



APPLIED FIRST AID Policy Hand book

**Applied First Aid
Wild Rose Cottage
Church Walk
Lode
Cambridge
CB25 9EX**

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Appeals to **APPLIED FIRST AID** or ITC

Complaints Procedures

1. Overview

- 1.1 ITC and **APPLIED FIRST AID** is committed to providing an open and accountable quality service for all. One way in which we can continue to improve is by listening and responding positively to all complaints and by correcting mistakes and instigating preventative actions.
- 1.2 We aim to ensure that:
- Making a complaint is as easy as possible
 - We deal with complaints promptly, politely, fairly, factually and confidentially [where appropriate]
 - We deal with complaints as an expression of dissatisfaction with our services which calls for prompt response
 - We respond in the right way, with explanation, apology or information as appropriate
 - We review and learn from complaints, improving our service
- 1.3 We recognise that many concerns to be raised informally and dealt with quickly. However if concerns cannot be resolved informally, immediately or the matter is serious then the formal complaints policy will be followed.
- 1.4 Complaints regarding teaching, assessment, administration and quality assurance at **APPLIED FIRST AID** who offer ITC qualifications should be referred to **APPLIED FIRST AID** in the first instance, who will investigate the matter following their internal complaints procedures.
- 1.5 If you are dissatisfied with a decision made by **APPLIED FIRST AID** then ITC Appeals process must be used, detailed in ITC document 'P5 Appeals Policy'

2. Complaint or Appeal?

- 2.1 An appeal occurs when a judgement decision has been made. E.g. Candidates may appeal assessment decisions and centres may appeal external verification decisions.
- 2.2 Any individual or organisation that is affected by an assessment decision made by ITC First or **APPLIED FIRST AID** is eligible to take advantage of the appeals process.
- 2.3 ITC Appeals Policy [document P5], found on the home page of the ITC website, details the appeals process.

3 Formal Complaints to ITC

- 3.1 This formal complaint procedure is intended to ensure all complaints are handled fairly and consistently.
- 3.2 A formal complaint should be instigated if informal methods did not resolve the concern.
- 3.3 ITC will:
- Respond to all formal complaints in writing within 5 working day from receipt
 - The time period for a response that requires investigation with 3rd parties involved, being 4 weeks [20 working days].
 - Log complaints and expressions of dis-satisfaction (Appendix 1) which will be shared with the Policy Committee for trends and appropriate actions to mitigate further occurrences
 - Deal reasonably and sensitively to the complaint.
 - Take action where appropriate.
- 3.4 The complainant should:

- a) Complain in writing. Where candidates are unable to do this and have special considerations, telephone will be considered.
- b) Use the word 'complaint' to avoid any misinterpretation of any comment, or other statements or correspondence received.
- c) Raise concerns and explain clearly all details, consequences as a result and the form of redress or change in operations that are sought.
- d) Complain within 8 weeks of the occurrence.

3.5 ITC will investigate the subject matter of the complaint and issues an initial reply in writing within 5 working days or 20 working days depending upon the nature of the investigation.

3.6 If the complainant is not satisfied with the response then they can write directly to the Awards Manager who will acknowledge the request within 2 working day of receipt and respond fully within 4 weeks.

3.7 Escalation Routes

If the complaint has not been resolved or if you have a complaint against the operating systems of the Awarding Body then please contact the Regulators of Qualifications in England (Ofqual), Wales (Qualifications Wales) or Scotland (SQA Accreditation).

3.8 Further Education Colleges in Scotland – Users of public bodies (inc. FE Colleges & SQA) in Scotland have the right to complain to the Scottish Public Service Ombudsman (SPSO) as the final arbiter of any complaint. The College, ITC and SQA complaints procedure must be exhausted before the SPSO will consider a complaint, and it must usually have been raised within the previous 12 months. The complaint cannot be under consideration in a court of law

Ofqual – <http://www.ofqual.gov.uk/>

Qualifications Wales – <http://www.qualificationswales.org>

SQA - <http://www.sqa.org.uk/>

SPSO - <http://www.valuingcomplaints.org.uk>



Appeals to **APPLIED FIRST AID**

1.1 Appeals

Any individual or organisation that is affected by an assessment decision made by **APPLIED FIRST AID** and their assessors is eligible to take advantage of the appeals process.

1.2 Candidate appeals

Appeals may be made regarding areas of concern from candidates, including but not limited to:

- Administration and assessment errors
- Perceived discrimination
- Request for reasonable adjustments or special considerations
- Failure to take into account any special circumstances
- Decisions relating to malpractice or misconduct

Candidates are strongly recommended to informally pursue any appeal, enquiry, or grievance by making a telephone or email enquiry to **APPLIED FIRST AID**, before following formal systems, as many appeals can be resolved satisfactorily through these informal means.

There is a time limit for making appeals of 3 weeks from course completion. There is a time limit of a further 3 weeks for **APPLIED FIRST AID** to review this appeal. An appeal review fee is payable to **APPLIED FIRST AID** (refundable if the appeal is upheld).

Disagreement with an assessment judgement is not normally grounds for an appeal. **APPLIED FIRST AID** assessors follow strict criteria when making their assessment decisions in accordance with ITC assessment specifications.

Appeals generally fall into the following broad categories:

- a) Administration error - perhaps a mistake in recording results.
- b) Assessment error - perhaps using criteria other than those specified in the qualification.
- c) Discrimination - the method of assessment was not fair and reasonable under the circumstances, or the assessor was biased or prejudiced.
- d) Decisions regarding reasonable adjustments and special considerations

1.3 Specific point of contact

Ask for JOY Martin Wild Rose Cottage Church Walk Lode Cambridge CB25 9EX 01223 811132

1.4 Summary of appeals process

The full appeals process is summarised below. It is anticipated that most queries will be resolved informally by **APPLIED FIRST AID** with a minimum of delay.

- a) Clarification of the original decision
- b) Informal dialogue to review the context and criteria of the decision.
- c) If informal methods are unsuccessful then a formal appeals in writing can be initiated by the affected individual.
- d) **APPLIED FIRST AID** to contact and discuss the assessment decision with the course assessor and review all available and relevant evidence.
- e) Reference may be made to ITC First for guidance, if specialist expertise is required.
- f) Appellant informed of decision and any subsequent actions by the Centre.
- g) Where the decision is over turned the affected individual will be informed.
- h) Where the decision remains unchanged or the affected individual is dissatisfied, the candidate may refer directly to ITC First using their Appeals Procedure that is available as a download from the website or by request to the ITC Office.
- i) All candidates have the right to escalate their appeal to the external regulators of the qualification they are enrolled upon. If candidates are not satisfied with how their appeal has

been handled by ITC First then the appeal can be escalated to the appropriate external national regulator Ofqual, WG or SQA.

Ofqual – www.ofqual.gov.uk

SQA – www.sqa.org.uk

Note: Regulators will scrutinise **APPLIED FIRST AID** and ITC First against their published procedures. The regulators cannot overturn assessment decisions or academic judgments.

1.5 Monitoring, reporting and evaluating appeals decisions

Candidates appeal enquiries will be dealt with according to the timescales contained in **APPLIED FIRST AID** Customer Charter. Should the result of an appeal call into question the accuracy of other **APPLIED FIRST AID** results then each questionable result will be investigated by the Centre Director. Appropriate and proportionate action will then be taken which may include:

- a) An increased level of scrutiny in the relevant area.
- b) Reporting to our Awarding Organisation/Body

1.6 Personal interest

All appeals decisions made by **APPLIED FIRST AID** will follow these published procedures and will be taken by individuals who have no personal interest in the decision(s) being appealed.

1.7 Appeals against **APPLIED FIRST AID decisions**

These may be referred to ITC First only after the full Centre appeals process has been followed.

1.8 Escalation Routes

If the complaint has not been resolved or if you have a complaint against the operating systems of the Awarding Body then please contact the Regulators of Qualifications in England (Ofqual), Wales (Qualifications Wales) or Scotland (SQA Accreditation).

3.8 Further Education Colleges in Scotland – Users of public bodies (inc. FE Colleges & SQA) in Scotland have the right to complain to the Scottish Public Service Ombudsman (SPSO) as the final arbiter of any complaint. The College, ITC and SQA complaints procedure must be exhausted before the SPSO will consider a complaint, and it must usually have been raised within the previous 12 months. The complaint cannot be under consideration in a court of law

Contact:

ITC First Awards Manager

0845 370 7610

www.itcfirst.org.uk

Access to Fair Assessment Policy

1. Introduction:

1.1 All tutors [Internal Assessors of first aid] are required to apply the **Applied First Aid (AFA)** fair assessment policy applying knowledge of both Cluster Internal Quality Assurance and ITC External Quality Assurance procedures.

1.2 This **AFA** policy is designed to assist Assessors to:

- a) Ensure fair access and equality of opportunity whilst preserving the integrity of the qualification.
- b) Ensure there are no obstacles to candidates when demonstrating achievement.
- c) Provide on-going support to candidates, including those with particular requirements and those requiring special considerations.
- d) Take into account current legislation with regards to the equality of opportunity.

2. Access to Fair Assessments:

2.1 **AFA** trainers and assessors will:

- a) Be aware of and abide by the awarding body ITC fair assessment and special considerations policies as documented in policy document P8 Section 4 available via ITC web site, members area, Support Resources, ITC Policy & Procedures.
- b) Create assessment activities with regard to the equality and diversity of learners, ensuring that assessment activities are flexible to meet the needs of all candidates without creating undue advantage.
- c) Use plain language free of jargon and appropriate pace relevant to the candidates.
- d) Be able to request pre-notification of any candidates special considerations so appropriate training and assessments can be planned.
- e) Complete Special Considerations Form C4 - Access to Special Needs in Advance of the Course - available from ITC, where there is pre notification of needs.
- f) Complete Special Considerations Form C7 - Regarding Unforeseen Circumstances during the course – available from ITC.
- g) Ensure reasonable adjustments to assessments are made without any undue advantage gained by the candidate and hindrance to others.
- h) Clearly explain the assessment criteria and assessment method to all candidates.
- i) Maintain regular dialogue with the candidates as to how they are progressing throughout their assessments.
- j) Provide **AFA** Director and ultimately awarding body ITC with the assessment documents and C4 and C7 Access to Special consideration documents

3. Internally Quality Assurance of Assessment Decisions:

3.1 Centre monitoring of Assessor activity throughout the delivery of first aid qualification will:

- a) Ensure the assessment approach for the qualification is appropriate, fair and reliable without any undue advantage
- b) Verify that the assessments meet the requirements of the awarding body and regulators.
- c) Ensure that records of assessment and any adjustments are clearly detailed to support the assessment decisions.
- d) Ensure the assessment decisions are fair and free from bias.
- e) Ensure all documentation necessary for the awarding of qualifications is forwarded to ITC awarding body.

3.2 **AFA** Centre Internal Quality Control Procedures will:

- a) Regularly review the assessment evidence ensuring it is complete, accurate and the outcome considered appropriate for the qualification/award. Any comments to be forwarded to the cluster Centres for agreement by Cluster members and ITC External Verifiers.

- b) Ensure that it uses trainers and assessors that are regularly (minimum annually), internally verified by a colleague (by completion of PR6 ITC template IV document).
- c) Support ITC in its External Quality Assurance activities by always confirming course venue and assessor as far in advance as is reasonably possible allowing ITC to externally verify trainers on **AFA** courses.
- d) Use the outcomes of any internal quality reviews to enhance future assessment practices.

4. Candidate Induction

4.1 Course candidates will receive from **AFA**:

- a) Pre-course information that provides sufficient information for candidates to make a judgement as to the suitability of the course of instruction and / or qualification to be undertaken.
- b) An induction at the beginning of each course detailing the outline of the course including the assessment criteria and assessment method.
- c) Access to the complaints and appeals procedure of **AFA** in case they feel they have a grievance of any nature either during or after the course.
- d) Individual attention and regular feedback, including continuous assessment results that are available to be viewed during the training activity.
- e) Knowledge that the assessment Pass/Fail is ultimately the responsibility of the awarding body, however candidates may receive an indication from the trainer at the time of the activity.
- f) A fair, unbiased and appropriate opportunity to achieve.

5. Candidate Appeal against Assessment Decisions

5.1 Upon registration all candidates are protected by the published **AFA** Appeals Policy and may appeal (within published time deadlines – 3 weeks) against assessment decisions to:

- a) **AFA** Director

5.2 If the issue is unresolved by the **AFA** Centre procedures then if the candidate requests to escalate the appeal, all available evidence maybe forwarded to ITC who will investigate the appeal according to ITC the published Appeals Policy.

All dialogue will be with ITC Awards Manager who will activate ITC Appeals Committee procedures. NB: ITC make a charge of £75+vat initially [to discourage frivolous appeals] that will be returned to the candidate if the appeal against the assessment is upheld.

5.3 **AFA** will make candidates aware that if they are not satisfied with the conclusions of **AFA** and ITC, they may in due course after due procedure escalate the appeal to the external regulators – SQA & Ofqual.

6. Appeals Monitoring

6.1 **AFA** will maintain an Appeals register that will be reviewed annually.

6.2 **AFA** will review this policy annually as part of IQA procedures.

Complaints Policy Overview

1.1 **Applied First Aid (AFA)** is committed to providing an open and accountable quality service for all. One way in which we can continue to improve is by listening and responding positively to all complaints, by putting mistakes right and taking necessary steps to prevent further occurrences.

1.2 We aim to ensure that:

- a) Making a complaint is as easy as possible
- b) We deal with complaints promptly, politely, fairly, factually and confidentially
- c) We respond appropriately, with explanation, apology or information as appropriate
- d) We review and learn from complaints thereby improving our service

1.3 We recognise that many concerns need to be raised informally and dealt with quickly. However if concerns cannot be resolved informally, immediately or the matter is serious then the formal complaints policy should be followed.

1.4 Complaints regarding teaching, assessment, administration and quality assurance are normally handled by **AFA** who are a Centre offering ITC qualifications.

2. Complaints or Appeal?

2.1 An appeal occurs when a judgement decision has been made e.g. Candidates may appeal assessment decisions

2.2 Any individual or organisation that is affected by an assessment decision made by **AFA** or ITC is eligible to take advantage of the separate appeals process.

2.3 The **AFA** Appeals policy may be sent as a paper copy if requested. The ITC Appeals Policy can be found on the home page of the ITC website.

3. Formal Complaints to AFA

3.1 This formal complaint procedure is intended to ensure all complaints are handled fairly and consistently.

3.2 A formal complaint should be instigated if informal methods did not resolve the concern.

3.4 The complainant should:

- a) Ring **AFA** to make the complaint verbally
- b) Complain in writing
- c) Use the word 'complaint' to avoid any misinterpretation of any comment, or other statements or correspondence received.
- d) Raise concerns and explain clearly all details, consequences as a result and the form of redress or change in operations that are sought.
- e) Complain within 8 weeks of the occurrence.

3.3 **AFA** will:

- a) Respond to the formal complaint in writing within 5 working days, stating the time period for a considered response [15 working days].
- b) Deal reasonably and sensitively to the complaint.
- c) Take action where appropriate.

3.5 **AFA** will investigate the subject matter of the complaint and reply in writing within 15 working days.

3.6 If the complainant is not satisfied with the response then they can write directly to **AFA** for review and if still not satisfied can complain to ITC Awards Manager who will follow ITC published procedures for handling complaints.

3.7 If not satisfied with ITC published procedures then a complaint can be made to the external regulators, Ofqual or SQA after exhausting ITC Complaints procedure.

3.8 **AFA** will log any complaints received including the response and actions taken. These will be reviewed at the time of the complaints and annually for trends and preventative actions required.

3.7 Escalation Routes If the complaint has not been resolved or if you have a complaint against the operating systems of the Awarding Body then please contact the Regulators of Qualifications in England (Ofqual) or Scotland (SQA Accreditation).

3.9 Appeals Against AFA, ITC & SQA

The candidate has the right to escalate this complaint to the Scottish Public Services Ombudsman. Please note the following section from the ITC complaints Policy.

3.8 Further Education Colleges in Scotland – Users of public bodies (inc. FE Colleges & SQA) in Scotland have the right to complain to the Scottish Public Service Ombudsman (SPSO) as the final arbiter of any complaint. The College, ITC and SQA complaints procedure must be exhausted before the SPSO will consider a complaint, and it must usually have been raised within the previous 12 months. The complaint cannot be under consideration in a court of law

Ofqual – <http://www.ofqual.gov.uk/> SQA - <http://www.sqa.org.uk/> SPSO - <http://www.valuingcomplaints.org.uk>

Conflict of Interest Policy

1.0 Introduction:

1.1 This policy applies to all **Applied First Aid(AFA)** staff, trainers and assessors who are involved in the day to running, training and assessing activities of **AFA**.

1.2 All those involved with **AFA** delivery and assessment of ITC qualifications have an obligation to act in a way that does not lead to any conflict of interest.

1.3 A conflict of interest may occur when the personal or business interests of an individual conflicts with their professional duties and responsibilities. Such conflicts could result in damage to the integrity and reputation of the ITC Awards **AFA** deliver, or compromise the validity of a learner assessment and the award.

2.0 This policy:

- a) Provides a mechanism to protect the course candidates and the integrity of ITC Awards by ensuring that reasonable steps are taken to mitigate any potential or identified conflicts of interest.
- b) Identifies the main areas where a conflict of interest could occur in order to minimise and eliminate adverse effects.
- c) Requires all **AFA** staff to agree and sign this policy as well as undertaking to bring any conflict to the attention of **AFA**
- d) Complies with the regulatory bodies requirements and policies.

3.0 Examples of Conflicts of Interest:

3.1 The following list is not exhaustive but common examples of conflict of interest include.

- a) Direct or indirect financial gain as a result of actions or involvement
- b) Direct or indirect benefits such as employment, gifts, hospitality
- c) Reciprocal arrangements which compromise the ability to make reliable and professional judgements
- d) Connections to family relationships and/or close friendships with learners who are being assessed
- e) Connections with family members and/or close friendships for training and external assessing of candidates
- f) Trainers with family or close friendship connections who internally verify each other's courses/assessment decisions
- g) Assessment judgements on behalf of a learner who is their partner or close friend.

4.0 Declaring a Conflict of Interest

4.1 **AFA** will take all reasonable steps to ensure a Conflict of Interest does not arise however if this is not possible the following steps will be taken:

- a) Declarations of actual or potential Conflicts of Interest by **AFA** staff must be made in writing or by telephone (followed up with written confirmation) to **AFA** director as soon as they arise.
- b) **AFA** will in turn inform the awarding body of any conflict prior to any training activity being undertaken and seek advice.
- c) **AFA** will log all Conflicts of Interest and make the log available to the awarding body and/or regulators as requested (Appendix 2 of this document).
- d) Failure of **AFA** staff to inform **AFA** or make **AFA** aware of actual or potential Conflicts of Interest may result in sanctions being applied to staff.
- e) **AFA** knows that failure to inform the Awarding Body of actual or potential Conflicts of Interest may result in sanctions being applied to the Centre.
- f) **AFA** Director will make an annual declaration regarding the status of **AFA** Conflict of Interests (Appendix 1) to ITC Awarding Organisation / Body.


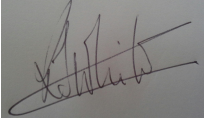
5. Responsibilities

5.1 This policy will be reviewed and confirmed by each member of **AFA** staff.

5.2 A signed copy of the D1 Conflict of Interest Annual Declaration to ITC and a copy of the Centre Conflict of Interest Register should be should be returned to ITC annually.

Declaration:

I have read and understood the contents of the **AFA Conflict of Interest policy and agree to abide by this policy.**

AFA Staff Name	Signature	AFA Role (Trainer/Assessor)	Date
JOY Martin		Assessor	12/01/19
Rod White		Assessor	12/01/19

Privacy Statement

1. Overview

When you request information from **Applied First Aid**, sign up to any of their services or buy things from them, **Applied First Aid** obtains information about you. This statement explains **Applied First Aid** looks after that information and what they do with it.

Applied First Aid has a legal duty under the Data Protection Act to prevent your information falling into the wrong hands. They must also ensure that the data we hold is accurate, adequate, relevant and not excessive.

1.1 What information is collected

Normally the only information held comes directly from you. Information is collected from you when you complete an enquiry form or a booking form on the website or when you attend a course and complete a candidate registration form.

Applied First Aid may collect the following information:

- name and job title
- contact information including email address
- demographic information such as postcode, preferences and interests

1.2 What this information is used for

Whenever information is collected from you it is made clear which information is required in order to provide you with the information, service or goods you need. You do not have to provide any additional information unless you choose to. Information may be gathered for any of the following reasons:

- Internal record keeping.
- We may use the information to improve our products and services.
- We may periodically send promotional email about new products, special offers or other information which we think you may find interesting using the email address which you have provided.
- From time to time, we may also use your information to contact you for market research purposes. We may contact you by email, phone, or mail.

2. Security

Applied First Aid stores your information securely on computer systems to which access is restricted to those who have a need to know. Training staff and office staff are trained in handling the information securely.

For the purposes of administering your course, it may be necessary for your information to be passed by React First to a provider or sub-contractor.

3. Links to other websites

Our website contains links to other websites, once you have used these links to leave our site. React First does not have any control over these other websites. As such React First cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You must look at the privacy statement applicable to the website in question.

4. Controlling your personal information

Applied First Aid would also like to contact you in future to tell you about other services provided. You have the right to ask **Applied First Aid** not to contact you in this way. There will always be a clear method for you to opt out and you can also contact us directly at any time to tell us not to send you any future marketing material.

Applied First Aid does not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so. Occasionally we may use your personal information to send you promotional information about ourselves third parties which we think you may find interesting, you will always be given the opportunity to unsubscribe from mailing lists which you do not wish to be part of.

If you attend a first aid course you will be sent an email confirmation when your certificate has been posted to you and you will receive a Skills Update email every 4 months along with a certificate renewal reminder. Any email that you receive from us in this way contains the option to unsubscribe, following which you will not receive any more emails from **Applied First Aid**

You may request details of personal information which we hold about you under the Data Protection Act 1998. If you would like a copy of the information held on you please write to **Applied First Aid Wild Rose Cottage Church Walk Lode Cambridge CB25 9EX**. There is a charge of £10 for a copy of your data (as permitted by law). We aim to reply as promptly as we can and, in any case, within the legal maximum of 40 days.

If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible, at the above address. We will promptly correct any information found to be incorrect.

Data Protection Policy

Overview

This Privacy Policy documents **AFA**'s application of the eight data protection principles to the manner in which it processes data organisation-wide. **AFA** is committed to the rules of data protection and abiding by these data protection principles. The policy applies to all personal data processed by the organisation, including customer data, third party data and employee data. These are the principles that must be satisfied when obtaining, handling, processing, moving and the storage of personal data.

As a first aid training centre, **AFA** needs to collect and process information as required by the Awarding Organisation, ITC First Aid, and its regulators. **AFA** is therefore considered the Data Controller and its course candidates and employees the Data Subjects.

1.3 The 8 Data Protection Principles

- a) Data must be obtained and processed fairly and lawfully
- b) Data must be obtained for a specified and lawful purpose
- c) Data must be adequate, relevant and not excessive for its collection purpose
- d) Data must be accurate and kept up to date
- e) Data must not be kept for longer than is necessary for its purpose
- f) Data must be processed in accordance with the Data Subject's rights
- g) Data must be kept safe from unauthorised access, accidental loss or destruction
- h) Data must not be transferred to a country outside the European Economic Area

1.4 Data Subjects Rights

- a) To know what information is held by **AFA** about them and why
- b) Know how to gain access to it
- c) Know how to keep it up to date
- d) Know what **AFA** does to ensure compliance with its legal obligations

AFA has a privacy statement for Data Subjects, setting out how their information will be used. This will be available on request, and a version of this statement will also be used on the **AFA** web site

5. Data Collection

AFA collect as part of the booking and registration process of qualification delivery. **AFA** collect and retain data as part of their **AFA** trainer and staff administrative tasks

All staff and volunteers are required to read, understand and accept any policies and procedures that relate to the personal data they may handle in the course of their work.

6. Data Storage

AFA will ensure that:

- a) Data is held securely such as password protected computer, locked cabinets/drawers, encrypted, computers have appropriate virus/data protection software appropriate to the business
- b) Course registrations (which includes, name, address, contact details, colour, race, signature) are removed from sight and access of other course candidates immediately after completion
- c) Data is not disclosed or shared orally or in writing to any unauthorised party
- d) **AFA** will download course candidate data to their part of the ITC website and promptly submit all documentation to ITC. Data submitted will only be viewable via individual unique User log on and password of **AFA** and ITC First Aid.
- e) **AFA** will not share their log on and passwords with any unauthorised individuals or companies.

7. Data Retention

AFA will:

- a) retain any data in accordance with ITC retention periods currently 5 years.
- b) review its necessity to retain data once it has been submitted and accepted by ITC

8. Data Destruction

AFA will ensure it destroys data in a confidential manner i.e. shredding of paper documents, deletion from computer systems.

9. Subject Access

Any party who has provided personal data to **AFA** have the right to request what information is stored and its content. Access request may be made in writing by letter or email to the **AFA** Director who will discuss the request with the data subject. Data will be provided in accordance with the subject's Rights of Access under Data Protection Act.

10. Breaches of Data Protection

Breaches or suspected breaches should be reported to the **AFA** Director who will make the necessary investigations and provide a response to the informant within 3 weeks of receipt.

Customer Charter

1. Overview

AFA provides training programmes that cover the first aid training needs of individuals and groups in both work and leisure environments. **AFA** aims to deliver training of the highest standard and provide Health and Safety Executive First Aid at Work courses, qualifications from both the Qualification and Credits Framework (QCF) and the Scottish Credit and Qualifications framework (SCQF) as well as bespoke courses using ITC certification.

This charter makes explicit:

- Our service commitment to all of our customers.
- Our level of expectation of the service level required from React First staff and contractors.
- The basis on which customers can provide feedback.

2. Information immediately available upon telephone or e-mail enquiry

AFA has a friendly, approachable, knowledgeable and efficient approach and will take the time needed to fully understand your requirements. The following information will be immediately available upon enquiry.

- a) All fee structures, costs and resources associated with any qualification
- b) The nearest **AFA** first aid course available for you to join as an individual
- c) The assessment methods used for each qualification
- d) Qualification training course outline and purpose
- e) Qualification specification, resources & materials required
- f) Administration procedures
- g) Verification documentation and evidence of assessment decisions affecting learner's results
- h) The policies and procedures of **AFA**
- i) Health & safety guidelines used by trainers on courses
- j) Customer complaints procedure
- k) Assessment and other appeals procedure

3. Customer Service Statements

3.1 We will aim to:

- a) Respond to all telephone enquiries during our Office hours (Tuesday to Thursday, 10 am – 4pm).
- b) Respond to all recorded telephone messages within 2 working days.
- c) Respond to all verbal, email, fax, website enquiries within 5 working days.
- d) Process candidate information and forward to ITC as soon as is reasonably practicable (within 5 working days)
- e) Forward the relevant certificates to candidates within 5 working days of receipt from ITC provided all invoices are paid in full.
- f) Acknowledge receipt of any appeal within 2 working days.
- g) Investigate appeals in line with our published policy.
- h) Acknowledge receipt of any complaint within 2 working days.
- i) Investigate all complaints in line with our published policy.
- j) Review this policy annually and respond to customer feedback.

Recognising that undue delay in replying to correspondence is frustrating:

- All incoming correspondence are date stamped upon arrival in the **AFA** Office.
- All telephone calls are date logged in a telephone message book.

If Customer Service Statement time deadlines are not achieved, this will be recorded and each incident investigated by **AFA** Director and any recommendations noted. At the annual performance assessment new Service Statements will result from the previous year's recommendations.

4. Summary details of AFA complaints and appeals procedures

4.1 If you wish to make a complaint or appeal the initial best step is to contact our Office directly and ask to speak to the **AFA** Director who will be able to deal informally with any issues.

4.2 If you wish to make a formal complaint the first step is to ask for, or download **AFA** Complaints Policy and then make a formal complaint in writing posted to the **AFA** Office address.

4.3 Contact details:

**Applied First Aid
Wild Rose Cottage
Church Walk
Lode
Cambridge
CB25 9EX**

Breaches may also be raised with the Awarding Organisation, ITC First Aid, by contacting their office either via email, telephone or in writing.

Equality, Diversity and Equal Opportunities Policy

1. Introduction

1.1 **Applied First Aid (AFA)** is committed to providing services that embrace diversity, promote equality of opportunity and assessments that are based on requirements only and do not discriminate against anyone.

1.2 The purpose of this policy is to explicitly state how this commitment and current legislations are to be applied by this Centre to first aid training courses, qualifications and assessment practices.

1.3 **AFA** will advise all candidates where to find the current version of this policy via its website www.appliedfirstaid.co.uk. Candidates may request a paper version.

1.4 This policy covers 3 broad areas:

- a) **Equality** is where people are treated fairly and given an equal opportunity. It is not about treating everyone in the same way, but recognises that needs can be met in different ways. Equality focuses on those areas covered by the law, namely the key areas of race, gender, disability, religion or belief, sexual orientation and age. Legislation seeks to prevent discrimination in all these areas. This Centre believes we all have a duty to promote equality and remove discrimination in race, gender and disability. We do this by analysing statistical data and candidate/stakeholder feedback. We support ITC Awarding Organisation to analyse candidate data.
- b) **Diversity** is about recognising, valuing and managing individual differences to enable everyone to contribute in their own way feeling comfortable with and understanding various different needs.
- c) **Equal Opportunity** is about providing good practice guidance relating to candidates who are eligible for reasonable adjustments in activities and assessments or who require special considerations.

1.5 Scope of this policy

This policy will be applied to all training courses and qualifications offered by this Centre.

2. Equal Opportunities Statement

2.1 **AFA** is committed to providing equal opportunity for everyone who is employed by this Centre or takes advantage of the services provided by this Centre, regardless of age, gender, race, religion, disability, ethnic origin, national origin, marital status, sexual orientation, political persuasion or trades union activity. This commitment will be informed by current UK legislation and EU directive e.g. recognising restrictions on those working with young children and vulnerable adults.

2.2 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 under all current legislation including the following Acts:

- Equal Pay Act (1970)
- Rehabilitation of Offenders Act (1974)
- Sex Discrimination Act (1975)
- Race Relations Act (1976)
- Disability Discrimination Act (1995)
- Protection from Harassment Act (1997)
- Human Rights Act (1998)
- Data Protection Act (1998)
- Race Relations (Amendment) Act (2000)
- Special Educational Needs and Disability Act (2001/2005)
- Employment Equality (Religion or Belief) Regulations (2003)
- Employment Equality (Sexual Orientation) Regulations (2003)

- Equality Act 2010

3. Application of Equal Opportunities Statement

- 3.1 **AFA** will ensure equality for all learners by ensuring that:
- a) Responsibility for the full implementation, evidence collection, maintenance of registers and annual review of this policy is taken by the manager of **AFA**. All such evidence is to be made available to the Awarding Body upon request.
 - b) All qualifications used by this Centre are developed by Awarding Bodies with robust equality systems.
 - c) All assessment instruments and processes used will be free from any bias, and inclusive for all candidates.
 - d) All **AFA** Trainers, Assessors are made aware of our commitment to equality of opportunity during staff induction and cpd.
 - e) All **AFA** candidates are made aware of this equal opportunities policy and its implementation on all training course.
 - f) As many candidates, and as diverse a range of candidates as possible have access to our qualifications.
 - g) **AFA** Candidates have the opportunity to feedback by evaluation forms to this Centre after every course. **AFA** will archive this evidence on the ITC website.
 - h) Candidates can utilise the Centre Malpractice & Misconduct procedures or Appeals/Complaints procedures for matters relating to alleged discrimination. Escalation to ITC procedures is an option if complaints are not resolved by the Centre
 - i) This Centre in conjunction with ITC will collect sufficient data to allow monitoring and evaluation, to ensure that there is no discrimination on the grounds of race, disability and gender, via candidate registration, achievement documents and course evaluations.
 - j) This policy and statement is reviewed by **AFA** annually.
 - k) All information and data for review and evaluation is archived. Including:
 - i. Evidence of higher or lower participation by different groups; by collecting candidate registration data from each course.
 - ii. Evidence that different groups have different needs in relation to ITC qualifications; by collecting candidate evaluation data.
 - iii. Authentic sample of evaluation data that is gathered by ITC after training events; by informing candidates that ITC will request additional evaluation data by email completion, from all candidates.
 - l) Where a barrier to learning has been identified (through review process, EV reports or complaints and appeals procedures being invoked, this Centre (in conjunction with cluster members and/or ITC will) investigate and take appropriate action (withdraw assessment material - amend/update – provide training, as necessary) and then continue to monitor the evidence.

4. Diversity Statement

4.1 Diversity is about valuing and respecting the differences between learners, regardless of ability and/or circumstances or any other individual characteristic they may have.

4.2 This Centre believes differences should be acknowledged, celebrated and embraced to help ensure that all learners feel included in the learning process and the learning environment is suitable for all.

4.3 **AFA** will consider the following list whilst preparing and undertaking its training activities:

- a) Environment and equipment E.g. adjustable height workstations, accessibility, CPR manikins reflecting age and/or ethnic origin of potential learners.
- b) Programme resources E.g. Handouts and presentations to be capable of adaptation to a number of formats, consider other languages, language level and jargon, illustrations to reflect diversity of potential learners.

- c) Staff development E.g. Ensuring all are well informed of current policies and procedures in good time for the knowledge to be meaningful.
- d) Information E.g. This should be accessible to all, email or notice-board or leaflet.
- e) Liaising with others E.g. Language interpreters may be required or staff who can use sign language.
- f) Information may need to be shared between businesses, learners have to agree to their disclosure to be shared with legitimate agencies. The Disability, Discrimination Act (DDA) describes the duty to comply with learner requests for confidentiality.
- g) Feedback and evaluations should be obtained from all learners to ensure that current practices are responsive to their needs and any barriers to learning identified and mitigated.

5. Summary of Procedures during training and assessment session

5.1 Candidate Procedures

- a) For any matter arising from or relating to this policy during a training course, candidates should:
 - I. Inform the Trainer delivering the course. Most matters can be resolved at this level. Minor concerns can be addressed by making a comment upon the course evaluation form (03).
 - II. Inform **AFA** in writing at their earliest opportunity if the situation cannot easily be resolved.
 - III. Inform ITC directly if **AFA** cannot resolve the matter according to published timescales.
 - IV. All **AFA** trainers/assessors know this procedure and are informed at staff induction.

6. Data collection

6.1 It is **AFA** and ITC policy that all information and data be shared with the regulatory authorities upon request. Data forms are:

a) Candidate Registration Form (02)

- I. Gender - male or female (tick box)
- II. Special needs or reasonable adjustments requested (text box)
- III. Ethnicity - ethnic group definitions based upon 2001 census question (tick box)

b) Candidate Evaluation Form (03)

- I. Each candidate is asked to complete an end of course evaluation form. Answers are entered to the ITC website which allows Centre training courses to be analysed in relation to the information asked for.
- II. Candidates have an opportunity to add 'amplified comment' to possible areas of concern, each comment received is scrutinised by the **AFA** Director. Any area for concern is investigated. Specific evaluation questions ask for a candidate response relating to:
 - The assessment component of the qualification
 - The teaching component of the qualification
 - The qualification courses materials
 - Special adjustment requirement

c) Access to Training & Assessment Form (C4)

Each completed form will be logged then forwarded to ITC.

d) Special Considerations Form (C7)

Each completed form will be logged then forwarded to ITC.

e) Awarding Body Annual Assessment by Centres - Feedback Form (F2)

Each completed form will be forwarded annually [April] by **AFA** to ITC

7. Equality Impact Monitoring

- 7.1 **AFA** will maintain an Equality & Diversity complaints register that will be reviewed annually.
- 7.2 **AFA** will review this policy annually as part of IQA procedures.

Appendix: Disability Discrimination Act

The Disability Discrimination Act (DDA) protects disabled people. The Act sets out the circumstances in which a person is 'disabled'. It says you are disabled if you have:

- A mental or physical impairment
- This has an adverse effect on your ability to carry out normal day to day activities
- The adverse effect is substantial
- The adverse effect is long term (meaning it has lasted for 12 months, or is likely to last for more than 12 months or for the rest of your life)

There are some provisions, for example:

- If your impairment has substantially affected your ability to carry out normal day-to-day activities but does not anymore, it will still be counted as having that effect if it is likely to do so again.
- If you have a progressive condition, and it will substantially affect your ability to carry out normal day-to-day activities in the future, you will be regarded as having an impairment that has a substantial adverse effect from the moment the condition has some effect on your ability to carry out normal day-to-day activities.
- If you have been diagnosed as having cancer, HIV infection or multiple sclerosis you will automatically be considered as 'disabled'.
- If you are registered blind or partially sighted or certified as blind or partially sighted by a consultant ophthalmologist, you will automatically be considered as 'disabled'.
- People who have had a disability in the past but are no longer disabled are covered by certain parts of the DDA.

What are 'normal day-to-day activities'?

At least one of the following areas must be substantially affected:

- Mobility
- Manual dexterity
- Physical co-ordination
- Continence
- Ability to lift, carry or move everyday objects
- Speech, hearing or eyesight
- Memory or ability to concentrate, learn or understand
- Understanding of the risk of physical danger

It is important to think about the effect of impairment without treatment.

The Act states that any treatment or correction should not be taken into account, including medical treatment or the use of a prosthesis or other aid (for example, a hearing aid). The only things that are taken into account are glasses or contact lenses.

It is important for the candidate to work out how their impairment affects them. They should focus on what they cannot do, or find difficult, rather than what they can do.

For example, if, as a result of hearing impairment, you experience difficulty hearing someone talking at a sound level that is normal for everyday conversations in a moderately noisy place, it would be reasonable to regard this as having a substantial adverse effect. Being unable to hold a conversation in a very noisy place such as a factory floor would not.

If your impairment affects your mobility, being unable to travel a short journey as a passenger in a vehicle would reasonable be regarded as having a substantial adverse effect as would only being able to walk slowly or with unsteady jerky movements. But experiencing some minor discomfort as a result of walking without help for about a mile would not.

Taken from Disability Rights Commission website (<http://www.drc-gb.org/>) frequently asked questions

Withdrawal from Delivery of ITC Qualifications Policy

1. Overview

1.1 In the event that **Applied First Aid (AFA)** decides to review and amend its business and wishes to move to an alternative awarding body or to withdraw from delivering any further training activities, orderly withdrawal is essential. **AFA** prime objective is to make the withdrawal as seamless as possible to all associated parties so as to protect the interests of all **AFA** learners, and the reputation of **AFA** and ITC.

2. Withdrawal Procedure

2.1 Details of the relationship between ITC and **AFA** are confirmed by signature. The published withdrawal process as documented by ITC Policy document [P15] will be followed.

3. Withdrawal Procedure Process

3.1 Milestones – the following are designed to protect interests of the Learner.

- a) **AFA** to inform ITC of its intention as soon as the decision to withdraw is made and ITC will provide advice for meeting all of the milestones listed below.
- b) **AFA** will provide ITC with a written withdrawal deadline date.
- c) **AFA** will liaise with ITC regarding any purchase invoices owed, stock balance accrued and finances programme. **AFA** has agreed that all prepared and ordered candidate packs are paid for before the withdrawal date.
- d) Any retained candidate assessment evidence is required to be kept for 5 years. **AFA** will forward this to ITC by secure postage before the withdrawal deadline date.
- e) ITC First Aid ® is a registered trademark. All promotional (hard copy or digital) logos and description will be removed from all **AFA** materials so as not to confuse potential candidates. Removal by the withdrawal date.
- f) **AFA** agrees that all ITC training and assessment materials are to be used only on ITC courses. Any materials held will be returned to ITC by the withdrawal date.
- g) **AFA** will distribute all ITC certificates awarded to be forwarded to each candidate 2 weeks before the withdrawal date.
- h) **AFA** will retain ITC contact details to enable Learners to contact the ITC Office for subsequent support such as replacement certificate requests.
- i) Upon satisfactory completion ITC will issue **AFA** with a letter confirming completion of the withdrawal process.
- j) If the withdrawal process is not satisfactorily completed then **AFA** agrees that ITC will inform other Awarding Bodies of the nature of the non-satisfaction.

4. Key Trainer/Assessors lost to the 3rd party business

4.1 As a business Centre delivering ITC qualifications **AFA** will utilise a contact list of accredited ITC assessors to complete pre-booked courses in the case of unforeseen loss of key staff

Malpractice and Misconduct Policy

1. Introduction

1.1 This policy outlines the actions that may be taken by **Applied First Aid (AFA)** in cases of malpractice, maladministration or misconduct. **AFA** will cooperate fully with external regulators or awarding bodies with any case of this nature.

1.2 **AFA** will inform the relevant Awarding Body (ITC for first aid qualifications) of any cases of suspected or actual malpractice, maladministration and misconduct and follow their published procedures. For example; contacting the ITC Office for urgent advice, or completing ITC Report Form F3 published on the ITC website.

2. Definitions

2.1 **Malpractice** is an illegal action for one's own benefit whilst in position of trust. Broadly covering actions and practices that threaten the credibility and honesty of the qualification and certification.

- a) Malpractice is defined as any deliberate activity, neglect, default or other practice that compromises the integrity of the assessment process, and/or the validity of certificates. Malpractice may include a range of issues from the failure to maintain appropriate records or systems to the deliberate falsification of records in order to claim certificates.
- b) Failure by **AFA** to deal with identified issues may in itself constitute malpractice.

2.2 **Maladministration** is to manage or administer inefficiently, badly or dishonestly, it is any activity, neglect, default or other practice that results in **AFA** or candidates not complying with the specified requirements for delivery of the qualifications and as set out in the relevant codes of practice where applicable. The definition is wide and can include:

- a) Delay
- b) Incorrect action or failure to take any action
- c) Failure to follow procedures or the law
- d) Failure to provide information
- e) Inadequate record-keeping
- f) Failure to investigate
- g) Failure to reply
- h) Misleading or inaccurate statements
- i) Inadequate liaison
- j) Inadequate consultation
- k) Broken promises

2.3 **Misconduct** is defined as improper conduct, that which is unseemly, indecent, inaccurate or wrong.

2.4 The following are examples of possible malpractice, maladministration and misconduct.

- a) Not following ITC conditions regarding maintaining Centre approval. E.g. failing to produce assessment records for each candidate. Failing to follow agreed ITC Policies.
- b) Stating a qualification is accredited when it is not when marketing.
- c) The candidate impersonating someone else by falsifying registration documents.

3. Reporting alleged Malpractice or Misconduct

3.1 **AFA** its staff, tutors, assessors, verifiers, candidates, members of the public can report allegations of malpractice or misconduct to the **AFA** Director by completing the ITC Malpractice and Misconduct Report Form (F3) that will be utilised by the Centre.

3.2 Depending upon the nature of the occurrence, **AFA** may then:

- a) Maintain a Malpractice & Misconduct Log for review and External Quality Assurance

b) Report serious occurrences directly to ITC First Aid Awards Manager.

3.3 All cases will be recorded on **AFA** register with outcomes of investigation.

4. **AFA Published Actions**

4.1 Telephone or anonymous reports will be acted upon if there is sufficient evidence or the nature of the report warrants it and Malpractice and Misconduct Form (F3) completed by **AFA**

4.2 Upon receipt of the Malpractice and Misconduct Form (F3) from any source, **AFA** will acknowledge receiving the form within 2 days.

4.3 For allegations against a Candidate

- a) **AFA** Director in conjunction with the Awarding Body (if necessary) will investigate the allegation.
- b) A report of findings will be collated and forwarded with subsequent actions to the Candidate and Awarding Body within 15 working days of the initial acknowledgment.

4.4 If the allegations are upheld a proportionate action will be decided upon by **AFA** &/or the Awarding Body. One or more of the following actions may occur:

- a) Written warning
- b) Certificate may be invalidated.
- c) No further registrations may be accepted for that candidate.

4.5 For allegations against **AFA** reported directly to ITC (or other Awarding Body), **AFA** will cooperate fully with the Awarding Body in line with published Awarding Body policies and as reasonably requested by the Awarding Body. The Awarding Body will investigate and report the findings and subsequent actions to **AFA** according to Awarding Body published policies. E.g. ITC undertakes to reply within 15 day of the initial acknowledgment and deal with the report in accordance with their published procedures.

5. **Investigations Performed by AFA**

5.1 The objectives of any investigation will be to:

- a) To establish the facts relating to allegations/complaints in order to determine whether irregularities have occurred.
- b) To identify the cause of the irregularities and those involved.
- c) To establish the scale of the irregularities.
- d) To evaluate any action already taken by **AFA**.
- e) To determine whether remedial action is required to reduce the risk to current candidates and to preserve the integrity of the qualification.
- f) To ascertain whether any action is required in respect of certificates already issued.
- g) To identify any patterns or trends.
- h) To report findings to the Awarding Body

5.2 The principles of investigation:

- a) The fundamental principle of investigations is to conduct them in a fair, reasonable and legal manner, ensuring that all relevant evidence is considered without bias.
- b) **AFA** undertakes to log and track activities and supporting evidence, including dealing with whistle blowers and anonymous allegations.
- c) Any investigator appointed by **AFA** will be independent of normal or day-to-day working relationships with the individual under investigation.

5.3 The process of investigation:

Most investigations will be conducted by **AFA** in conjunction with and in accordance with Awarding Body procedures and will follow the following route.

- a) **Confidentiality** - Most investigations will necessitate accessing material that is deemed confidential to the individuals or organisations providing it. In many instances it will be important that the evidence or information is original. If original records cannot be retained, it may be necessary to photocopy the original and record the copy as authentic. All material collected as part of an investigation will be kept secure and not normally disclosed to a third party.
- b) **Retention** – AFA will retain all records and original documentation concerning a completed investigation that leads to sanctions against individuals or organisations for a period of not less than five years and will provide copies to the Awarding Body when and if required. If an investigation leads to invalidation of certificates by the Awarding Body, or criminal or civil prosecution, all records and original documentation relating to the case will be retained until the case and any appeals have been heard and for five years thereafter.
- c) **Evidence storage** – AFA will provide secure storage for all material associated with an investigation in case of subsequent legal challenge. Integrity and continuity of evidence will be maintained.
- d) **Conclusions** - Conclusions will be based on established evidence. A course of proposed action will be identified, agreed, implemented and monitored.
- e) **Sanctions** – Will be commensurate with the level of non-compliance identified.
 - a) AFA will instigate sanctions or an action plan according to the nature of the occurrence
 - b) Sanctions or Action Plans developed by the Awarding Body will be complied with by AFA

6. Reporting

- 6.1 Centre generated reports
 - a) On completion of any report by AFA it will be sent to all parties concerned in the investigations within 15 working days of acknowledgement of receipt of allegation.
- 6.2 Response to Awarding Body Reports. AFA
 - a) Will respond to any Awarding Body report within 3 weeks of receipt.
 - b) Knows the Awarding Body (AO) will inform the external regulators as AFA being the Centre that has an allegation of malpractice or maladministration against it. The AO will maintain a Malpractice & Misconduct log.
 - c) Acknowledges that the Awarding Body is required to provide the regulatory authorities with a copy of any final report.
 - d) May request written guidance from ITC as how best to prevent and investigate malpractice or maladministration.

7. Appeals

- 7.1 AFA may appeal against Awarding Body decisions in accordance with their published Appeals Policy.
- 7.2 AFA maintains the right to refer to the regulatory bodies (Ofqual & SQA) if we disagree with, or wish to appeal any decision, made by any Awarding Body or Awarding Organisation it is associated with.

8. Malpractice & Misconduct Monitoring

- 8.1 AFA will maintain Malpractice & Misconduct Register that will be reviewed annually.
- 8.2 AFA will review this policy annually as part of IQA procedures.

Applied First Aid Malpractice and Misconducts Register

Date Declaration made	Qualification Type	Trainer or Assessor Name	Description of Malpractice and/or Misconduct	Action Taken by Centre agreed with ITC

To be reviewed for recurring issues and mitigation.

Accident & Near Miss Report Form

Complete in full and send to cpr@appliedfirstaid.co.uk

Event or activity: **Exact location:**

Client (if applicable):

Date of incident:/...../..... **Time:**

Description of Incident

Describe what happened including what the injured person was doing at the time:

Describe factors affecting the incident (weather, local conditions, equipment etc.):

Full name and contact no. of witnesses:

Details of Person Injured

Full name:
 ...

Please circle all that apply:

Fracture Head

Contact no:	Cut	Back
	Laceration	Arm
Email:	Bruise	Hand
.....	Sprain	Leg
	Burn	Foot
	Scald	Torso
Address:	No injury	
.....	Other	
.....	
.....		
Postcode:		
.....		

Action Taken

Describe what happened after the incident (including any treatment, whether they went to hospital, any advice given etc.):

Recommendations

Could the incident have been avoided?

What actions can be taken to minimise the risk of such an incident happening again?

Was the incident dealt with quickly and effectively?

Can any action be taken to improve emergency procedures?

Form completed by:

Signed

Name

Date

**Children & Vulnerable Adults
Code of Practice**

The following Code of Practice applies to all directors, employees and contractors of **AFA** and subsidiary companies.

Children are those under the age of 18 years. **AFA** considers vulnerable adults to be any person over the age of 18 with a learning or physical disability, a reduction in physical or mental capacity or a physical or mental illness (chronic or otherwise), including an addiction to alcohol or drugs.

- Avoid unnecessary physical contact.
- Do not take a child or vulnerable adult to the toilet, unless another adult is present or another adult is aware (this may include a parent or teacher)
- In a situation where you are alone with a child or vulnerable adult, make sure that others can clearly observe you.
- Avoid personal relationships with a child or vulnerable adult.
- Do not make suggestive or inappropriate remarks to or about a child or vulnerable adult, even in fun, as this could be misinterpreted.
- Participate in the training available to you to support you in your work with children and vulnerable adults.
- If you have any suspicions or concerns regarding possible child abuse, or if there is anything, with which you feel uncomfortable, you should raise these with a director.
- If a child or vulnerable adult accuses a member of staff or a colleague, you should report this immediately to a director.
- If you are the recipient of any complaint or accusation from a child or vulnerable adult, it is important to listen without making or implying any judgement as to the truth of the complaint or accusation.
- If a child or vulnerable adult makes a complaint, or if there are other reasons for suspecting abuse, you should not attempt to investigate this yourself, but should report immediately to a director.
- Good practice includes valuing and respecting children and vulnerable adults as individuals, and the adult modelling of appropriate conduct – which would exclude bullying, aggressive behaviour, racism, sectarianism or sexism.
- Remember that those who abuse children and vulnerable adults can be of any age (even other children and vulnerable adults), gender, ethnic background or class, and it is important not to allow personal preconceptions about people to prevent appropriate action taking place.

I have read and understood the Code of Practice and promise to uphold the Code at all times.



A handwritten signature in black ink, written over a horizontal line. The signature is stylized and appears to be 'J. White'.

Signature:

Name:JOY Martin..... Date: 1/1/19.....

Record Retention

1. Overview

1.1 **Applied First Aid (AFA)** has completed and signed undertaking documents outlining agreed commitments in accordance with ITC published procedures. This enables **AFA** to deliver approved ITC qualifications, use assessment and verification documents.

1.2 As part of regulated procedures candidate data is utilised by **AFA** for legitimate administrative purposes and, by ITC and the regulators upon request.

1.3 The aim of this policy is to ensure that **AFA** retains sufficient assessment and verification records to allow for the review of assessment over time.

1.4 For first aid qualifications all assessment evidence is moderated and evaluated by ITC.

2. Candidate Registration

2.1 **AFA** collects data from its candidates in accordance with defined ITC criteria and supplied documentation.

2.2 Candidate details collected:

- a) Hard copy physical registration documents for each candidate are **required** to be forwarded to ITC by **AFA**, and are kept for 5 years centrally by ITC.
- b) Digital information is forwarded to ITC via secure website and posting by **AFA**. This data relates to qualifications, the candidates enrolled and their achievement. This is stored by ITC according to the requirements of the Data Protection Act.

2.3 Candidate details obtained from registration document (02) are:

Registration Data	Data Use
a) Prefix	a) Certificate
b) First Name	b) Certificate
c) Family (Surname) Name	c) Certificate
d) Date of Birth	d) Equality monitoring + Regulatory
e) Gender	e) Equality monitoring + Regulatory
f) Ethnicity (Groups based upon 2001 census question)	f) Equality monitoring + Regulatory need
g) Postal Address	g) Certificate posting
h) Postcode	h) Certificate posting
i) Email Address	i) Evaluation authentication
j) Telephone	j) Contact + authentication
k) Mobile	k) Contact + authentication
l) Special Needs & Reasonable Adjustment Request	l) Assessment reasonable adjustment
m) ULN consent	m) Regulatory
n) ULN	n) Regulatory
o) Undertaking Signature	o) Authenticity + cert replacement

3. Candidate Assessment

3.1 **AFA** collects data from its candidates in accordance with defined ITC criteria and supplied documentation.

3.2 **AFA** sends all physical assessment evidence it has collected to ITC, detailing:

- a) What was assessed, when and by whom
- b) The assessment methods

- c) The assessment decision
- d) Tutor and candidate original authenticating signatures

3.3 Internal Assessment Verification

AFA retains any internal verification records and activity for its assessors and candidates. These are maintained according to agreed internal verification plan and made available to ITC and regulators upon request. This evidence is stored on the secure ITC Web Office database after uploading by this Centre..

4. **AFA Staff/Employees**

This Centre collects data from its staff and employees used for the processing of payroll, invoices, sending of course documentation etc. This Centre will treat this data in accordance with data protection principles.

5. **Summary of Record Retention for AFA**

5.1 This Centre collects and forwards to ITC the registration, assessment, verification and evaluation evidence from candidates, assessors and qualifications for analysis to inform compliance with current equality legislation and future development.

5.2 This Centre forwards all hardcopy physical evidence to ITC who will archive for a minimum of 5 years in line with regulatory and internal requirements.

5.3 This Centre, as agreed with ITC, retains evidence that will be archived for 5 years. This Centre recognises that there is no need for this Centre to store any candidate data (other than any central group organisers/contact details), as this function is undertaken by ITC for first aid qualifications.

5.4 If candidates request exemption or recognition of prior learning, credit transfer or a ULN then this Centre will contact ITC for advice, who will either perform these functions with the collected candidate data or inform **AFA** how to do this function.

5.5 This Centre has agreed to utilise Centre staff and employee data as required for the legitimate administration of the Centre, ensuring it is stored securely and only retained for as long as it is required.

6. **Rational for 5 year archive undertaking (first aid qualifications)**

6.1 ITC qualifications are for life but the license to practice is only for 3 years. Thus if the first aid qualification is required as a unit for a larger qualification, the larger qualification will remain valid. If the qualification is required in its own right then it will have to be re-validated by attending another first aid qualification training course.

Access to Fair Assessment Policy

1. Introduction:

1.1 All tutors [Internal Assessors of first aid] are required to apply the **Applied First Aid (AFA)** fair assessment policy applying knowledge of both Cluster Internal Quality Assurance and ITC External Quality Assurance procedures.

1.2 This **AFA** policy is designed to assist Assessors to:

- e) Ensure fair access and equality of opportunity whilst preserving the integrity of the qualification.
- f) Ensure there are no obstacles to candidates when demonstrating achievement.
- g) Provide on-going support to candidates, including those with particular requirements and those requiring special considerations.
- h) Take into account current legislation with regards to the equality of opportunity.

2. Access to Fair Assessments:

2.1 **AFA** trainers and assessors will:

- k) Be aware of and abide by the awarding body ITC fair assessment and special considerations policies as documented in policy document P8 Section 4 available via ITC web site, members area, Support Resources, ITC Policy & Procedures.
- l) Create assessment activities with regard to the equality and diversity of learners, ensuring that assessment activities are flexible to meet the needs of all candidates without creating undue advantage.
- m) Use plain language free of jargon and appropriate pace relevant to the candidates.
- n) Be able to request pre-notification of any candidates special considerations so appropriate training and assessments can be planned.
- o) Complete Special Considerations Form C4 - Access to Special Needs in Advance of the Course - available from ITC, where there is pre notification of needs.
- p) Complete Special Considerations Form C7 - Regarding Unforeseen Circumstances during the course – available from ITC.
- q) Ensure reasonable adjustments to assessments are made without any undue advantage gained by the candidate and hindrance to others.
- r) Clearly explain the assessment criteria and assessment method to all candidates.
- s) Maintain regular dialogue with the candidates as to how they are progressing throughout their assessments.
- t) Provide **AFA** Director and ultimately awarding body ITC with the assessment documents and C4 and C7 Access to Special consideration documents

3. Internally Quality Assurance of Assessment Decisions:

3.1 Centre monitoring of Assessor activity throughout the delivery of first aid qualification will:

- f) Ensure the assessment approach for the qualification is appropriate, fair and reliable without any undue advantage
- g) Verify that the assessments meet the requirements of the awarding body and regulators.
- h) Ensure that records of assessment and any adjustments are clearly detailed to support the assessment decisions.
- i) Ensure the assessment decisions are fair and free from bias.
- j) Ensure all documentation necessary for the awarding of qualifications is forwarded to ITC awarding body.

3.2 **AFA** Centre Internal Quality Control Procedures will:

- e) Regularly review the assessment evidence ensuring it is complete, accurate and the outcome considered appropriate for the qualification/award. Any comments to be forwarded to the cluster Centres for agreement by Cluster members and ITC External Verifiers.
- f) Ensure that it uses trainers and assessors that are regularly (minimum annually), internally verified by a colleague (by completion of PR6 ITC template IV document).
- g) Support ITC in its External Quality Assurance activities by always confirming course venue and assessor as far in advance as is reasonably possible allowing ITC to externally verify trainers on **AFA** courses.

- h) Use the outcomes of any internal quality reviews to enhance future assessment practices.

4. Candidate Induction

4.1 Course candidates will receive from **AFA**:

- g) Pre-course information that provides sufficient information for candidates to make a judgement as to the suitability of the course of instruction and / or qualification to be undertaken.
- h) An induction at the beginning of each course detailing the outline of the course including the assessment criteria and assessment method.
- i) Access to the complaints and appeals procedure of **AFA** in case they feel they have a grievance of any nature either during or after the course.
- j) Individual attention and regular feedback, including continuous assessment results that are available to be viewed during the training activity.
- k) Knowledge that the assessment Pass/Fail is ultimately the responsibility of the awarding body, however candidates may receive an indication from the trainer at the time of the activity.
- l) A fair, unbiased and appropriate opportunity to achieve.

5. Candidate Appeal against Assessment Decisions

5.1 Upon registration all candidates are protected by the published **AFA** Appeals Policy and may appeal (within published time deadlines – 3 weeks) against assessment decisions to:

- b) **AFA** Director

5.2 If the issue is unresolved by the **AFA** Centre procedures then if the candidate requests to escalate the appeal, all available evidence maybe forwarded to ITC who will investigate the appeal according to ITC the published Appeals Policy.

All dialogue will be with ITC Awards Manager who will activate ITC Appeals Committee procedures.
NB: ITC make a charge of £75+vat initially [to discourage frivolous appeals] that will be returned to the candidate if the appeal against the assessment is upheld.

5.3 **AFA** will make candidates aware that if they are not satisfied with the conclusions of **AFA** and ITC, they may in due course after due procedure escalate the appeal to the external regulators – SQA & Ofqual.

6. Appeals Monitoring

6.1 **AFA** will maintain an Appeals register that will be reviewed annually.

6.2 **AFA** will review this policy annually as part of IQA procedures.

