



POLICIES AND PROCEDURES CHECKLIST

I agree I have read the following policies and if I have not understood any have spoken to my assessor. I have initialled each page that I have read. I have asked my assessor to initial each page also.

NO:		Learner Signature	Date
1	Park Education UK Appeals Procedure		
2	Awarding Body Appeals Procedure		
3	Harassment and Bullying Policy and Procedure		
4	Equality and Diversity Policy		
5	Malpractice and Plagiarism Policy		
6	Safeguarding Policy		

1. THE PARK EDUCATION APPEALS PROCEDURE

As part of NVQ Code of Practice and national requirements, candidates should have access to fair and reliable assessment in which they play a full part. Of this access is to be meaningful, the candidate must have the right to appeal against assessment decisions which are unclear or seem unfair. The Appeals Procedure must provide an appropriate audit trail of the process and be clearly logged with concise detailed information at each stage.

Stage 1

The candidate should raise the issue with the assessor during/at the end of an assessment session or within SEVEN days of the assessment.

The assessor must reconsider the reasons underpinning the decision and provide clear feedback. If the assessor is upholding the original assessment decision, then the candidate must be provided with full information describing what is required to demonstrate their competence. This should be provided in writing*, and relate specifically to the standards relevant to the assessment decision.

If the candidate remains unhappy with the decision, the candidate then completes an Appeals Form*, provided at the end of this booklet, which will be forwarded to the internal verifier.

Stage 2

The internal verifier reviews all evidence and assessment records in order to consider the appeal. A decision should be made within FIVE working days and the candidate and assessor must be informed orally and in writing using the appropriate section of the Appeals Form.

Stage 3

The third and final stage involves the right of appeal to the Assessment Panel.

The Internal Verifier should pass all records to the Programme Manager who will convene an Appeals Panel consisting of:

- The Programme Manger.
- A different Assessor.
- An independent Assessor/Internal Verifier.

Both the candidate and the assessor will be invited to make their case to the Panel. The Panel will reach its decision within TEN working days.

Results of the Appeals Panel will be final.

Details of the appeal will be made available to the External Verifier.

The involvement of the awarding body will initially consist of the supply of information by the External Verifier. The External Verifier is charged with ensuring integrity of the process and is able to provide, but he/she should not be involved in the appeals process itself as a panel member or arbitrator. Awarding bodies will respond to direct requests from learners, students, trainees, parents and employers seeking advice on making an appeal.

If the centre's appeals procedure has been exhausted and the candidate is still dissatisfied, he/she can make a final appeal to the General Manager or the relevant unit of the awarding body.



APPEALS FORM

Please complete this form if you do not agree with any judgement that your training coordinator has made with regard to the evidence you have produced.

Please return your appeal to your designated Internal Verifier

Learner Name		TC Name	
Placement		IV Name	
Employer		Date	

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Learner Signature		Date	
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3. HARASSMENT AND BULLYING POLICY AND PROCEDURE

Park Education UK is totally committed to equality and diversity and supports an environment for employees and learners, in which dignity and respect are paramount. The purpose of this policy is to create a culture and an environment for working and learning, in which bullying and harassment are unacceptable and where individuals have the confidence to complain about harassment and bullying, should either arise, in the knowledge that their concerns will be dealt with appropriately and fairly.

RESPONSIBILITIES

All learners have a right to be treated with dignity and respect. All learners are responsible for treating others with dignity and respect at all times. In particular, Park Education UK staff and learners are required to:

- Understand what is meant by harassment and bullying
- Be aware of and comply with this policy
- Set a positive example by treating others with dignity and respect
- Be aware of their own conduct
- Respect the right of managers to manage
- Avoid inappropriate personal comments
- Avoid colluding with inappropriate behaviour
- Reject inappropriate behaviour towards themselves and others
- Act to ensure inappropriate behaviour is reported to the Safeguarding Team
- Co-operate fully in any investigation into complaint
- Support individuals, who may be subjected to harassment or bullying

ACTION

If you believe or consider a colleague, learner or someone connected with work (e.g. a contractor) is harassing, bullying, victimising or discriminating against a colleague or learner, you should immediately inform Park Education Senior Management so that the matter can be investigated.

While there is a duty to report any suspected incidents of harassment, bullying, discrimination or victimisation in line with Park Education's Safeguarding Policy, individuals are assured protection from possible reprisals or victimisation if they make such a disclosure in good faith and with a reasonable belief that the incident has occurred.

However, if an investigation report concludes that the complaint is both untrue and has been brought with malicious intent, disciplinary action may be taken.

If the investigation report concludes that the allegation is well founded, the perpetrator may be subject to disciplinary action. Where harassment or bullying (abuse) is suspected, Park Education has a legal obligation to inform the Independent Safeguarding Authority (ISA) in accordance with the Safeguarding Vulnerable Groups Act 2006.

This policy will be reviewed on an annual basis.

4. EQUALITY AND DIVERSITY POLICY

Park Education is committed to policies and practices, which are fully inclusive, eliminating Discrimination and promoting equality and diversity in all its aspects and fosters a culture which values diversity.

Park Education will ensure that all learners are treated fairly and with respect and will not be discriminated against either directly or indirectly on the grounds of race, colour, ethnic or national origin, religious belief, political opinion or affiliation, sex, marital status, sexual orientation, gender reassignment, age or disability.

Park Education aims to provide an inclusive and supportive environment, in which to learn. All learners will be helped and encouraged to realise their full potential.

Park Education recognises and values the varied contributions of all individuals to achieving our mission.

IMPLEMENTATION

Park Education extends its Equality and Diversity Policy to embrace all employees, learners, stakeholders, visitors and customers. All employees are required to be proactive in implementing and promoting this policy.

To safeguard individual rights under the policy, any learner who believes that Park Education has not treated him/her equally within the scope of the policy should complete the Equal Opportunities Complaint Form included in this booklet and/or speak with his or her assessor/tutor.

RESPONSIBILITIES

Individual learners are responsible for

- Supporting the aims of the policy
- Promoting equality of opportunity
- Contributing to an environment free of fear or intimidation and which celebrates diversity
- Ensuring that their behaviour and actions do not amount to discrimination, harassment, bullying or victimisation in any way.

BREACH OF THE POLICY

In particular, individual learners:

- Must not themselves discriminate against others in any employment or education activities;
- Must not victimise individuals who have given information to line managers/assessors or tutors on equality matters or who have made complaints;
- Should inform assessors or tutors if they have reasonable grounds for believing discrimination is taking place;
- Must not encourage others, or yield to pressure from others, to discriminate unlawfully.

All learners should know that they may be held personally liable for acts of discrimination which they commit or authorise. Park Education will regard any acts of discrimination or harassment as a disciplinary matter.

Anyone who has concerns or issues for discussion in relation to the policy should raise their concerns with their assessors or tutors.

5. MALPRACTICE AND PLAGIARISM POLICY STATEMENT

Park Education does not tolerate actions (or attempted actions) of malpractice by learners or staff in connection with any assessments or certification. Park Education will invoke disciplinary procedures with staff, or sanctions have been proven. Where assessment malpractice is proven awarding bodies may also impose penalties or sanctions.

What is Malpractice?

For the purposes of this policy, malpractice is defined as the deliberate falsification of records and/or using unfair means during assessments or examinations in order to obtain a qualification of certificate.

Examples of malpractice may include:

- Claiming certification for non-active candidates.
- Claiming a certificate for candidates who have not undergone appropriate assessment.
- Claiming for incorrect units or qualifications.
- Claiming for fictitious candidates.
- Fraudulent candidates.

It is distinguished from mal-administration, which is the accidental claiming or issuing of certificates. The former is a deliberate act to deceive, the latter incompetence or a simple mistake.

What is Plagiarism?

For the purposes of this policy, plagiarism is defined as:

- Copying and passing off as the learners own, the whole or part(s) of another person's work, including artwork, images, words computer-generated work (including Internet sources), whether published or not, with or without the originator's permission and without appropriately acknowledging the source.
- Collusion, by working collaboratively with other learners to produce work is submitted as individual learner work. Learners should not be discouraged from team work, as this is an essential key skill for many sectors and subject areas, but the use of minutes to record allocating tasks, agreeing outcomes, etc., are an essential part of team work and this must be made clear to the learners.

Park Education is committed to banishing plagiarism in students' work and dealing effectively with cases when they do occur.

Requirements for Implementation

Learners will be informed of the Park Education policy on assessment malpractice and plagiarism during induction.

Where appropriate, learners will be shown the appropriate formats to record cited texts and other materials or information sources, including websites.

Park Education staff should, where practicable, include assessment procedures which reduce the opportunity for malpractice and/or plagiarism, including for example;



- Periods of supervised sessions during which evidence for assessments is produced by the learner.
- Altering assessment assignments/tasks/tools on a regular basis.
- Using oral questions with learners for a single assignment/task in a single session for the complete cohort of learners.
- Ensuring access controls which prevent learners from accessing and using other people's work when using networked computers.

Learners should be asked to declare that their work is their own when submitting evidence or assignments.

Incidents of learner or staff assessment malpractice should be reported to the Operations and Quality Manager.

6. SAFEGUARDING POLICY STATEMENT

Park Education has a statutory and moral duty to ensure that the company functions with a view to safeguarding and promoting the welfare of children, vulnerable adults and apprentices receiving education and training from the centre. It recognises its role, along with other local services, in facilitating the well-being of children.

The term 'children' refers to those being under 18. Park Education recognises that some adults are also vulnerable and accordingly the procedures may be applied, with appropriate adaptations to allegations of abuse and the protection of young or vulnerable adults.

Park Education embraces and will promote the five expected outcomes for children and young people as set out in the Ofsted Common Inspection Framework.

- Enjoying a healthy lifestyle
- Staying safe
- Enjoying and achieving
- Making a positive contribution
- Achieving economic well being

Park Education is committed to ensuring that it:

- Provides a safe learning environment
- Identifies children and young people, apprentices and vulnerable people who are suffering, or likely to suffer, significant harm
- Takes appropriate action to help ensure that such children and young people, apprentices and/or vulnerable people are kept safe, both at work and at the centre
- Raises awareness of issues relating to the welfare of children and young people, apprentices and/or vulnerable people
- Establishes procedures for reporting and dealing with allegations of abuse against members of staff
- Aids the identification of children and young people, apprentices and/or vulnerable people at risk of significant harm and provides procedures for reporting concerns

The designated senior member of staff with lead responsibility for safeguarding issues is Melissa Chinery.

The designated senior member of staff is responsible for:

- Overseeing the referral of cases of suspected abuse or allegations to the relevant investigating agencies
- Providing advice and support to other staff on issues relating to children and young people, apprentices and/or vulnerable people's protection
- Maintaining a record of any referral, complaint or concern (even where that concern does not lead to a referral)
- Liaising with employers and training organisations that receive children or young people, apprentices and/or vulnerable people on long term placements to ensure that appropriate safeguards are put in place
- Ensuring that staff receive training in protection issues and are aware of the centre protection procedure



In rare instances, staff in education institutions have been found to be responsible for abuse. Because of their frequent contact with children and young people, apprentices and/or vulnerable people, staff may have allegations of abuse made against them. Park Education recognises that any such allegation may be made for a variety of reasons and that the facts of the allegation may not be true.

The Centre Manager (or designated person) should make an initial assessment of the allegation, consulting with the senior staff member with lead responsibility as appropriate. Where the allegation is considered to be either a potential criminal act or indicates that the child or person has suffered, is suffering or is likely to suffer significant harm, the matter should be reported immediately to the appropriate supporting agencies. If the allegation represents inappropriate behaviour or poor practice and is neither potentially a crime nor a cause of significant harm to the child or person, the matter should be addressed in accordance with the Park Education disciplinary procedures. It may be that the allegation can be shown to be false because the facts alleged could not possibly have happened.

Park Education will keep accurate records of any allegations. Records of any investigations will be retained in a secure place together with a written outcome and details of any action taken. Support and counselling will be offered where appropriate. Staff, the alleged victim and or family members will be informed of the progress throughout any investigation.

These procedures apply to all staff whether teaching, administrative, management or support as well as to volunteers.



COMPLIMENTS FORM

Please use this form to record any action by any person(s) employed by Park Education which you have particularly appreciated or which you believe brought benefit to yourself, your colleagues, patients or residents.

Date:

Name:

Details of compliment: (copies of letters or emails can be attached)

Signature :



COMPLAINTS FORM

Please use this form to record any complaint you have against the action or attitude of any person(s) employed by Park Education.

Date:

Name of complainant:

Details of complaint: (copies of letters or emails can be attached)

Signature :