable, in these cases reasonable adjustments and/or a special consideration may be applied at our discretion in line with RLSS UK Qualifications policies or we will support any candidate with submitting an application to RLSS UK Qualifications.

Definition of a Reasonable Adjustment

A reasonable adjustment relates to any actions that help to reduce the effect of a disability or difficulty, which may place the candidate at a disadvantage during the delivery of a qualification or an assessment situation. They are applied to an assessment process for a qualification, to enable a candidate with a disability or difficulty, to demonstrate his or her knowledge, skills and understanding of the levels of attainment required in the qualification specification.

When a reasonable adjustment has been applied, the work produced by the candidate will be marked to the same standards and assessment requirements as the work assessed of the other candidate(s).

Principles of making a Reasonable Adjustments

As an ATC/P we will ensure any adjustments made to an assessment will:

- Not invalidate the assessment requirements of the qualification
- Not give the candidate an unfair advantage
- Reflect the candidate's normal way of working
- Be based on the individual need of the candidate

As an ATC/P we will ensure we consider the following, upon deciding whether an adjustment to an assessment is required:

1. The reasonable adjustment must not compromise the competency standard.
2. The reasonable adjustment must not give the candidate an unfair advantage. While the process for examinations and assessments might be modified, the candidate must demonstrate the skills and competence required by the assessment, to maintain the quality, validity, and reliability of the assessment.

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

3. The reasonable adjustment must be based on individual requirements. Decisions about the reasonable adjustment(s) required by each candidate must be taken only after careful consideration of the assessment needs of each individual. Different candidate with the same impairment may have quite different reasonable adjustment requirements. Similarly, we will not assume that the reasonable adjustment required by a candidate for a particular assessment will be required for all assessments. Some candidates may need a single adjustment, others may require a combination of several adjustments.
4. The reasonable adjustment must be accompanied by suitable evidence, where appropriate. We need to satisfy ourselves that a candidate's request for a reasonable adjustment is legitimate. On some occasions, this will involve obtaining evidence that is sufficient, valid, and reliable.
5. The assessment activity is valid and is measurable against the assessment criteria. Any adjustment(s) that are implemented during the assessment must ensure that:
 - i. They do not impact on any other candidates.
 - ii. Will only provide the intended candidate with the necessary assistance, without giving them an unfair advantage over others.
 - iii. We will be clear about the extent to which the candidate is affected by the disability or difficulty.

How to apply for a Reasonable Adjustment

All applicants must complete and return a reasonable adjustment application form and any supporting evidence for review to:

Sarah Jones, Vocational & Applied Skills Manager
 University of Bath
 01225 385247
S.Jones@bath.ac.uk

Please click the link below or copy it in your URL to access the reasonable application form.

[Download.ashx \(rlss.org.uk\)](https://www.rlss.org.uk/download.ashx)

Candidates should aim to give us ample opportunity to review any requests for a reasonable adjustment prior to their assessment. Ideally, at the first point of contact via the enrolment or registration process, day one of the training course or at the start of the assessment.

What will happen with your application and supporting evidenced

As an ATC/P we keep records of all reasonable adjustment applications along with the outcome, which will be logged and retained in line with RLSS UK Qualification audit requirements. We do not retain supporting evidence.

In line with RLSS UK Qualifications policies we are able to apply one or more of the following adjustment(s) to an assessment without the need to apply directly to them. We will ensure we follow the same principles as if we were applying to them and obtain all the required information and evidence and document this in the same way.

| Reasonable adjustment | Assessments taken under examination conditions |
|---|--|
| Extra time up to 25% | Permitted |
| Supervised rest breaks | Permitted |
| Change in the layout of assessment room | Permitted |
| Candidates to take the examination solely under moderation of an Assessor | Permitted |
| Taking the assessment at an alternative venue | Permitted |
| Use of colored overlays | Permitted |
| Use of paper based bilingual dictionary | Permitted |
| Assessment materials on colored paper | Permitted |
| Reader | Permitted |

Where we have any uncertainty over the adjustment(s) that can be applied to an assessment we will seek advice from RLSS UK Qualifications.

Where an application is for an adjustment not listed above, we will pass the application and any evidence immediately to RLSS UK Qualifications to review and respond to accordingly in line with their own policies.

Please note due to the nature of RLSS UK Qualifications there is not a guarantee the requested adjustment will be granted.

Definition of a Special Consideration

A special consideration is a post-assessment adjustment to the candidate's assessment results, or rearrangement of an assessment time or date.

A special consideration can be granted after an assessment has taken place if a candidate is deemed to have been disadvantaged.

How to apply for a Special Consideration

As an ATC/P we are not able to apply a special consideration to assessment result(s). Special considerations can only be granted by an Awarding Organisation. With this said to apply for a special consideration, the applicant or authorised persons must complete the RLSS UK Qualifications web based application form which can be located directly on their website. Please click the link below or copy it in your URL to access the application form.

[Special Consideration Application Form | Royal Life Saving Society UK \(RLSS UK \)](#)

What will happen with your application and supporting evidenced

As an ATC/P we keep records of all special consideration applications, which will be logged and retained in line with RLSS UK Qualifications audit requirements. We do not retain supporting evidence.

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

Safety considerations

There are no circumstances when the safety of a candidate or participant, should be compromised in the pursuit of an assessment. In a practical activity, if there is a concern that the effects of a person's disability or difficulty may have safety implications for themselves or others, a suitably qualified person within our ATC/P will carry out a risk assessment related to the candidate's particular circumstances. Assumptions will not be made about a disability posing a safety risk.

Appeals

If you wish to appeal against our decision to decline your application, please refer to our Appeals Policy.

Contacting RLSS UK Qualifications

| RLSS UK Qualifications Contact | |
|--------------------------------|---|
| Email | compliance@rlss.org.uk |
| Telephone | 0300 323 0096 |
| Address | Royal Life Saving Society, Red Hill House 227 London Road , Worcester, WR5 2JG |

Thank you for your cooperation in making our policies work