



## BASP UK LTD First Aid Course Induction Document

### **Candidates are asked to read this document prior to attending a course.**

It is your responsibility to advise us before the course of anything you wish to make us aware of. During the course it is also your responsibility to ensure that assessments and written questions are all your own work. We would like to make you aware that we hold a Data Protection Policy and Health & Safety Policy as well as the policies below which are pertinent to your course.

### **BASP UK LTD Equal Opportunities Policy**

BASP UK LTD is committed to equality of opportunity and believes this is a right for all. We will ensure that there will be no discrimination on the grounds of ethnic origin, religion, sex, age or disability.

BASP UK LTD will ensure that if any special assessment need is identified please allow sufficient time to notify BASP prior to a course, then measures will be taken to ensure that all candidates have access to support and suitable assessment materials and equipment.

BASP UK LTD will monitor and evaluate the effectiveness and implementation of the equal opportunities policy annually. This will be done by the Business Manager.

If anyone considers they have been unfairly discriminated against by BASP UK LTD they should follow our complaints procedure.

### **BASP UK LTD Candidate Appeals Policy**

#### **Introduction**

All Learners will be made aware of the appeals procedure prior to or at the start of the course. Anyone can appeal about an assessment decision made by the Trainer/Assessor.

BASP UK LTD provides a high quality training service. However we recognise that problems, disagreements and disputes occur. In order that these are resolved promptly BASP have the following appeals procedure.

#### **Appeal Procedure**

1. Candidates should make their initial verbal appeal to the Trainer/Assessor teaching them on the course. The Trainer/Assessor will then allow the candidate extra time for remediation training and re-assessment. This will be documented in the Learner Log and any comments and adjustments made. Most assessments decisions can be resolved at this point.
2. If an appeal cannot be resolved during the training course the Learner must outline their appeal in writing to the Centre Manager within 5 working days after the course. The Centre Manager will acknowledge receipt of the appeal in writing within 5 working days.
3. We will review this appeal within 14 working days and send an official written response.

#### **The Appeal Process within the centre will follow:**

The Centre Manager will contact the Trainer/Assessor and ask for a written summary of the assessment decision. The manager will look at the Learner Log and discuss with the Trainer/Assessor and then an IV.

The Learner will be notified in writing with the outcome on the investigation, and if the decision is over turned, no further action is required.



If the learner continues to disagree with the assessment decision re-assessment will be offered, with another independent Trainer/Assessor. Alternatively the Learner will be told their next course of action is to contact the SQA to take this matter further.

A detailed record of the investigation will be maintained by the Centre Manager and this will be monitored through the Quality Assurance process.

### **Monitoring Evaluation and Reporting Appeal Decisions**

Learner appeal decisions will be dealt with by the Centre Manager. Should any appeal call into question the accuracy of other results, then this will be investigated by the IV's. Appropriate action will take place and may include:

- a) An increased level of scrutiny with IV's
- b) Reporting to our Awarding Body – the SQA.

## **BASP UK LTD Complaints Procedure**

### **Notification of Complaint**

If a candidate wishes to report a complaint during the course, the Trainer shall provide the complainant with a 'Complaint Form', advising the complainant to complete and post or email the form to the BASP office. If the complaint is received at a later date the BASP office shall post or email the relevant form to the complainant and contact the Trainer to ask them to complete and return the 'Trainer Complaint Report Form'.

BASP will acknowledge the receipt of the 'Complaint Form' within 5 working days.

The Completed 'Trainer Complaint Report Form' will be sent to the Business Manager along with the course registration forms. If the complaint has been received at a later date, the Trainer should complete and send the relevant form to the Business Manager within 5 working days of notification of the complaint.

### **What we will do**

Upon receipt of the complainants and/or course Trainer/Examiners form, the Business Manager will discuss the complaint with the Trainer/Examiner, and then consult with any other Trainer assisting on the course and/or the Chairman of the Training Committee. After deliberation and consensus has been reached by the Business Manager, notification of the action/decision will be conveyed to the complainant. This will be undertaken within 1 calendar month of receipt of the 'Complaint Form'. The Business Manager will collate any relevant information, for example, Learner Logs, course evaluation form etc.; for deliberation with the IV and Chairman of the Training Committee. Should the Business Manager be unable to carry out the aforementioned, the Chairman of the Training Committee will take up the task.

### **If you do not agree with the outcome/decision please contact the Business Manager for further discussion**

If the complainant is dissatisfied with the decision and wishes to continue with the complaint beyond the notification of decision or action, the matter will be placed on the agenda of the next Training Committee meeting for discussion by the Committee. Any decision or action of the Committee should be sent to the complainant within 5 working days of the meeting.

If the complainant is still dissatisfied with the results of the Training Committee decision they can then contact the Awarding Body – the SQA.

**Contact Centre Manager, BASP UK LTD 01855 811 443 or [firstaid@basp.org.uk](mailto:firstaid@basp.org.uk)**