

My Skills for Life Limited Approved Centre Procedures





My Skills for Life Ltd

This document should be used in conjunction with the relevant Associated Partners own Policies and Procedures, where My Skills for Life Ltd do not have a Policy and/or Procedure on a matter or subject, this will default to the relevant Associated Partners Policy and or Procedure

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Trainer/Contractor Agreement

Appendix 1.0

Job Specification

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Definitions

- Managing Director = Managing Director/Course Director
- Business & Course Administrator = Course Administrator
- Social Media and Marketing Co – Ordinator = Increase Business Profile

1. Company Profile on MSFL Ltd

Mission Statement:

Our Mission Statement

"Provide the best possible training ensuring we offer the most cost-effective support for our current and future clients, whilst keeping our unique service as effective, informative and fun as possible but always professional and up to date".

Our Aim

Deliver quality, affordable, reliable, and professional training courses to anyone who requires our expertise.

Objective

MSFL Ltd will do this by:

- Keeping our presentation materials basic but of good quality, putting money into the quality of delivery and care.
- Keeping our promise, if we say we can then we will, under promising and over delivering.
- Delivering training to the highest standard with honesty and integrity and also keeping up to date with all current thinking and practices.
- Always complying with standards, relevant acts, regulations, and legal requirements.
- We will never compromise on our standards, always remembering you are the client.

Target Audiences:

Anyone that requires compliance training: -

- **Childcare**, i.e., child minders, nurseries, soft play areas
- **Retail**
- **Transport Drivers CPC**
- **Industry** i.e., shops, garden centres, factories
- **Leisure Providers** i.e., cinemas, ice rinks, theme parks, stately homes
- **Event Management** i.e., sporting grounds, first aid training, risk assessment training and general H&S training
- **Schools** i.e., primary, secondary, sixth form, colleges of Further Education, private and public funded establishments
- **Construction** i.e., new builds and modernisations
- **Medical/Rescue** i.e., Fire and Rescue Service, dentist and GP surgeries and opticians
- **Charities**

Why choose MSFL Ltd?

MSFL Ltd always strive to offer the best possible training. We aim to support for our current and future clients, whilst keeping our services effective, informative, relevant, and fun, but always professional.

We do this by: -

Delivering quality, affordable, reliable and a professional service to anyone who requires our expertise.

2. Course we currently offer: -

Health and Safety

IOSH Working Safely (1-day course)
 IOSH Managing Safely (4-day course)
 MSFL Ltd Competent Person in H&S in the Workplace
 MSFL Ltd Fire Marshall Training (Bespoke Course)
 MSFL Ltd Fire Risk Assessment Training (Bespoke Course)
 MSFL Ltd Fire Extinguisher Training (Bespoke Course)

First Aid

First Aid at Work (3-day course)
 First Aid at Work 2-day Renewal (2-day course)
 QA First Response Emergency Care (FREC) Level 3 (RCF)
 Emergency First Aid at Work (1-day course)
 12 hour Paediatric First Aid Course face to face (12 hours Ofsted recognised)
 12 hour blended Paediatric First Aid Course (6 hours online and 6 hours Face to Face)
 Activity First Aid
 MSFL Ltd 3 Hour Basic Life Support Course (1/2-day ideal for sport coaches)
 MSFL Ltd 2 Hour Baby First Aid (Emergency First Aid for babies)
 MSFL Ltd 1 Hour CPR and AED Training

Trainer the Trainer

Award in Education and Training
 Pool Lifeguard Trainer/ Assessor Award (5-day course)
 Pool Lifeguard Trainer/ Assessor Award AED (1-day course)

Aquatic Courses

2 Day/1 Day Pool Responder
 2 Day /1 Day Teachers Rescue Test

3. Actions identified by Regulatory Monitors and Associated Partners

The Centre Contact will ensure that all actions identified by the regulatory monitors and/or Associated Partners will be communicated to all members of staff by way of instruction forms and team meetings. Furthermore, an action plan will be taken of all such actions, distributed to staff and retained for future reference.

4. Complaints & Appeals Procedures

Policy Statement

My Skills for Life Ltd (MSFL Ltd or “the Company”) is committed to the principle of allowing any candidate who feels that they disagree with an assessment decision has the right to appeal. The MSFL Ltd Appeals Procedure is as follows:

In the first instance, please tell the course trainer if you are unhappy with the level of training you have received.

Should your complaint/appeal not be resolved, please contact the MSFL Ltd Offices by phone on 01249 463282, or in writing to MSFL Ltd, 42 Hardens Close, Chippenham, Wiltshire, SN15 3AA.

Failing this:

Contact each individual Regulatory Monitors or Associated Partners for their relevant Procedures a full list of contact details can be found on our website or contact the MSFL Ltd Office.

- **FAIB**

The First Aid Industry Body
4 Ashdown Avenue
Woodley
Stockport
SK6 1LL
Tel: 0161 494 9045
Email: info@faib.co.uk

- **Qualsafe**

City View
3 Wapping Road
Bradford
BD3 0ED
Email: info@qualsafe.com
0330 660 0599
01274 381 414

- **E Learning**

Tigerlilly Training
Unit 2 Danworth Farm Business Park
Cuckfield Road
Hurstpierpoint
West Sussex
BN6 9GL
Tel: 03003 020 999
Email: amber@tigerlillytraining.co.uk

- **IOSH**

The Grange
Highfield Drive
Wigston
Leicestershire
LE18 1NN
UK
tel: 01162 573 100

Candidate appeal against an assessment result

Learners have a right to appeal, should they be dissatisfied with their final assessment.

Learners should write to the Course Director of MSFL Ltd within 28 days of the training course end date explaining the full details of the appeal. Any documentation pertaining to the appeal should also be sent to MSFL Ltd at this stage. Any complaint or appeal after the 28 days may not be considered.

The Course Director will acknowledge receipt of the appeal within 7 days. The Course Director and or the Business & Course Administrator will oversee all aspects of the appeal process and will ensure that reassessment is completed where appropriate. Learners should be aware that the outcome of any reassessment could result in a lower score being awarded.

Within 28 days, the Course Director/Business & Course Administrator will write to the Trainer of the course regarding the outcome of the appeal. It is the responsibility of MSFL Ltd to communicate the outcome to the candidate in writing.

If the Trainer and/or candidate is/are not satisfied with the decision taken, a further appeal may be submitted no later than 14 days after receiving the outcome of the first appeal. The appeal should be



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made in writing to the Course Director/Business & Course Administrator requesting the appeal to be considered by the Course Director/Business & Course Administrator.

This decision is final and no further correspondence will be entered into.

Copies of all documents pertaining to candidate appeals should be retained by MSFL Ltd for three years.

Candidate appeals against a decision not to allow for reasonable adjustment.

Learners should refer to the Company's Reasonable Adjustments Policy and follow the appeals procedure above.

This Policy does not form a part of any employment contract with any employee and its contents are not to be regarded by any person as implied, collateral, or express terms to any contract made with the Company. The Company reserves the right to amend and update this Policy at any time.

5. Dialogue Policies with Regulatory Monitors and Associated Partners

MSFL Ltd will keep an open dialogue with all its Associated Partners and confirm all agreements by e-mail/telephone and/or letter.

This will be communicated by any Course Director and Business & Course Administrator

All relevant records of all communication will be kept by the Centre Contact. This is to be stored either as an email and or in the relevant Awarding Organisation File.

6. Delivery of MSFL Ltd & other Associated Partners Courses

For course that are regulated and are carried out through an Associated Partner, a notice displayed at all Relevant Training Venues (RTV) to all customers, client and learners will be available to enable them to access all relevant Policies pertaining to MSFL Ltd and all relevant Associated Partners qualifications. These policies will be, for example, the Health and Safety policy, equal opportunities policy, customer complaints, reasonable adjustment, and Data Protection Policy.

Regular meetings between the Centre Trainers and or the Course Director and Site Managers will ensure the continuity across sites. The Centre Trainers and the Course Director will ensure that all venues used for Regulatory Monitor agency or Associated Partners qualifications are regularly visited to ensure consistency and that all centre systems are being applied equally.

7. Learner Arrangements and the allocation of Unique Learner Number (ULN)

All ULN's will be assigned where applicable.

The Course Administrator has systems in place to track the progress of learners towards their target awards and allows for the recognition of prior learning (RPL).

8. Proof of Identity

When a course is booked with the client/candidate a confirmation letter is sent out to them. On the confirmation letter, it requests the need to produce a recognised proof of Identification. The trainer should ensure those undertaking our qualifications have proof of identity. (See below for recognised proof of ID).

All Learners are required to bring photographic identification to the course and all candidate identities will be checked prior to the commencement of an examination.

The MSFL Ltd will keep records of photographic identification provided by each of the Learners. Acceptable types of I.D for regulated qualifications.

The list below outlines acceptable forms of identification for learners undertaking a regulated

qualification with our Associated Partners. Where proof is not shown, learners should not be allowed to undertake assessments and will not be awarded any qualification or credit. Ideally learners should provide at least 1 form of photo I.D. If photo I.D is not available, 2 forms of non-photographic I.D can be produced.

Acceptable forms of photographic I.D (1 required) are:

- Signed UK Photo card driving licence
- In date or does not exceed 3 months after expiry signed passport (any nationality)
- Valid EU Photo identity card
- SIA security licence (with photo)
- Current and valid warrant card issued by HM forces or Police
- Current and valid Prison service card (with photo)
- Proof of age card
- Employee photo identification card
- Firearms license (with photo)

Acceptable forms of non-photographic I.D (2 required) are:

- Current driving license – paper version
 - Birth certificate
 - Marriage/civil partnership certificate
 - Mortgage statement (issued within past 12 months)
 - Bank or building society statement (issued within last 3 months)
 - Bank or building society account opening confirmation letter (issued within last 3 months)
 - Credit card statement (issued within last 3 months)
 - Pension or endowment financial statement (issued within last 12 months)
 - P45 or P60 statement (issued within last 12 months)
 - Council tax statement (issued within last 12 months)
 - Valid work permits or visa issue by UK government
 - Utility bill – excluding mobile phone bill (issued within last 3 months)
 - Benefit statement e.g., child benefit, pension (issued within last 3 months)
- Forms of identity that have been observed should be recorded on the learner registration form and cohort registration form. They should also be entered onto the online registration form.

9. Registration (Booking forms) Form, Cohort Forms and Course Attendance Forms Information

When a company/client is booking their employees on a closed course, (as a group) the course administrator sends out to the client a group booking form. This should be completed by the client and sent back to the Course Administrator 14 days in advance of their course dates where possible.

When this form is returned by the company/client, the course administrator should send the company/client an individual booking form. Each learner must complete this form and return it to their employer.

Where the candidate enrolls themselves for the course, individual learners will receive a booking form. This will highlight more detailed information and any responsible adjustments required. This form should be sent back to the course administrator 7 days before the course starting.

Any candidate who has not completed a booking form will be asked to complete one at the start of the first session.

The information on these individual forms should be populated onto the cohort form.

The cohort form is shared with the trainer but not with the learners as it may contain sensitive information about the learners.

Relevant information from the cohort form is populated on to the course attendance form (Name, place of work etc.). Names must be entered on to the attendance register as per the learners appropriate ID. Names must not be shortened, for example Jon must be Jonathon etc.

The attendance register is then checked by the learner for the purpose ensuring the correct spelling of their full name (ID) etc. This is to avoid error e.g. spelling of full name, date of birth etc.

Where a learner refuses to add their date on birth on any form, the trainer can ask to see their date of birth, so they can check they are at the current age to attend the course. This can be added later to a document but must not be shown to anyone other than the trainer and the Course Administrator.

Learners must initial each date rather than just tick and, where applicable, they must sign confirmation of their attendance. This is the responsibility of the course trainer to ensure this has been completed.

When the completed paperwork is returned to the Course Administrator, the paperwork is checked again for its accuracy, ensuring that names on the booking forms, cohort form and certificate order forms concur. Any incorrect information is communicated to the candidate and/or client and requested in writing the correct spelling etc. of the issue.

Once this process is completed, the names are entered on to the relevant Regulatory Monitor agency or Associated Partners paperwork and completed paperwork sent to the awarding body for their records if required by the Awarding Organisation.

Certificates that are awarded and returned are checked for accuracy before being passed/sent to the client/candidate.

None of the form containing the relevant information about the candidate and or the client, will be sold on to a third party, unless with expressed permission by the candidate/client.

For all E learning/blended courses, the email contact for the learner must be theirs and not a generic email address due to course security.

On completion of the course, the following details are stored on the data base to remind learners of when their qualification expires:

- Their Name
- Their Email address (or if one hasn't been provided their postal address)
- Their workplace (if applicable)
- Date of qualification expires.

This will be completed by the Course Administrator.

All registration and certification information will be regularly audited and will be discussed in detail at review meetings to ensure it is accurate and correct.

10. Units, Credits and Exemptions

Where applicable, and where a Learners or client has attended other accredited awards (this may or may not be RQF recognised awards/qualifications and or other European recognised awards and qualifications), they may be entitled to an exemption from a proportion of relevant units of another same level or higher or award/qualification. MSFL Ltd will record these units', credits or exemptions and use to support any Accredited Prior Learning (APL).

This information will be captured either when they complete the enrolment form (there is an area set aside for this on the form) and or when the client/candidate books on and sends any relevant correspondence.

It is the responsibility of the Centre Trainer and or the Centre Administrator to ensure these unit's credits and exemptions are communicated, capture, transferred and recorded.

11. General Data Protection Regulation (GDPR) Privacy Notice

The Regulation states that we must inform learners of the lawful bases of collecting their data.

MSFL Ltd is both a data Processor and Controller for information coming into the company, and are responsible for the 6 Lawful Bases:

- (1) Consent: The individual has given clear consent for MSFL Ltd to process their personal data for a specific purpose.
- (2) Contract: The processing is necessary for a contract MSFL Ltd has with the individual, or because they have asked the Company to take specific steps before entering into a contract.
- (3) Legal Obligation: The processing is necessary for MSFL Ltd to comply with the law (not including contractual obligations).
- (4) Vital Interests: The processing is necessary to protect someone's life.
- (5) Public Task: The processing is necessary for MSFL Ltd to perform a task in the public interest or for official functions, and the task or function has a clear basis in law.
- (6) Legitimate Interests: The processing is necessary for MSFL Ltd.'s legitimate interests or the legitimate interests of a third party unless there is a good reason to protect the individual's personal data which overrides those legitimate interests.

MSFL Ltd will be processing learner's data under these Lawful Bases.

By signing, the learner agrees that MSFL Ltd is permitted to hold personal information about them as part of its candidate, training, Event Medical Staffing and other business records and may use this information in the course of its business. This applies to information held, used or in any medium, including course and event photos for marketing purposes. MSFL Ltd will never pass information to third parties for direct marketing purposes.

In addition, the learner will give MSFL Ltd permission to collect, retain and process information about them such as age, gender, ethnic origin, job and grade. This information will only be used as required by the Government or its agents and in order to monitor the Company's compliance with the law and best practice in terms of equal opportunity, non-discrimination and good human resource management.

For the purposes of registration and administration of qualifications, MSFL Ltd will disclose any personal information that the learner provides to the relevant Awarding Organisation who will process this information for the purposes of administration. Due to the Internet based functionality of the Associated Partners systems, the processing of the information by the Associated Partners may involve transfers of data outside the European Economic Area.

By providing MSFL Ltd with personal information, the learner acknowledges and agrees to the above, and Associated Partners processing of data in this way.

The information which MSFL Ltd holds may be checked with the learner from time to time to ensure that it remains up to date. Should the learner's personal circumstances change, they should notify MSFL Ltd immediately.

If the learner would like to see copies of the information that MSFL Ltd hold and share about them then they are able to contact the Company to request such.

If the learner would like to withdraw their consent at any time, they must contact MSFL Ltd and the Company will delete all records accordingly.

12. Training Methods and Practical Exercises

MSFL Ltd pride ourselves in the way we deliver our courses. We have a "Brand" of how a course etc is delivered. All Trainers are encouraged to deliver the subject to their own style and flavour; however, the Trainer must follow the Associated Partners Lesson Plans, Schemes of Work, learners' work/books and associated governing bodies guidance (HSE, ERC, RC etc.) Trainers must also follow MSFL Ltd

branded courses. The training methods we use help with all types of learners. We cater for and engage the four recognised learning types that include Reading, Visual, Auditory and Kinaesthetic learners. We base our courses and delivery styles to engage all learners, with varied and fun learner's activities, whilst keeping within the Associated Partners' schemes of work, lesson plans and objectives.

We are always looking to improve and increase our teaching methods and learner's activities; and where possible we look to keep these exercises practical and learning by doing. We keep our professional teaching CPD's up together, and where possible attend seminars and critique our trainers with Internal and External Verification on at least an annual basis.

Wherever possible and relevant we will seek to find a practical session/activity, where this is not, we aim to keep the learners engaged by other relevant training methods.

13. Ordering of Examination Materials Procedure

The Course Administrator is responsible for the ordering and processing of examination material. Orders will be placed by telephone/e-mail and/or via the relevant Associated Partners website. Upon receipt of the examination material the Centre Trainers will check the package and contact the relevant Associated Partners immediately should there be any discrepancies where applicable.

14. Examination & Invigilation Policy

Introduction

These procedures for examination and assessment should be read in conjunction with sections 14, 15, 16, 17, 18 & 19 in this document.

Each relevant Awarding Body has their own examination and Invigilation Policy, for these policies please refer to the relevant Awarding Organisation file located in the main MSFL Ltd.'s office.

Security of Assessment Materials Procedure

(For ofqual regulated courses)

The Sealed bag/Sealed Envelope containing the examination papers will not be opened until no more than 5 minutes before the commencement of the examination. Prior to this, the examination papers will be kept in a secure place. Should the papers be taken to another site, they will be transported in a secure locked container for example a locked vehicle.

(For non-Ofqual regulate courses)

Assessment papers must be kept in a secure place out of the view of the learners.

Storage of examination/assessment papers

(For ofqual regulated courses)

Examination/assessment papers once again must be stored securely.

A non-portable, lockable cabinet or other similar storage system must be used. The storage system must be within a secure room with restricted access.

If the papers are taken to another place, either before or after the examination/assessment, they must be transported securely i.e. a locked vehicle.

If it is considered that the security of the examination/assessment papers has been compromised, the relevant Associated Partners Examination Services should be contacted immediately.

The relevant Associated Partners may conduct a full investigation, which may result in the affected examination/assessment papers being withdrawn from use.

(For non-Ofqual regulate courses)

Assessment papers must be kept in a secure place out of the view of the learners.

The examination rooms.

(For ofqual regulated courses)

The examination room should provide appropriate levels of heating, lighting and ventilation, and the type of seating should be suitable for the candidate's comfort. It should be as quiet as possible. If

appropriate, a sign should be displayed outside the room to identify that it is being used for an examination.

Only Learners and examination personnel are permitted to enter the examination room.

The relevant Awarding Organisation and any of the regulatory bodies (for example Ofqual, DfES and CCEA) have a legal right of access to the examination room.

There will also be a clock displaying the time and the invigilator will advise the learners when the examination is halfway through the examination and when there is 15 minutes and then 5 minutes left. The examination room must not contain displays of material that could be deemed to be of assistance to Learners in the completion of the examination.

For non-Ofqual regulate courses

The examination room should provide appropriate levels of heating, lighting and ventilation, and the type of seating should be suitable for the candidate's comfort. It should be as quiet as possible. If appropriate, a sign should be displayed outside the room to identify that it is being used for an examination.

Only Learners and examination personnel are permitted to enter the examination room.

Desk specifications

(For ofqual regulated courses)

Learners should be seated at separate desks that should normally be placed at a distance of no less than 1.25 metres apart (measured from the centre of the desk). In circumstances where Learners share a large desk, there should be a distance of at least 1 metre between seats. All seating should be arranged to prevent Learners from being able to overlook each other's work. Individual desks should also be arranged to ensure that all Learners face the same direction. A seating plan should be kept indicating where each candidate was seated during the examination. This should be retained for a minimum of three years.

For non-Ofqual regulate courses

MSFL Ltd would encourage the minimum distance between learners of 1 metre, so they are unable to copy from each other.

Conduct of examinations and assessments

(For ofqual regulated courses)

Invigilators have a key role in upholding the integrity of the examination/assessment process and are, therefore, responsible for its proper conduct. MSFL Ltd will appoint and brief suitably qualified and experienced personnel to act as invigilators.

Trainers who prepare the Learners for the examination/ assessment can invigilate where it is not practical to appoint an alternative. However, relatives, close associates and friends of any Learners taking the examination/ assessment cannot act as an invigilator.

Invigilators must arrive at the venue in good time and there should be at least one invigilator for every 20 Learners.

If only one invigilator is required, he/she must be able to summon assistance without leaving the examination room or disturbing the Learners, should the need arise.

The trainer, who has provided the training for the course, cannot sit the examination.

For non-Ofqual regulate courses

Trainers have a key role in upholding the integrity of the examination/assessment process and are, therefore, responsible for its proper conduct.

Examination and assessment

(For ofqual regulated courses)

Prior to the start of the examination/assessment,

Invigilators must ensure that:

- The room is set up correctly
- A clock showing the accurate time is clearly visible to all Learners

- Adequate checks are carried out to confirm the identity of all Learners (a record of the type of photographic identification provided by each candidate for each examination must be kept by the centre for three years)
- Only the official examination/assessment stationery is issued to Learners
- The seal on the bag/envelope has not been broken.
- Learners only bring into the room equipment required to complete the examination/assessment
- Any unauthorised items, materials, and equipment (including mobile phones, iPods, tablets, I watch, interactive watches etc.) are collected and placed out of the Learners' reach.

For non-Ofqual regulate courses

The room is set up correctly ready for an assessment to commence.

Starting the examination/assessment

(For ofqual regulated courses)

Before Learners can begin their examination/assessment, the invigilator must:

- Inform Learners that they are now subject to the rules of the examination/assessment and that they must not communicate with any other Learners during the examination/assessment
- Ensure Learners precisely understand such actions that may be regarded as misconduct and the consequence of such actions
- Check that Learners have brought in the correct writing materials
- Check that Learners have the correct papers
- Ensure the Sealed bag/Sealed envelope is unbroken on the examination papers (many Associated Partners chose examination papers that are supplied with a matching answer information sheet inside a sealed polythene Sealed bag/Sealed envelope – Sealed bag/Sealed envelope must be broken by the candidate at the start of the examination. Please see relevant Associated Partners examination and assessments procedures)
- Ask the Learners to check that the code on the examination paper matches that on the answer information sheet
- Draw Learners' attention to the instructions on the front of the papers
- Ensure Learners are clear about the logistics of completing answer information sheets/examination papers and what personal details they need to enter
- Advise Learners of any errata notices
- Announce clearly when Learners can begin and specify the time allowed.

For non-Ofqual regulate courses

Inform Learners that they are now subject to the rules of the examination/assessment and that they must not communicate with any other Learners during the examination/assessment.

During the examination/assessment

(For ofqual regulated courses)

Invigilators must supervise Learners throughout the entire examination/assessment. They must be alert in their observation of Learners and must give their whole attention to the proper conduct of the examination/assessment.

Invigilators must not undertake any other activities while invigilating. For example, they cannot act as a reader or writer for any candidate requiring such assistance. These Learners will normally be accommodated in a separate room.

Invigilators should complete and sign the summary sheets or assessment results sheets if required by the relevant Associated Partners chose and or MSFL Ltd.

If the invigilator is not the trainer, he/she should add 'Invigilator' in brackets after their signature.

For non-Ofqual regulate courses

Trainers must supervise Learners throughout the entire examination/assessment. They must be alert in their observation of Learners and must give their whole attention to the proper conduct of the examination/assessment.

Trainers must not undertake any other activities while invigilating. **However, they can support the learners with questions, if the learner raises a query with any of the questions. If the learners find**

the questions and the word used in the assessment too confusing, the trainer can support the learner by rephrasing the question but must not give them the answer.

Trainers should complete and sign the summary sheets or assessment results sheets if required by the relevant Associated Partners chose and or MSFL Ltd.

Late arrival of Learners

(For ofqual regulated courses)

Learners who arrive after the timetabled start of the examination/assessment should generally be allowed to enter the room and to sit the paper, providing no other candidate has left the examination room prior to the latecomer(s) being admitted and it does not compromise the invigilation of the other Learners.

Late Learners may be allowed the full time if this is practical for the centre.

Invigilators should note the circumstances of a candidate's late arrival and a written report should be submitted to the Centre Manager or the Centre Administrator via email or letter.

(For non-Ofqual regulate courses)

Any learner that is 20 minutes late to their assessment will not be permitted to be entered for the assessment.

Leaving the examination room

(For ofqual regulated courses)

For examinations/assessments of two hour in length, Learners who complete before the announced finishing time should be allowed to leave the examination room quietly after handing in their answer information sheets/examination papers. They cannot be readmitted.

If a candidate needs to leave the room temporarily, he/she must be accompanied by an invigilator or other member of staff to ensure that he/she does not communicate with anyone.

If a candidate needs to leave the examination room and is unable to return, the centre should complete a report to MSFL Ltd and any other reports the relevant Awarding Body may ask for. (See relevant Associated Partners Examination/Assessment Policy) and forward it with the candidate's results to the relevant Associated Partners Examination Services Manager.

(For non-Ofqual regulate courses)

All learners are permitted to leave the room once they have completed the assessment. They must simply hand the relevant assessment documents to the trainer for them to mark.

Misconduct/irregularities

(For ofqual regulated courses)

If an invigilator observes any inappropriate behaviour, he/she must intervene to ensure that it does not continue.

With serious incidents of such behaviour, the candidate should be instructed to leave the examination room after having his/her answer information sheets/examination papers collected.

Any disturbance to the conduct of the examination/assessment must be recorded and a written report should be submitted to the relevant Associated Partners Examination Services Manager using the relevant form the Associated Partners requests as consideration may be given to the affected Learners.

(For non-Ofqual regulate courses)

If a trainer observes any inappropriate behaviour, he/she must intervene to ensure that it does not continue.

With serious incidents of such behaviour, the candidate should be instructed to leave the examination room after having his/her answer information sheets/examination papers collected.

End of the examination/assessment

(For ofqual regulated courses)

Between 5 and 15 minutes before the end of the examination/assessment, the invigilator should remind the Learners of the time remaining.

At the end of the examination/assessment, Learners should be instructed to stop working.

The invigilator must then:

- Remind Learners to check that they have entered all the required information onto their answer information sheets/examination papers and to attach any additional sheets securely
- Collect all answer information sheets/examination papers before Learners leave the room
- Ensure that answer information sheets/examination papers are transported securely (this can be in the resealed Bag/Envelope and locked in a brief case and or a locked Vehicle, before handing them to the Main Centre Contact to be forwarded to Examination Services.

For non-Ofqual regulate courses

Between 5 and 15 minutes before the end of the examination/assessment, the trainer will remind the Learners of the time remaining.

At the end of the examination/assessment, Learners should be instructed to stop working.

The trainer will then:

- Remind Learners to check that they have entered all the required information onto their answer information sheets/examination papers and to attach any additional sheets securely
- Collect all answer information sheets/examination papers before Learners leave the room
- Ensure that answer information sheets/examination papers are transported securely (this can be in the resealed Bag/Envelope before handing them to the Main Centre Contact to be forwarded to Examination Services.

Emergencies

(For ofqual regulated courses)

If an emergency occurs during the examination – for example a fire alarm or Terrorism Treat –the examination room must be evacuated in accordance with the instructions of the appropriate authority. A report detailing the date and time of the incident must be recorded, and a written report should be submitted to the Course Administrator at MSFL Ltd and any other relevant form that the Associated Partners may request.

If, during evacuation, the Learners have been closely supervised and the invigilators can be assured that there has been no breach of examination security, i.e. Learners did not communicate with each other, nor any other person, nor consult any books or notes while they were out of the examination room, then the examination may be resumed and the remaining time permitted should be calculated according to the time lost during the evacuation.

If it is considered that the security of the examination has been compromised, then a report should be sent to MSFL Ltd and MSFL Ltd may also need to complete the relevant forms that the Associated Partners may request.

For non-Ofqual regulate courses

See above - invigilator is the trainer.

Communicating the results to the Learner

(For ofqual regulated courses)

If the trainer marks the assessment forms at the end of the assessment but before the learners leave, they can communicate the outcome of the assessment to the learner but must only instruct them if they have passed or failed. No other information is allowed to be included in this feedback (for example what marks they gained, which questions they got right and which ones they didn't).

For non-Ofqual regulate courses

If the trainer marks the assessment forms at the end of the assessment but before the learners leave, they can communicate the outcome of the assessment to the learner. The trainer is able to advise the learner of their mark, the question (if any) they got wrong and demonstrate which ones was the correct answer. **However, neither the trainer, or the learner must alter the final mark, this will still stand.**

Return of examination materials

(For ofqual regulated courses)

All examination materials (answer information sheets, summary sheets, continuation sheets, Learners' examination scripts, scoping documents, controlled assignments, candidate assessment records and

assignments where relevant and applicable) must be returned to MSFL Ltd Head Office on the same day as the examination/assessment in the Sealed bag/Sealed envelope, labelled 'results. If this is not possible, then these documents must be kept in secure storage and returned to MSFL Ltd Head Office the next day.

The main trainer must sign all the examination documents named above. If the trainer has not acted as the invigilator, the trainer should countersign the summary sheet.

All reasonable adjustment and special consideration forms should be included in the same Sealed bag/Sealed envelope as the examination/assessment papers, if they have not been sent before the examination MSFL Ltd will make and retain copies of all the above examination materials until the certificates are received when all of these copies – except that of the summary sheet – may be securely destroyed.

MSFL Ltd will retain a copy of the relevant Associated Partners examination summary sheet for a minimum of three years.

MSFL Ltd will ensure safe and timely delivery of all results to Examination Services by ensuring that recorded or registered delivery is used. The centre should retain the records of delivery for a minimum of three years.

MSFL Ltd cannot be held responsible for any loss of or damage to examination materials during transit.

For non-Ofqual regulate courses

All relevant assessment paperwork and materials must be returned to MSFL Ltd Head Office on the same day as the examination/assessment in the box folder provided this can be, labelled 'results. If this is not possible, then these documents must be kept in secure storage and returned to MSFL Ltd Head Office the next day. All reasonable adjustment and special consideration forms should be included in the same boxed folder as the examination/assessment papers.

MSFL Ltd will ensure safe and timely delivery of all results to Examination Services by ensuring that recorded or registered delivery is used. The centre should retain the records of delivery for a minimum of three years.

MSFL Ltd cannot be held responsible for any loss of or damage to examination materials during transit.

Re-sits/resubmissions

(For ofqual regulated courses)

In the event of a learner failing to achieve a pass grade, he/she may re-sit an examination or resubmit an assignment as per the relevant Associated Partners guidelines on re-sits/resubmissions. If the candidate fails again, he/she will have to undertake the full training programme before being allowed another attempt at the examination or the assignment. MSFL Ltd reserves the right to charge for any re-sit/resubmission and or additional training.

For non-Ofqual regulate courses

In the event of a learner failing to achieve a pass grade, he/she may re-sit an examination or resubmit an assignment.

If the learner fails the Multiply Choice Question (MCQ) paper by a few marks, the trainer can ask additional questions to help them gain these few marks. If the learners fails and one of the questions, they have failed on is assessed as part of the practical assessment (and they have passed this), then trainer can support the learner and award them the qualification.

If the learner fails again, he/she will have to undertake the full training programme before being allowed another attempt at the examination or the assignment. MSFL Ltd reserves the right to charge for any re-sit/resubmission and or additional training.

Processing of results

(For ofqual regulated courses)

It is crucial to MSFL Ltd that all examination and assessment documents are completed clearly and correctly. Incorrect or missing information will delay the processing of results. Batches with incorrect or missing information will be referred to MSFL Ltd to take appropriate action; we will endeavour to resolve the issues as quickly as possible by contacting the centre directly.



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If no response from the learner/client is forthcoming after 14 days, (some Associated Partners will allow six months, please see relevant Associated Partners procedures and policies) correspondence will cease and the batch of results with incorrect or missing information will be archived.

On contact from the learner and or client and receipt of the correct or missing information, results processing will recommence.

All completed examination and assessment documents should be labelled 'Results' and sent to MSFL Ltd, 42 Hardens Close, Chippenham Wiltshire SN15 3AA

MSFL Ltd will scan all relevant documents and send the results to the learners and or clients recorded delivery by Royal Mail.

If the certificates/results do not arrive with the learner or client within 14 days, they are to contact MSFL Ltd as soon as possible.

Please note if the learner or client/organisation is supporting your course, please complete the application using their business address or your place of work. All correspondence will be sent to this address.

However, if you wish the information to go to your own address, please complete the form as applicable.

For non-Ofqual regulate courses

See above for ofqual regulated courses.

15. Timing

The relevant Awarding Organisation will specify what timing is needed for their assessment.

Please see the relevant course description for the relevant Associated Partners timing.

A large display of the time will be made visible for all Learners throughout the duration of the assessment. Learners will be advised by the trainer what the start and the finish time is. The trainer will also inform the Learners when they are halfway through the assessment and when they have 15 minutes remaining, some Associated Partners may differ from this. For more details of the differences please contact MSFL Ltd for the individuals Associated Partners policy on timing

16. Centre Records

Once the results of the examination or assessments have been returned to MSFL Ltd, (this includes any electronic results) the Certificate is scanned, and a record of the results will be kept by the Course Administrator in the relevant database.

Data is stored on the company secure "Z" drive server in the relevant file and is password protected. Paper records are stored in filing cabinets in a locked office, only limited employees will have access to the keys for this office and these are assigned to the relevant employees.

Access is restricted and monitored by the Centre Course Administrator

17. Records of Learners Results

Once the results of the examination or assessments have been returned to MSFL Ltd, (this includes any electronic results) the Certificate is scanned, and a record of the results will be kept by the Centre Trainer or Centre Administrator in the relevant database.

Data is stored on the company secure "Z" drive server in the relevant file and is password protected. Paper records are stored in locked filing cabinets.

Access is restricted and monitored by the entire Trainer or Centre Administrator

18. Certification Procedures

Certification Procedures

Learners/clients will be issued Certificates within 5 working days upon receipt of certificates from the awarding organisation, or within 7 days of payment of course fees by the centre trainer by first class recorded post.

These scanned and hard copies will be kept for seven years.

Replacement certificates

Should exceptional circumstances arise, and a certificate is lost or damaged, applications for a replacement certificate may be made. However, it should be noted that the loss or damage of a certificate is regarded as a serious matter and a replacement will only be issued at the discretion of MSFL Ltd and the relevant Associated Partners.

When MSFL Ltd returns all replacement certificates to the relevant Associated Partners, all applications for the issue of a replacement certificate must be directed to Examination Services in an envelope marked 'Replacement Certificates' with a 'Replacement certificate application' form detailing the reasons why it is required.

The form can be downloaded from relevant Associated Partners website.

It is essential that the name and number of the appropriate registered centre is provided, together with the name of the candidate at the time of the certification, the qualification name, and the examination date.

MSFL Ltd & the relevant Associated Partners will give due consideration to each replacement request and will subsequently decide to issue either a replacement certificate or an official letter confirming the original award.

Replacement certificates and letters will have precisely the same standing as the original, although a replacement date is indicated.

MSFL Ltd & the relevant Associated Partners also reserves the right not to issue a replacement certificate and not to specify the reasons for this decision.

All applicants requesting replacement certificates must submit:

- A completed 'Replacement certificate application' form
- A cheque/postal order made payable to the MSFL Ltd for the current price of a replacement certificate (confirmation letters are charged the same)
- An official order number should the centre wish to be invoiced.

MSFL Ltd & the relevant Associated Partners also requires applicants to submit either:

- A declaration setting out the circumstances under which the original certificate was lost and an undertaking that should the original be found; the replacement certificate will be returned to MSFL Ltd & the relevant Associated Partners.

19. Quality Assurance Policy

Our Statement

Aim: -

The aim of the Quality Assurance Policy (QAP) is to confirm MSFL Ltd commitment to maintain a high standard of quality in the way we work, the service we deliver, our relationship with staff and clients and ensure continuous improvement.

FAIB versus Awarding Organisations

We have the ability to deliver Ofqual (RQF) regulated and FAIB and self-regulated qualifications to our learners and clients.

We ensure the quality and standard of any qualification is kept to the highest regardless of who regulates, manages and externally quality audits our courses. For course that are not Ofqual (RQF) regulated, we follow the same standards as if they were.

For any Awarding Organisations or United Kingdom Accreditation Service (UKAS) Accredited Certification Body, we refer to them as our Associated Partners.

For first Aid course we have adopted the following principles: -

This document lays out the standards required by our Associated Partners for First Aid Training Providers wishing to gain and maintain approval to teach First Aid under the Health & Safety (First-Aid) Regulations 1981 as well as Paediatric First Aid to the required standard. This document should be used in conjunction with the HSE's publication The Health and Safety (First Aid) Regulations 1981. Approved Code of Practice and Guidance L74 along with the HSE Guidance for Employers (GIS3).

The HSE Guide for Employers (GEIS 3, March 2018) clearly says "The guidance, however, does not promote, recommend or support any particular route to delivery. It does not comment on the quality of individual training courses or the service provided, nor does it provide an assessment of the quality assurance systems of any provider or class of provider". However, the HSE deem that FAIB certificates are equivalent to those of Ofqual/SQA or the Voluntary Aid Societies.

Certificates

FAIB First Aid certificates are Awarded and Issued by FAIB Training Providers who are Approved, Monitored and Regulated by the First Aid Industry Body (FAIB) and where full Due Diligence checks have already been performed. Please note FAIB certificates are EQUIVALENT to those issued by Ofqual Awarding Organisations, the Scottish Curriculum Authority or the Voluntary Aid Societies.

Due Diligence checks by the Duty Holder (normally the employer)

See FAIB Due Diligence as required for an Employer Document.

Principles: -

All trainers are expected to take personal responsibility for their own professional quality and standards in all their activities.

Trainers will exercise this responsibility within a supportive environment where expectations and standards are defined, continuous improvement and innovation are encouraged, development and training opportunities are provided, feedback is actively sought from clients and duplication of effort is strenuously avoided.

Promote consistency: -

Is underpinned by the concepts of equality and fairness

All policies and procedures will be well documented and readily accessible to trainer, learners, customer and client and any other relevant parties.

MSFL Ltd will rigorously and continuously monitor the effectiveness of its quality assurance procedures to assure that they are operating in accordance with good practice.

These include:

- Production of written policies and procedures that clearly define how key activities are carried out within the organization.
- Regular checks that policies and procedures are being adhered to by all trainers
- Management reviews of all policies and procedures on an annual basis to ensure they remain fit for purpose
- Trainers' observations are carried out of staff implementing the key training processes with learners and feedback to staff on their performance – to include: recruitment, initial assessment, induction, on and off the job training, assessment and exit interviews
- Seeking the views of learners on the standard of training they receive at key stages throughout their development. These are evaluated and improvements made where necessary. Employers are also involved in the delivery of training programs. We seek their views on the standard of the training that we provide for learners. These are evaluated and improvements made where necessary
- We ensure that all assessment and verification activities confirm to QCA, FAIB and Awarding Body requirements and are in accordance with our documented procedures
- We constantly analyse the performance of learners, monitor trends and take action to ensure that retention and achievement levels increase yearly

MSFL Ltd is committed to 'Achieving Excellence'

MSFL Ltd and our Associated Partners are committed to complying with all relevant conditions, regulation, policies and procedures. It is vital these partners, stake holders and our clients can see we as a company have sound, reliable, and trustworthy standards and qualities in place. We will always work together with all parties to ensure the end user has a full filled and honest learning experience. *MSFL Ltd does not alter their approach to Quality Assurance, therefore section A to M applies to all ofqual and non-Ofqual regulated courses.*

For the purpose of this document the associated trainers or employed trainers known in from here as the trainer.

This document should be used in conjunction with our Associated Partners documentation too for quality and assurance.

Section A Roles and Responsibilities

The Centre Manager (CM) is usually responsible for:

- Planning and auditing course delivery and the quality assurance system
- Monitoring the Internal Quality Assurance (IQA) Strategy
- Ensuring compliance with My Skills for Life Ltd and our Associated Partners
- Recruitment of internal quality assurers and assessors/trainers
- Writing and updating policies and procedures
- Liaising with external auditors and external quality Assurer(s) (EQA) including organising visits.
- Ensure Awarding Body and EQA recommendations are carried out.

The Lead Internal Quality Assurer (Lead IQA) is usually responsible for:

- The quality of assessment and the IQA of assessment
- Compiling an overall IQA Strategy
- Leading the IQA team planning process
- Monitoring and observing internal quality assurers
- Providing training and guidance to internal assurers and assessors
- Reporting issues, queries and trends to the Centre Manager

Internal Quality Assurers are usually responsible for:

- Planning individual IQA activities
- Monitoring the assessment practise of assessors
- Verifying the accuracy, consistency and quality of assessors' decisions
- Modifying practise and procedures as a result of evaluation
- Maintaining a record of CPD activities
- Reporting to the Lead IQA

Trainer/Assessors are usually responsible for:

- Planning, managing and delivering courses.
- Conducting formative and summative assessment.
- Collating and preserving learner portfolios where relevant
- Agreeing an individual learning plan with learners as appropriate.
- Providing all the paperwork needed to maintain the IQA process.
- Providing feedback on assessment practice.
- Providing guidance and support to meet the assessment requirements of courses.
- Maintaining a record of CPD activities.

- Reporting to Line Managers and the Centre Manager

Section B Recruitment, Induction and Quality Assurance of Trainers, Associate Trainers and Training Providers

Recruitment

A new trainer should forward the following paperwork to the Managing Director and a copy to the Business and Course Administration Officer.

- A current CV highlighting the relevant teaching qualification, experience and or knowledge
- The relevant subject knowledge qualification (I.e., Level 3 First Aid Work Qualification, QA Frec Level 3 or above, FPOS Level 3 or above to teach First Aid, a relevant Level to teach Health & Safety, IOSH, NEBOSH General, Fire etc.). Those exempts are Nursery and Midwife Council (NMC registration Certificate), proof of membership of GMC, or a Paramedic currently registered with a HCPC (must provide HCPC PIN Number)
- A relevant teaching and assessing qualification. This is described in the Trainers Job Description; a copy will be issued to all new trainers. A comprehensive list is detailed below.
- Should hold a recognised assessor award (A1, D32/33, Level 3 Award [TAQA]) or be able to provide sufficient evidence of CPD to meet HSE guidelines.
- A chronological order of course taught and/or assessed, (these don't necessarily have to be of the courses the new trainer aims to deliver). Two practical and two theoretical First Aid training/assess sessions under the supervision of a qualified assessor.
- Where this is not possible, trainers can go through the MSFL Ltd mentor process. This would be as follows
 - Shadow an experience trainer on the course they wish to teach (to observe the MSFL Ltd "brand")
 - Team Teach on a course they wish to teach
 - Be observed by an experienced MSFL Ltd trainer where they deliver the course all by themselves
 - Their following two courses paperwork and assessment sheets are checked by MSFL Ltd Course Administrator.

Qualification Train Assess

- A1 (D32/33) – Assess Learners using a range of methods
- A2 (D32) – Assess Learners' performance through observation
- Cert Ed, PGCE, B Ed, M Ed
- CTLLS/DTLLS
- English National Board 998
- Further and Adult Education Teacher's Certificate
- IHCD Instructional Methods
- IHCD Instructor Certificate
- Learning and Development Unit 9D – Assess workplace competence using direct and indirect methods -
- Learning and Development Unit 9D1 – Assess workplace competence using direct and indirect methods
- Nursing mentorship qualifications
- PTLLS 3 PTLLS with unit 'Principles and Practice of Assessment'
- QCF Qualifications based on the Learning and Development NOS for assessors -
- S/NVQ level 3 in training and development
- S/NVQ level 4 in training and development
- TQFE (Teaching Qualification for Further Education)
- Training Group A22, B22, C21, C23, C24

- Level 3 Award in Education & Training
- Level 4 Certificate in Education & Training
- Level 5 Diploma in Education & Training

MSFL Ltd will ensure all their trainers and lead staff are suitable competent and, where necessary, qualified in order to meet and maintain the high standards that we and our stakeholders come to expect.

In order for us to keep our standards high we ensure all of our relevant training staff and lead staff have their appropriate qualifications for their job responsibilities or who are working towards these qualifications. Below is a list of the main key titles and their suggested qualification
The current requirements of lead staff other than trainer/assessors are:

Lead Internal Quality Assurer

- Must hold a Level 4 Certificate in Leading the Internal Quality Assurance Process or equivalent
- Must hold a recognised assessor award (A1, D32/33, Level 3 Certificate in Assessing Vocational Achievement)
- Must hold a current First Aid at Work (FAAW) Certificate or subject relevant qualification (for non-first aid courses).

Internal Quality Assurers

1. Must hold a Level 4 Award in the Internal Quality Assurance Process
2. Must hold a current First Aid at Work (FAAW) Certificate or subject relevant qualification (for non-first aid courses).
3. Should hold a recognised assessor award (A1, D32/33, Level 3 Award [TAQA])

Section C Induction Training of Trainers and Associate Trainers

No associate trainer or employed trainer can complete work on behalf of MSFL Ltd without first completing an Induction into their roles, with adequate supervision and guidance and being issued with this policy

Staff induction training will include the following elements:

- General training relating to the organisation, including values and philosophy as well as structure and history, etc.
- Mandatory training relating to health and safety and other essential or legal areas.
- Job training relating to the role that the new starter will be performing including any Partnership requirements, systems and processes.
- Training evaluation entailing confirmation of understanding, and feedback about the quality and response to the training

The trainer should read and carry out all procedures that are relevant to them and their learners. This should be completed before the commencing of any courses for MSFL Ltd. It is strongly recommended that this manual be made available to view if requested by either the learners, relevant stake holders or any relevant clients. The relevant section of this manual will be displayed on the current website under policies and procedures.

In the induction trainers will be made aware of the three documents:

1. MSFL Ltd and Associated Partners Course Paperwork Policy
2. MSFL Ltd Policies and Procedures Manual
3. The trainer will be given access to 1 & 2 but also all the relevant Associated Partners documents to deliver their courses. This will include administration paperwork, Lesson Plans,



My Skills for Life Ltd

PowerPoint Presentations etc. These remain the property of MSFL Ltd and the Associated Partners and must not be copied and or adapted. The trainer MUST deliver the course fully and to the relevant Associated Partners' (AP) lesson plans, Resuscitation Council guidelines and the relevant books accompanying the course. The trainer MUST NOT deviate from MSFL Ltd and Associated Partners Course lesson plans (unless first discussed and after permission is granted by the Company Director), Resuscitation Council guidelines and the relevant books accompanying the course.

When the induction is completed, the following action is between MSFL Ltd and the trainer.

Section D Risk Rating

The following is a general rule of risk rating trainer/Assessors/IQAs

High Risk (Red)

- Newly appointed trainer/assessors/IQA staff
- Not yet qualified trainer/assessors/IQA staff
- Trainer/assessors/IQAs that have not updated their practise or with no record of CPD
- Trainer/assessors/IQAs with frequent remedial actions identified via observation reports
- Trainer/assessors/IQAs having made unsafe decisions
- No desk-based review record
- No trainer observation record

And has fulfilled the MSFL Ltd and Associated Partners criteria for Risk Rating for Trainers

Medium Risk (Amber)

- Trainers/Assessors/IQAs with few remedial actions identified
- Qualified and experienced assessors new to the centre
- Newly qualified trainer – in house training and development programme
- Recently started delivering regulated Awards
- Trained 45 learners in the last year
- Desk based review last week – no areas of concern.
- Several recent trainer observation records - as part of the training programme – no areas of concern

And has fulfilled the Award Organisation criteria for Risk Rating for Trainers

Low Risk (Green)

- Trainers/Assessors/IQAs that demonstrate, consistently, up to date practise and have rare remedial actions identified on sampling and additional can prove the following
- Lots of experience delivering first aid training under HSE regulations
- Delivered regulated Awards in the last year
- Delivered full range of first aid, Health & safety courses etc
- Desk based review conducted on 20% of courses run – no areas of concerns
- Trainer observation conducted on 20% of courses run – no areas of concern

And has fulfilled the MSFL Ltd and Associated Partners criteria for Risk Rating for Trainers

If the trainer is new to teaching/training, has just qualified or are new to MSFL Ltd, there will be a period of probation and mentoring provided by a senior trainer of MSFL Ltd. They will be risk assessed as High Risk (**Red Risk**) or Medium Risk (**Amber Risk**) depending if they have taught for other companies. The following will apply: -

The **first** course: shadowed. The new trainer will sit observe and take notes; they are free to ask any questions in the breaks and or at the end of the course. A course is certain sections and or the entire course, the new trainer will discuss with the senior trainer what section of the course they would like the new trainer to attend and watch. For this first course the new trainer will not receive any payment.

The **second** course: team teach. The new trainer will communicate with the lead trainer what subject the new trainer will teach throughout the course. It is suggested that the new trainer will teach approx. 50% of the course. These sessions the new trainer is due to teach must be delivered to the relevant MSFL Ltd and Associated Partners lesson plans, Resuscitation Council guidelines and the relevant books accompanying the course. The new trainer must not deviate from the MSFL Ltd or Associated Partners lesson plans, Resuscitation Council guidelines and the relevant books accompanying the course. At the end of the course, the MSFL Ltd senior training will give written feedback of their observations of the new trainer's delivery of the subjects, sessions, technical knowledge all by using the relevant feedback paperwork. The new trainer will have an opportunity to feedback to the senior trainer too. If the senior trainer from MSFL Ltd does not feel the new trainer is ready to deliver future courses for MSFL Ltd, they will be informed according and an action plan will be put into place – payment for the course is half of the course

The **third** course: new trainer will lead on the teaching with a lead trainer observing. The new trainer will deliver the course fully and must be delivered to the relevant Associated Partners' lesson plans, Resuscitation Council guidelines and the relevant books accompanying the course. The new trainer must not deviate from the MSFL Ltd or Associated Partners' lesson plans, Resuscitation Council guidelines and the relevant books accompanying the course. A senior trainer from MSFL Ltd will be appointed to critique the new trainer and feedback will be given to them using the relevant feedback form, with the new learner having the opportunity to give feedback too. At this point the senior trainer for MSFL Ltd will then be able to decide if the new trainer can teach fully for MSFL Ltd but will still remain on a 6-month probation period. If the lead trainer from MSFL Ltd does not feel the new trainer is ready to deliver future courses for MSFL Ltd, they will be informed according and an action plan will be put into place where necessary and appropriate. The trainer will be risk assessed as medium risk (**Amber Risk**) The new trainer will be able to claim for this course in full, please see relevant section in trainers' contract with regards to invoices and payment

If the trainer is an established training elsewhere and is starting to deliver training on behave of MSFL Ltd, the trainer will default straight to number 3 as above. The trainer will be assessed as a medium risk (**Amber Risk**)

Section E Before the course starts

The Course and Business Administrator will do the following: -

Send out an email informing all trainers of a list of courses that require covering for a set period. (The list will include all courses and some trainers may not be able to cover all different types due to their qualifications)

When the trainer has confirmed they would like to cover the relevant courses, the Course and Business Administrator will send temporary letters of employment detailing course dates, times, venue invoice amount etc. (see also [Course Planning from Start to Finish](#)).

MSFL Ltd will honour wherever possible this temporary employment, but we do reserve the right to cancel any courses at late notice, with no costs incurred by MSFL Ltd, by the trainer. We will endeavour to give as much notice as possible.

Or

Sends a correspondence to a specific associate trainer asking them to work on certain given dates or period, which will include, time, dates, venue etc. When the trainer has confirmed they would like to cover the relevant courses, the Course and Business Administrator will send a temporary letter of employment. MSFL Ltd will honour wherever possible this temporary employment, but we do reserve the right to cancel any courses at late notice, with no costs incurred by MSFL Ltd, by the associated trainer. We will endeavour to give as much notice as possible.

Once the trainer has confirmed they are able to cover the course, the course becomes live on Outlook and in the diary. The client is then informed the course is due to go ahead and a confirmation letter is sent and, if not already done so, an application form is also sent to be completed and returned to the MSFL Ltd office. It is sometimes possible that courses are generated and all confirmed with a client before a trainer is found to deliver this course. This course is “pencilled in” pending the confirmation of an associate trainer.

Section F One week to three days before the course starts

The Course and Business Administrator will complete and compile all the relevant and necessary paperwork associated with the course. This will include any manuals and or books required for the course too. It is the responsibility of the trainer to come to the office of MSFL Ltd and collect this paperwork and any necessary and relevant equipment (manikins, wipes bandage etc.). Where it becomes necessary, MSFL Ltd will post out the paperwork and books. All trainers should have access to all relevant administration paperwork. Any monies incurred by the trainer can be refunded and should be added on the final invoice, complete with photocopies of the relevant postage etc. receipts. However, this does not include fuel to the offices of MSFL Ltd to collect the relevant paperwork etc. The Course and Business Administrator will communicate any information of interest to the trainer with regards to any learner’s adjustments needs or special circumstances. This information will also extend to any learner that has Accredited Prior Learning (APL) and any Units, Credits or exemptions. This information will be captured by MSFL Ltd on the learners’ enrolment form and the information will be transferred to the course register. Please note this type of information is classified as sensitive. Where and when necessary, the Course and Business Administrator will issue learners Unique Learners Numbers (ULN), this is a ten-digit number that captures all the learners learning records. If a learner already has a ULN, this will be captured on the enrolment form and transferred on to the course register, this number should then be transferred by the trainer to the examination form, (where applicable).

Where a course requires a timed assessment, the trainer should provide a clock or another acceptable timing device this should ideally be displayed and complete the other side of the Premises Inspection Sheet.

Section G During the course

The first day/session of the course

The trainer should ensure he or she is safe to enter the building/venue and deliver the course in association with the MSFL Ltd risk assessments, but also complete a dynamic risk assessment. Any short falls should be communicated and where safe to do so rectified immediately. All trainers should be familiar with section 23 of the MSFL Ltd Policies and Procedures Manual and communicated this according.

Paperwork and administration

All the relevant paperwork is completed as to the standards of MSFL Ltd and Associated Partners

This includes: -

- The course registers of attendance (*an example of how to complete is included in this document below*) The Cohort record form is not included in the trainer’s pack; this document is kept at the office but essential relevant information from this document is communicated to the trainer
- All boxes (where relevant) are completed legibly by the learner. In some circumstances this is prepopulated by the Course and Business Administrator and, if this is the case, the learners must check that the spelling of their name matches with the ID they produce. No nicknames or shorted names must be used, (so a Jo must be Joseph or Joanna etc).
- An acceptable method of ID is Passport, Pictured Driving Licence, Credit or Debit Card, Student Union Card, Services ID Card. If all of the Learners are from the same company/business ID checks are not required, as this would be checked by their employer.



- Any booking forms that haven't already been completed by the learners. (Explain these are not sold off to any third parties but MSFL Ltd will use these to market courses and remind learners of when their qualification is due to expire).

How to complete the Course Register for non-Ofqual regulated courses (for Ofqual regulated course, please see their relevant documentation on how to complete). See page 26

1 – 8 These are prepopulated; Learners must check their name is spelt correctly as per their ID if their names are prepopulated. If it is not each learner must complete their name, one letter for each box

Course Name:	Start Date:	End Date:	Tutor:
Venue: Unit 9, Glenmore Business Centre, Hopton Park Industrial Estate, Devizes. SN10 2EQ	Assessment Date:	Assessment Paper used:	Session:

	Candidates Name <small>Please write clearly and in block capitals, one letter per block. Name should be written as it appears on ID.</small>	Your Work Place	Signature	Day 1	Day 2	Day 3	Day 4	Day 5	Office Use Only	
									P/F	ID Checks PP/DL
1										
2										
3										
4										
5										
6										
7										
8										
9										
10										
11										

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Again, this can be prepopulated if it isn't, learners to enter their place of work, if this is an internal course and each learner works for the same company, they can add in their departments. For those attending a non-work-related course, this can be left blank

The learner should sign this to confirm their attendance and it should match the one on their appropriate ID

Each "day" box should contain the learners initial and not simply a tick, again this is to prove their attendance for each day

Just under the last students name (place number 12) there is a place where the trainer must sign and date the form.

The trainer is also signing to confirm they have completed a visual Premises Checklist (A Dynamic Risk Assessment) and Learner's information. Any non-compliance should be actioned where possible, and reported to the MSFL Ltd office or out of hours Bryan Slade 07966595292. If the trainer is unable to action it and make it safe, they must not continue but instead contact the MSFL Ltd office or out of hours as above.

The trainer must check and complete the following

- Learners given local safety information and Learning Contract (a copy is included in the Trainers paperwork, MSFL Ltd Training Room, or via MSFL Ltd Website).
- Safety, Welfare and House Keeping (Fire, First Aid, Toilets)
- The format of the assessment (if applicable) Written Assessment and Practical Assessment.

Details of above are as follows

1. Communication
Are students given local safety information and Learning Contract?
2. Fire
Are fire doors serviceable?
Fire exits/routes unobstructed?
Fire exits/routes correctly signed?
Fire evacuation notices clearly displayed?
3. Environment
Corridors/classroom clear and unobstructed?
Work area large enough for practical training
Floor areas clean?
Temperature levels satisfactory
Ventilation levels satisfactory
Lighting levels satisfactory
Noise levels satisfactory
4. Toilets
Are they clean and tidy?
Hot & cold water available?
Soap, drying equipment available?
5. Training Equipment
Television/video player in good working order?
Are plugs or leads loose, damaged or frayed?
Any external damage to appliances?
Are sockets cracked or broken?

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Where applicable trainers can enter on the register the number of the manikin that was used

For Ofqual qualifications, may have different registers, for how to complete these to the Associated Partners standard please contact MSFL Ltd office.

Standard Operating Policies and Procedures

As part of our ongoing commitment to the learners, our clients, the Associated Partners and to our trainers MSFL Ltd has various policies to maintain an excellent learning environment.

Therefore, all trainers should make all learners aware of the following procedures; (it is also recommended that a hard copy is available to view should it be requested, copies are also available on the website), where relevant:

- Complaints and Appeals Procedures
- Quality Assurance Policy
- Malpractice and Maladministration Policy
- Equality and Diversity Policy
- Reasonable Adjustment and Special Consideration Policy
- Health & Safety Information

The Assessment Process and the Management of Paperwork

It is the responsibility of the trainer to facilitate the assessment as per the instructions of the Associated Partners and MSFL Ltd. For those courses regulated by Ofqual, please request the relevant assessment documents from the My Skills for Life Ltd.

Multi choice Papers (MCQ's)

Learners must answer their papers in black pen, the assessor must mark the learners' answers in green ink (pens for both learners and trainers are provided) and if the course is internally verified then the IQAs should mark in red ink. The lead IQA should mark in another coloured pen and if the sample is marked by an EQA they will mark in another coloured ink.

For non-Ofqual MCQ's, where a learner has met the minimum amount to pass the qualification, the trainer may support them by asking further questions to test the learner's underpinning knowledge. If this satisfies the trainers professional judgement, the trainer can pass the learner but make detailed notes of what was asked on the learners MCQ paper. Under no circumstances should the learners mark their own paper or that of another learner.

The answer sheets are provided to all trainers and must be kept out of sight from all learners. For Ofqual MCQ papers please request the relevant documents from My Skills for Life Ltd. However, the only results delivered to the learner on completion of the MCQ is pass or fail, no discussion of how many questions were answered correctly or incorrectly must be communicated with the learners. Trainer must not show the learners marked MCQ paper. Under no circumstances should the learners mark theirs or another learner.

The answer sheets are provided to all trainers and must be kept out of sight from all learners. *An example of how to complete is included in this document below (this paper has been passed)*



My Skills for Life Ltd



The First Aid Industry Body

Emergency First Aid at Work (EFAW) Answer Sheet

Question Number	Answer	Trainer use only	IQA use only
1	C	✓	
2	A	✓	
3	B	✓	
4	B	✓	
5	C	✓	
6	A	✓	
7	A	✓	
8	B	✓	
9	C	✓	
10	C	✓	
11	A	✓	
12	B	X	
13	A	✓	
14	A	✓	
15	C	✓	
16	C	✓	
17	B	✓	
18	B	✓	
19	C	✓	
20	A	✓	
21	A	X	
22	A	✓	
23	C	✓	
24	B	✓	
25	C	✓	

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Name Russell Archeron Signature [Signature]

Date 16/02/23

1
Version 6 (January 2022)



My Skills for Life Ltd



The First Aid Industry Body

For Official Use Only

Name of Candidate	PEYRE ARCHERON	If Applicable	Name of Assessor/IQA	
Mark	23		Signature of Assessor/IQA	
Pass/Fail/Referral	PASS	Date:		
Name of Trainer/Assessor	GEORGIA			
Signature of Trainer/Assessor				

Please note My Skills for Life Limited Centre Number is 928

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Practical Assessment Forms

All the relevant Practical Observation Forms should be complete, both sides and signed and dates, (For Ofqual regulated qualifications please request the relevant practical assessment marking documents) *An example of how to complete is included in this document below, the two documents show a pass practical paper and a fail practical paper*

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An example of a Pass Paper



The First Aid Industry Body

Emergency First Aid at Work (EFAW)

UNCONSCIOUS CASUALTY (ASSESSMENT SHEET)

The student to manage a role-play incident providing care to a casualty with simulated unconsciousness who is lying face up on the floor.

There are no Bystanders.

		Student Names													
The Assessor should tick each box to show that the student has achieved competency in that element.															
The Assessor should ensure that each student achieves competency in each element of this assessment. If the student misses or incorrectly demonstrates any of the elements, the Assessor through oral questioning should confirm the students underpinning knowledge of that element.															
Learning Outcome	Competence Element	ARIELLA SEVLARK	REYDLE ARCHERSON												
2.1	Assess scene/checks for dangers.	✓	✓												
3.1	Check for response (shake and shout).	✓	✓												
	Open airway (head tilt chin lift).	✓	✓												
	Checks for normal breathing (no more than 10 seconds). Breathing is normal.	✓	✓												
4.2	Carry out a secondary survey including severe bleeding. Full check, no injuries found.	✓	✓												
3.3	Demonstrate action for vomit (speed with care, clear out mouth).	✓	✓												
4.3	Place the casualty in the recovery position (check casualty's back and airway) considering injuries.	✓	✓												
3.1	Recheck for normal breathing and check the pulse (normal breathing and pulse the same).	✓	✓												
8.2	Cover the casualty with a blanket or something suitable to keep them warm.	✓	✓												
3.5	Ensure 999/112 is called and ask for an AED.	✓	✓												
4.2	Continue to monitor the casualty until medical help arrives (normal breathing and pulse the same).	✓	✓												
Please circle P for Pass, R for Referral or F for Fail.		(P)	(P)	P	P	P	P	P	P	P	P	P	P	P	
		R	R	R	R	R	R	R	R	R	R	R	R	R	
		F	F	F	F	F	F	F	F	F	F	F	F	F	

Emergency First Aid at Work (EFAW)

WOUNDS, BLEEDING AND SHOCK (ASSESSMENT SHEET)

The student to manage a role-play incident providing care to an acting conscious casualty with a simulated injury.

The assessor will act as an untrained bystander if summoned by the student.

<p>The Assessor should tick each box to show that the student has achieved competency in that element.</p> <p>The Assessor should ensure that each student achieves competency in each element of this assessment. If the student misses or incorrectly demonstrates any of the elements, the Assessor through oral questioning should confirm the students underpinning knowledge of that element.</p>		Student Names											
Learning Outcome	Competence Element	STEVE	ROGERS	PECCY	CARTER								
2.1	Assess scene/checks for dangers.	X	/	/	/								
1.3	Confirms consent.	/	/	/	/								
9.1	Asks bystander to bring First Aid box.	/	/	/	/								
	Positions the casualty in an appropriate position.	X	/	/	/								
	Gives re-assurance to the casualty.	/	/	/	/								
	Check for foreign bodies in the wound, and then ask the casualty to apply pressure until First Aid box arrives.	/	/	X	/								
	Ensure hygiene DOES NOT breathe, cough or sneeze over the wound.	/	/	/	/								
	Apply gloves.	/	/	X	/								
	If foreign body present, DO NOT remove but apply suitable dressings.	/	/	/	/								
8.2	Treat the casualty for shock taking injuries into consideration.	X	/	/	/								
	Does the casualty need to go to hospital?	/	/	/	/								
3.5	Ask: How would you control severe external bleeding?	X	/	/	/								
9.1	Ask: How would you treat a nose bleed?	/	/	X	/								
9.1	Ask: How would you treat a bruise?	/	/	/	/								
Please circle P for Pass, R for Referral or F for Fail.		P	P	P	P	P	P	P	P	P	P	P	
		R	R	R	R	R	R	R	R	R	R	R	
		(F)	(F)	F	F	F	F	F	F	F	F	F	F

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NB The back of the failure paper is signed as per the back of the failed paper

Please note My Skills for Life Limited Centre Number is 928

Any comments or additional questions asked to the learner must be recorded on this form. questions.

For some assessment, the Associated Partners will have strict assessment criteria. The manual will detail procedures of what to do. If there any questions, and or issues the trainer must contact MSFL Ltd office or Managing Director at the earliest possible opportunity

Special circumstances or Reasonable Adjustment

The trainer will be aware of any special circumstances or reasonable adjustment, before the assessment. MSFL Ltd will ensure this is facilitated and the trainer and the learner will be supported. The procedure for this can be found in *MSFL Ltd Policies and Procedures Manual* section 24. If a learner brings to the attention of the trainer the need for special arrangements or reasonable adjustment during the course and or in the assessment, the trainer must be communicated this to the Course and Business Administrator and or the Managing Director, where or if this is not possible then the trainer will require some form of official proof where reasonable adjustment etc. is required. Where this can't be produced, any additional support may not be given and the trainer must contact MSFL Ltd or the Company Director on their mobile (They can be contacted either for day time, evening or weekends when the office is closed). Where it can the trainer must refer to the MSFL Ltd Policies and Procedures Manual section 24 and also inform MSFL Ltd.

After the Assessment

Once the assessment process has taken place all the relevant paperwork should be gathered up and checked to ensure it has been completed correctly.

Section H After the course

All relevant paperwork should then be passed on to the Course and Business Administrator in its Sealed envelope and marked for their attention. If the paperwork is posted, this should be sent first class recorded delivery. In both cases the trainer should return the paperwork within 2 days of the last date of the course.

The following paperwork should be completed and returned.

- The Premises Inspection Form
- The course registers of attendance
- Any booking forms.
- All the MCQ papers marked using the correct ink to mark in (see above)
- Practical Observation Forms
- Feedback Forms

For every course (regardless of the trainer/assessor risk rating), the Course and Business Administrator and or the Managing Director will sample all trainers' paperwork. Any notes will be made by the Course and Business Administrator and or the Managing Director as to the quality of the post course documents. Any issues, improvements or comments will be communicated formally back to the trainer/assessor and a note placed on the "Recruitment, IQA & CPD Records" spread sheet under the trainer's name. If applicable, each document should be risk rated by the IQA within their report. For IQAs the Lead IQA or Centre Manager should conduct observations/audits of their work. If the trainer/assessor meets all requirements the task should be given a **Green** rating. **Amber** could indicate minor issues identified. **Red** could indicate serious issues which need resolving.

Any short falls or none compliance of paperwork could move a trainer/assessor (of any risk rating) to a higher state of risk rating and the paperwork may be handed back to the trainer for them to complete to the relevant standards at no extra cost to MSFL Ltd. Those trainers in a high-risk rating that demonstrate continuous high standard of paperwork completion, can be moved down a risk rating.

Trainer/Assessor Disputes regarding IQA reports

If a trainer/assessor has a query or wishes to dispute an IQA observation report and/or risk rating they should, in the first instance, contact the IQA responsible. If resolution cannot be found the trainer/assessor should contact the Lead IQA. If the Lead IQA is unable to resolve the issue final decisions regarding risk rating should be decided by the Centre Manager and consultation with the External Quality Assuror may be requested.

Section I Internal Quality Assurance Monitoring/Sampling

For all Ofqual Regulated qualifications a process should be in place for monitoring standards and ensuring learning outcomes and assessment criteria are being met. Consistency of assessment and standardisation of processes and paperwork will help centres to ensure they are meeting the Associated Partners criteria.

The trainer/assessor should ensure that the quality of assessment is assured by;

Planning and facilitating formative assessment throughout the course

- Planning and facilitating summative assessment as per Associated Partners guidelines
- Ensuring all learner papers are marked correctly
- The confidentiality and safety of assessment papers and/or learner portfolios is maintained
- Being familiar with and following the assessment requirements as outlined by Associated Partners
- Cooperating with the Internal Quality Assurance Team and EQA visits

The Internal Quality Assurer (IQA) should ensure that the quality of assessment is assured by;

- Verifying the suitability of lesson plans and assessment tools
- Sampling the work of trainer/assessors from each stage of the process
- Observing trainer/assessors' performance
- Sampling candidate work

Section J Sampling Paperwork

As the trainer/assessors' documents are checked by the Course and Business Administrator or the Managing Director, post all courses, the need to sample paperwork at prescribed times isn't always relevant, however the IQA team should review question papers or 'portfolios' produced by learners to ensure they have been marked correctly by the trainer/assessor. As a guide:

- High Risk -** A review of all learner assessments (written) completed at the time of the visit reviewed by the IQA. For High Risk IQAs all reports submitted should be reviewed by the Lead IQA/Centre Manager.
- Medium Risk -** 50% of learner paperwork completed at the time of visit reviewed by the IQA. For Medium Risk IQAs 50% of submitted IQA reports reviewed by the Lead IQA/Centre Manager
- Low Risk -** 25% of learner paperwork completed at the time of visit.
For IQAs 25% of IQA reports submitted should be reviewed by the Lead IQA/Centre Manager.

Feedback should be provided to the Trainer/Assessor by the IQA both verbally and written as soon as possible after the IQA visit. Feedback should also be provided to IQAs by the Lead IQA/Centre Manager as soon as possible after receiving their reports. A copy of these notes should be kept on the "Recruitment, IQA & CPD Records"

Section K Random Sampling ('Dip' Sampling)

Unannounced IQA visits/observations should be conducted on a regular basis to ensure consistency in delivery and assessment. It is good practise to regularly 'dip' sample learner paperwork (question papers & practical assessment forms) sent to the Centre and also IQA reports. A record of findings

should be maintained as this will help to identify any trends or issues and can be helpful in evidencing how courses/assessor etc. are being monitored.

Section L Learners referral/failing and complaints

If a learner fails any part of their assessment, this should be communicated on the trainers/assessors' relevant forms and the Course and Business Administer will capture this information on the relevant Associated Partners documents (FAIB Annual Review Document). If the learner makes a formal complaint, the trainer must sign post them to their original confirmation letter and or our complaints and appeals procedures, this should also be recorded on the relevant Associated Partners documents (FAIB Annual Review Document).

Section M Observations

IQA Observations

These should be completed regularly and the frequency of IQA observations will be determined by the individual trainer/assessor's risk rating. IQA staff should inform a trainer/assessor as to when they will be conducting visits and what activities they will be conducting (transparency).

Subject Knowledge/Teaching Standard Observations

In addition to the IQA requirements, observation of all training staff should take place at least twice per year relating to teaching practise and across a range of courses. This could potentially be increased if it is deemed necessary due to poor performance, or has been moved into the red risk rating, or not moved from the red risk rating over a long period of time.

These observations should focus directly on the teaching practice of the trainer and will be observed against the standards provided by the Associated Partners. The observation record should be kept on file as a record of the standard of teaching and should be available to both the trainer and their line manager.

This can be achieved in the following way:

- Face to Face at least once a year
- Sampling of Paperwork and Documentation
- By the Associated Partners, either as an EQA, face to face visit and or sampling of paperwork and or documents
- Completed by Ofqual

Observations should also be arranged regarding subject knowledge and identify areas of both strengths and weaknesses. Issues arising from this can be raised in supervision and addressed in appraisal. An example of a subject knowledge observation record can be viewed on request.

MSFL Ltd provides a yearly compulsory standardisation meeting for all its trainer/assessor. Minutes of these meeting are taken and a copy is given to each trainer/assessor and a record kept on record.

These records (which can be edited) are then passed on to the Associated Partners if requested.

Standardization Meetings will be held more frequently as required.

Lesson Plans

Trainers should have valid and current lesson plans for each course they deliver. Generic lesson plans can be provided by the Centre if desired. Any trainer wishing to use individual plans should submit a copy to the Lead IQA/Centre Manager for evaluation and should receive feedback and confirmation of approval before they may be used. Lesson plans should be retained for a minimum of 3 years as proof of the subjects delivered.

Continuous Professional Development (CPD)

We support our staff in maintaining and developing their skills and knowledge, so as to deliver the service expected by learners working towards their relevant qualifications.

We respect that continuing personal or professional development (CPD) will reflect how MSFL Ltd trainers and or Associates wish to progress and develop their careers. Trainers/assessors and IQAs should maintain a record of their Continuous Professional Development (CPD) throughout the year.

Evidence could be submitted annually to the Course and Business Administrator and stored electronically in an individual portfolio and should be available to any IQA and or EQA on request. Where a trainer/assessor does not return their CPD in good time, MSFL Ltd reserve the right not to offer the trainer/assessor any more work.

We would strongly recommend each trainer/assessor keeps a “Reflective Journal” which should form a key component of a CPD record and should be reviewed by the Lead IQA/Centre Manager to ensure they are truly reflective.

MSFL Ltd provides a yearly compulsory standardisation meeting for all its trainers/assessors. The theme of the meetings will also support trainers/assessors with their CPD as it can include technical up dates, teaching and learning up dates, best practice for assessments etc. Minutes of these meeting are taken and a copy is given to each trainer/assessor and a record kept on record. These records (which can be edited) are then passed on to the Associated Partners if requested. Standardization Meetings will be held more frequently if required and any updates will also be sent out to all trainers/ assessors by email as required.

Record Keeping

A record of observations, IQA activities, CPD and standardisation events must be maintained by centres and in accordance with Data Protection requirements. It may also be necessary to store learner portfolios.

MSFL Ltd have an agenda item of standardisation on any team or trainer/assessors’ minutes

Electronic storage is an effective and efficient way of preserving this documentation. Centres should ensure that access to personal files is restricted and appropriate safeguards are in place to preserve the confidentiality and safety of such files. MSFL Ltd has a policy is that documentation must be retained for a minimum of 3 years.

Learning Commitment/Contract

Information provided prior to enrolment

MSFL Ltd are committed to all learners receiving an enhancing learning experience where they achieve their goals and aspirations. Therefore, we value their induction process which highlights what they can expect from MSFL Ltd while they are studying.

Information provided prior to enrolment

The Learner can expect MSFL Ltd to provide information on:

- All MSFL Ltd programmes and services.
- Equivalent, exemptions and RPL arrangements that may apply
- Entry requirements and final qualifications.
- Possible destinations of learners completing other further awards.
- Fees and any other charges associated with your programme.
- The facilities and support available for learners with a disability.

Induction on enrolment/first day of learning

You can expect MSFL Ltd to:

- Outline the learner and centre’s expectations (code of conduct/learning agreement or service level agreement)
- Provide a copy of and a level of understanding for vital Centre Policies and Procedures such as the Appeals, Equality and Diversity and Complaints.
- Confirm the unique identity of learners through the collection of photo identification
- Provide accurate information about the teaching and learning timetable.
- Assessment arrangements for your entire course
- Provide information on how your achievements and progress are recorded and communicated
- Issuing and introduction to course resources

- Provide information on reasonable adjustments and special considerations in line with The Associated Partners IQ requirements
- Provide a schedule of assignments for each unit at the beginning of the course (where applicable)
- Provide information on chances to discuss your programme and one to one opportunity.
- Health and Safety including all venue arrangements and considerations
- Provide details of how we will mark the assignment/assessment and the type of feedback you will get on it
- Give you information about what is expected for each unit, the marking criteria, and what formal supervision there will be
- Additional fees and when they might apply
- Establishment of learning styles (where applicable)
- Administration and support services

MSFL Ltd undertakes to provide high-quality academic support and learning resources to learners. However, success in learning depends critically on the efforts made by learners as outlined in the learner's contract.

What MSFL Ltd expect from you at induction:

- Provide correct truthful and honest information to the best of your knowledge
- Participate fully in the process
- Inform MSFL Ltd if you change your personal details

Thank you for your contribution and commitment to making our process work

It is recommended that the trainer communicates the following type of message to the learners before they commence the course.

“As part of our learning commitment to all our learners, MSFL Ltd want to make this experience the best possible one we can, so in order to do this, we would like to bring to your attention the following policies & procedures (see list above) for your safety, comfort and fairness. At any time, you have an issue, question, or queries or just feel uncomfortable, please feel to contact the trainer in the first instance failing this please refer to the relevant policy or procedure. All of these documents are on our website too”

20. Malpractice and Maladministration Policy

Introduction

This policy is aimed at our learners, clients and customers, including trainers and associate trainers and who are delivering/registered on behave of MSFL Ltd approved qualifications or courses within or outside the UK and who are involved in suspected or actual malpractice/maladministration. It is also for use by our staff and associated trainer/assessor to ensure they deal with all malpractice and maladministration investigations in a consistent manner.

This policy sets out the steps MSFL Ltd, those who work on behave of MSFL Ltd must follow when reporting suspected or actual cases of malpractice/maladministration and our responsibilities in dealing with such cases.

MSFL Ltd.'s responsibility

It is important that all staff and associate trainers are involved in the management, assessment and quality assurance of all our qualifications, and just as importantly our learners, are fully aware of the contents of this policy and what arrangements MSFL Ltd has in place to prevent and investigate instances of malpractice and maladministration.

A failure to report suspected or actual malpractice/maladministration cases may lead to sanctions being imposed on our staff and or associated trainer/Assessors (see the Associated Partners relevant Sanctions policy for details of the sanctions that may be imposed).

If you wish to receive guidance/advice from us on how to prevent, investigate, and deal with malpractice and maladministration then please contact us (details below) and we will happily provide you with such advice and/or guidance.

MSFL Ltd and all their trainers and associated trainers MUST compliance with this policy and MSFL Ltd will take all reasonable steps to prevent and/or investigate instances of malpractice and maladministration. Our aim is to review periodically through our on-going monitoring arrangements.

Review arrangements

MSFL Ltd will review the policy annually as part of our annual self-evaluation arrangements and revise it as and when necessary, in response to learners, clients, customers, trainer and associates' trainers feedback. We will include in this review, changes in our practices, actions from the regulatory authorities or external agencies, changes in legislation, or trends identified from previous allegations. In addition, this policy may be updated in light of operational feedback to ensure our arrangements for dealing with suspected cases of malpractice and maladministration remain effective.

We always welcome feedback, as we believe this will only make us efficient and more effective if you would like to feedback any views, please contact us via the details provided at the end of this policy

Definition of Malpractice

Malpractice is essentially any activity or practice which deliberately contravenes regulations and/or polices, and compromises the integrity of the internal or external assessment process and/or the validity of certificates.

It covers any deliberate actions, neglect, default or other practice that compromises, or could compromise:

- The assessment processes
- The integrity of an Ofqual or FIAB regulated qualification
- The validity of a result or certificate
- The reputation and credibility of MSFL Ltd or
- The qualification or the wider qualifications community.

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.

For the purpose of this document this term also covers misconduct and forms of unnecessary discrimination or bias towards certain or groups of learners.

If during the term of this Agreement and in the provision of the Services, the Trainer, either alone or jointly with others, makes or discovers any discovery, or invention, or secret process or improvement in connection with or in any way relating to Projects or capable of being used or adapted for use therein or in connection therewith the Trainer shall make full disclosure to the Company and the said discovery/invention/process or improvement shall belong to and be the absolute property of the MSFL Ltd or its nominee. The Trainer/assessor if and when required to do so (whether during or after termination of this Agreement) and at the expense of the Company or its nominee will do all such things necessary or desirable to vest such intellectual property rights in MSFL Ltd or its nominee absolutely and as sole beneficial owner.

All drawings, data, documents, models, design, prototypes, logos, leaflets, training materials, trade names and trademarks and other material produced by the Trainer pursuant to this Agreement in whatever medium recorded and the copyright and/or design right or similar protection in them shall belong to the company absolutely

Definition of Maladministration

Maladministration is essentially any activity or practice which results in non-compliance with administrative regulations and requirements and includes the application of persistent mistakes or poor administration within a centre (e.g. inappropriate learner records).

Examples of Maladministration

The categories listed below are examples of MSFL Ltd and learner maladministration. Please note that these examples are not exhaustive and are only intended as guidance on our definition of malpractice:

- Persistent failure to adhere to MSFL Ltd registration and certification procedures.
- Persistent failure to adhere to MSFL Ltd recognition and/or qualification requirements and/or associated actions assigned to the centre
- Late learner registrations (both infrequent and persistent)
- Unreasonable delays in responding to requests and/or communications from MSFL Ltd
- Inaccurate claim for certificates
- Failure to maintain appropriate auditable records, e.g., certification claims and/or forgery of evidence
- Withholding of information, by deliberate act or omission, from MSFL Ltd which is required to assure MSFL Ltd ability to deliver qualifications appropriately
- Misuse of MSFL Ltd logo and trademarks or misrepresentation of MSFL Ltd relationship with any other awarding body and/or its recognition and approval status with any other awarding body
- Failure to adhere to, or to circumnavigate, the requirements of our Reasonable Adjustments Policy.
- Failure to follow Associated Partners and or MSFL Ltd scheme of work, lesson plans, or other relevant documentation.

Examples of Malpractice

The categories listed below are examples of MSFL Ltd and their trainers and associated trainers and to include learner malpractice. Please note that these examples are not exhaustive and are only intended as guidance on our definition of malpractice:

- Denial of access to premises, records, information, learners and staff to any authorised MSFL Ltd representative and/or the regulatory authorities
- Failure to carry out internal assessment, internal moderation or internal verification in accordance with our requirements.
- Deliberate failure to adhere to our learner registration and certification procedures.
- Deliberate failure to continually adhere to our centre recognition and/or qualification approval requirements or actions assigned to your centre
- Deliberate failure to maintain appropriate auditable records, e.g. certification claims and/or forgery of evidence
- Fraudulent claim(s) for certificates
- The unauthorised use of inappropriate materials / equipment in assessment settings (e.g. mobile phones)
- Intentional withholding of information from us which is critical to maintaining the rigour of quality assurance and standards of qualifications
- Deliberate misuse of our logo and trademarks or misrepresentation of MSFL Ltd relationship with Awarding Organisation its recognition and approval status with that awarding body.
- Collusion or permitting collusion in exams/assessments
- Learners still working towards qualification after certification claims have been made
- Persistent instances of maladministration within the centre
- Deliberate contravention by MSFL Ltd, their trainers or associate trainers and/or its learners of the assessment arrangements specified for the qualifications

- A loss, theft of, or a breach of confidentiality in, any assessment materials
- Plagiarism by learners/staff
- Copying from another learner (including using ICT to do so).
- Personation -assuming the identity of another learner or having someone assume your identity during an assessment.
- Unauthorised amendment, copying or distributing of exam/assessment papers/materials
- Inappropriate assistance to learners by centre staff (e.g. unfairly helping them to pass a unit or qualification)
- Deliberate submission of false information to gain a qualification or unit
- Deliberate failure to adhere to, or to circumnavigate, the requirements of our Reasonable Adjustments Policy.
- Failure to follow Associated Partners and or MSFL Ltd scheme of work, lesson plans, or other relevant documentation.

Process for making an allegation of Malpractice or Maladministration

Anybody who identifies or is made aware of suspected or actual cases of malpractice or maladministration at any time must immediately notify MSFL Ltd. In doing so they should put them in writing/email and enclose appropriate supporting evidence.

All allegations must include (where possible):

- Venue name, address and number
- Learner's name and any relevant MSFL Ltd registration number
- MSFL Ltd, their trainers or associated trainer's personnel's details (name, job role) if they are involved in the case
- Details of the relevant course/qualification affected or nature of the service affected nature of the suspected or actual malpractice and associated dates
- Details and outcome of any initial investigation carried out by MSFL Ltd, their trainer and or associated trainer or anybody else involved in the case, including any mitigating circumstances.

MSFL Ltd have a responsibility to the regulatory authorities to ensure that all investigations are carried out rigorously and effectively.

In all cases of suspected malpractice and maladministration reported to MSFL Ltd, we will protect the identity of the 'informant' in accordance with our duty of confidentiality and/or any other legal duty.

Confidentiality and whistle blowing

Sometimes a person making an allegation of malpractice or maladministration may wish to remain anonymous. Although it is always preferable to reveal your identity and contact details to us; however, if you are concerned about possible adverse consequences, you may request us not to divulge your identity.

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

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

Responsibility for the investigation

In accordance with regulatory requirements all suspected cases of maladministration and malpractice will be examined promptly by MSFL Ltd to establish if malpractice or maladministration has occurred and will take all reasonable steps to prevent any adverse effect from occurring as defined by the regulator Ofqual.

All suspected cases of malpractice and maladministration will be passed to our Course Director and we'll acknowledge receipt, as appropriate, to external parties within 48 hours. Our Course Director will be responsible for ensuring the investigation is carried out in a prompt and effective manner and in accordance with the procedures in this policy and will allocate a relevant member of staff to lead the investigation and establish whether or not the malpractice or maladministration has occurred, and review any supporting evidence received or gathered by MSFL Ltd.

At all times, we will ensure that MSFL Ltd personnel assigned to the investigation have the appropriate level of training and competence and they have had no previous involvement or personal interest in the matter.

Notifying relevant parties

In all cases of suspected or actual malpractice, we will notify the MSFL Ltd Course Trainer and/or associated trainer involved in the allegation that we are investigating, and/or in the case of learner malpractice, we may ask the trainer or associated trainer to investigate the issue in liaison with our own personnel – in doing so we may withhold details of the person making the allegation if to do so would breach a duty of confidentiality or any other legal duty.

Where applicable, the MSFL Ltd Course Director will inform the appropriate regulatory authorities if we believe there has been an incident of malpractice or maladministration which could either invalidate the award of a qualification or if it could affect another awarding organisation.

Where the allegation may affect another awarding organisation and their provision, we will also inform them in accordance with the regulatory requirements and obligations imposed on MSFL Ltd by the regulator Ofqual. If we do not know the details of organisations that might be affected, we will ask Ofqual to help us identify relevant parties that should be informed.

Investigation timelines and summary process

We aim to action and resolve all stages of the investigation within 10 working days of receipt of the allegation. Please note that in some cases the investigation may take longer; for example, if a venue, client, learner, trainer and or associated trainer visit is required. In such instances, we'll advise all parties concerned of the likely revised timescale.

The fundamental principle of all investigations is to conduct them in a fair, reasonable and legal manner, ensuring that all relevant evidence is considered without bias. In doing so investigations will be based around the following broad objectives:

- To establish the facts relating to allegations/complaints in order to determine whether any irregularities have occurred.
- To identify the cause of the irregularities and those involved.
- To establish the scale of the irregularities.
- To evaluate any action already taken by MSFL Ltd
- To determine whether remedial action is required to reduce the risk to current registered learners and to preserve the integrity of the qualification.
- To ascertain whether any action is required in respect of certificates already issued.
- To obtain clear evidence to support any sanctions to be applied to MSFL Ltd, and/or to trainers and or associated trainers.
- To identify any adverse patterns or trends.

The investigation may involve a request for further information from relevant parties and/or interviews with personnel involved in the investigation. Therefore, we will:

- Ensure all material collected as part of an investigation must be kept secure. All records and original documentation concerning a completed investigation that ultimately leads to sanctions against a MSFL

Ltd trainer and or the associated trainer will be retained for a period of not less than five years. If an investigation leads to invalidation of certificates, 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.

- Expect all parties, who are either directly or indirectly involved in the investigation, to fully co-operate with us.

Either at notification of a suspected or actual case of malpractice or maladministration, or at any time during the investigation, we reserve the right to impose sanctions on any trainer and or associated trainer in order to protect the interests of learners and the integrity of the qualifications. We also reserve the right to withhold a learner, and/or cohort's, results for all the MSFL Ltd qualifications and/or units they are studying at the time of the notification or investigation of suspected or actual malpractice/maladministration.

If appropriate, we may find that the complexity of a case or a lack of cooperation from a trainer and or associated trainer, client, or learner means that they are unable to complete an investigation. In such circumstances, we will consult the relevant regulatory authority in order to determine how best to progress the matter.

Where a member of MSFL Ltd staff or trainer and or associated trainer is under investigation we may suspend them, or move them to other duties until the investigation is complete.

Throughout the investigation, the MSFL Ltd Course Director will be responsible for overseeing the work of the investigation team to ensure that due process is being followed, appropriate evidence has been gathered and reviewed and for liaising with and keeping informed relevant external parties.

Investigation report

After an investigation, we'll produce a draft report for the parties concerned to check the factual accuracy.

Any subsequent amendments will be agreed between the parties concerned and ourselves. The report will:

- Identify where the breach, if any, occurred.
- Confirm the facts of the case.
- Identify who is responsible for the breach (if any)
- Confirm an appropriate level of remedial action to be applied.

We will make the final report available to the parties concerned and to the regulatory authorities and other external agencies as required. If it was an independent/third party that notified us of the suspected or actual case of malpractice, we'll also inform them of the outcome – normally within 10 working days of making our decision - in doing so we may withhold some details if to disclose such information would breach a duty of confidentiality or any other legal duty.

If it's an internal investigation against a member of our staff the report will be agreed by the MSFL Ltd Course Director, along with the relevant internal managers, HR and appropriate internal disciplinary procedure Director, along with the relevant internal managers, HR and appropriate internal disciplinary procedures will be implemented.

Investigation outcomes

If the investigation confirms that malpractice or maladministration has taken place, we will consider what action to take in order to:

- Minimise the risk to the integrity of certification now and in the future.
- Maintain public confidence in the delivery and awarding of qualifications.



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- Discourage others from carrying out similar instances of malpractice or maladministration.
- Ensure there has been no gain from compromising our standards.

The action we take may include:

- Imposing actions in relation to your centre with specified deadlines in order to address the instance of malpractice/maladministration and to prevent it from reoccurring
- Imposing sanctions on MSFL Ltd trainers and/or associated trainers – if so, these will be communicated to the learning, the client and or the customer. In cases where certificates are deemed to be invalid, inform the centre concerned and the regulatory authorities why they're invalid and any action to be taken for reassessment and/or for the withdrawal of the certificates. We'll also let the affected learners know the action we're taking and that their original certificates are invalid and – where possible – ask them to return the invalid certificates to MSFL Ltd. We'll also amend our database so that duplicates of the invalid certificates cannot be issued and we will then amend their records to show that the original awards are invalid.
- Amending aspects of our qualification assessment and/or monitoring arrangements and associated guidance to prevent the issue from reoccurring.
- Informing relevant third parties (e.g., funding bodies) of our findings in case they need to take relevant action in relation to the centre.

In proven cases of malpractice and/or maladministration by a trainer and or an associated trainer, MSFL Ltd reserves the right to charge the trainer and or the associated trainer for any resits and reissuing of certificates and/or additional external verifier visits. The fees for which will be the current MSFL Ltd prices for such activities at the time of the investigation.

In addition to the above the Course Director will record any lessons learnt from the investigation and pass these onto relevant internal colleagues to help MSFL Ltd prevent the same instance of maladministration or malpractice from reoccurring. If the relevant party wishes to appeal against our decision to impose sanctions, please refer to our Appeals and complaint policy.

21. Equality and Diversity Policy

Policy Statement

MSFL Ltd is committed to achieving a working environment which provides equality of opportunity and freedom from unlawful discrimination on the grounds of race, sex, pregnancy and maternity, marital or civil partnership status, gender reassignment, disability, religion or beliefs, age or sexual orientation. This Policy aims to remove unfair and discriminatory practices within the Company and to encourage full contribution from its diverse community. The Company is committed to actively opposing all forms of discrimination.

The Company also aims to provide a service that does not discriminate against its clients and customers in the means by which they can access the services and goods supplied by the Company. The Company believes that all employees and clients are entitled to be treated with respect and dignity.

Objectives of this Policy

To prevent, reduce and stop all forms of unlawful discrimination in line with the Disability and the Equality Act 2010.

To ensure that recruitment, promotion, training, development, assessment, benefits, pay, terms and conditions of employment, redundancy and dismissals are determined on the basis of capability, qualifications, experience, skills and productivity.

Definition of Discrimination

Discrimination is unequal or differential treatment which leads to one person being treated more or less favourably than others are, or would be, treated in the same or similar circumstances on the grounds of race, sex, pregnancy and maternity, marital or civil partnership status, gender reassignment,



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disability, religion or beliefs, age or sexual orientation. Discrimination may be direct or indirect, and includes discrimination by perception and association.

Types of Discrimination

Direct Discrimination

This occurs when a person or a policy intentionally treats a person less favourably than another on the grounds of race, sex, pregnancy and maternity, marital or civil partnership status, gender reassignment, disability, religion or beliefs, age or sexual orientation.

Indirect Discrimination

This is the application of a policy, criterion or practice which the employer applies to all employees but which is such that:

- It is detrimental to a considerably larger proportion of people from the group that the person the employer is applying it to represents;
- The employer cannot justify the need for the application of the policy on a neutral basis; and
- The person to whom the employer is applying it suffers detriment from the application of the policy.

Harassment

This occurs when a person is subjected to unwanted conduct that has the purpose or effect of violating their dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment.

Victimisation

This occurs when a person is treated less favourably because they have brought or intend to bring proceedings or they have given or intend to give evidence.

Unlawful Reasons for Discrimination

Sex

It is not permissible to treat a person less favourably on the grounds of sex, marital status, civil partnership, pregnancy or maternity, gender reassignment or transgender status. This applies to men, women and those undergoing or intending to undergo gender reassignment. Sexual harassment of men and women can be found to constitute sex discrimination.

Age

It is not permissible to treat a person less favourably because of their age. This applies to people of all ages. This does not currently apply to the calculation of redundancy payments.

Disability

It is not permissible to treat a disabled person less favourably than a non-disabled person. Reasonable adjustments must be made to give the disabled person as much access to any services and ability to be employed, trained, or promoted as a non-disabled person.

Race

It is not permissible to treat a person less favourably because of their race, the colour of their skin, their nationality or their ethnic origin.

Sexual Orientation

It is not permissible to treat a person less favourably because of their sexual orientation. For example, an employer cannot refuse to employ a person because s/he is homosexual, heterosexual or bisexual.

Religion or Belief

It is not permissible to treat a person less favourably because of their religious beliefs or their religion or their lack of any religion or belief.

Positive Action in Recruitment

Under the Disability and the Equality Act 2010, positive action in recruitment and promotion applies as of 6 April 2011. 'Positive action' means the steps that the Company can take to encourage people from groups with different needs or with a past record of disadvantage or low participation, to apply for positions within the Company.

If the Company chooses to utilise positive action in recruitment, this will not be used to treat people with a protected characteristic more favourably, it will be used only in tie-break situations, when there are two Learners of equal merit applying for the same position.

Reasonable Adjustments

The Company has a duty to make reasonable adjustments to facilitate the employment or training of a disabled person. These may include:

- Making adjustments to premises;
- Re-allocating some or all of a disabled employee's duties;
- Transferring a disabled employee to a role better suited to their disability;
- Relocating a disabled employee to a more suitable office;
- Giving a disabled employee time off work for medical treatment or rehabilitation;
- Providing training or mentoring for a disabled employee;
- Supplying or modifying equipment, instruction and training manuals for disabled employees; or
- Any other adjustments that the Company considers reasonable and necessary provided such adjustments are within the financial means of the Company.

If an employee has a disability and feels that any such adjustments could be made by the Company, they should contact the Course Director.

Responsibility for the Implementation of this Policy

All employees, subcontractors and agents of the Company are required to act in a way that does not subject any other employees or clients to direct or indirect discrimination, harassment or victimisation on the grounds of their race, sex, pregnancy or maternity, marital or civil partnership status, gender reassignment, disability, religion or beliefs, age or sexual orientation.

The co-operation of all employees is essential for the success of this Policy. Senior employees are expected to follow this Policy and to try to ensure that all employees, subcontractors and agents do the same. Employees may be held independently and individually liable for their discriminatory acts by the Company and in some circumstances an Employment Tribunal may order them to pay compensation to the person who has suffered as a result of discriminatory acts.

The Company takes responsibility for achieving the objectives of this Policy, and endeavours to ensure compliance with relevant Legislation and Codes of Practice.

Acting on Discriminatory Behaviour

In the event that an employee is the subject or perpetrator of, or witness to, discriminatory behaviour, please refer to the Complaints Policy.

Advice and Support on Discrimination

Equality and Human Rights Commission

3 More London
Riverside Tooley Street
London
SE1 2RG
Telephone (Scotland): 0845 604 5510
Website: www.equalityhumanrights.com

Citizens Advice Bureau

Myddleton House
115-123 Pentonville Road
London
N1 9LZ

Website: www.citizensadvice.org.uk

The Extent of the Policy

The Company seeks to apply this Policy in the recruitment, selection, training, appraisal, development and promotion of all employees. The Company offers goods and services in a fashion that complies with the spirit of this Policy. This Policy does not form a part of any employment contract with any employee and its contents are not to be regarded by any person as implied, collateral or express terms to any contract made with the Company.

The Company reserves the right to amend and update this Policy at any time.

Other Awarding Organisation Policies

Each Awarding Organisation (AO) has their own Equality and Diversity Policy. If you would like a copy, please contact the MSFL Ltd Office or you can contact the individual AO, these documents are normally held on their website.

22. Health and Safety Information

Prior to the start of the course

Relevant Risk Assessment pertaining to training has been completed and will be available for all Training for MSFL Ltd. These are viewed in this section of the manual. Trainer will complete the Premises Inspection Sheet and complete a Dynamic Risk Assessment. If any issues are found at this stage, the trainer can either correct the issue or ask for someone at the venue to correct the issue. However, if neither of these are appropriate, the trainer should contact MSFL Ltd office (number below) for further advice or support. If the situation presents itself to be too dangerous the trainer must leave immediately and contact MSFL Ltd Office (01249 445424 or 07966595292) for further advice and support.

Start of the Course

This information should be read out or applicable given out at the start of the course.

- Fire Alarms - Their sound and visual display (where applicable), their location and that of the break glass points, are there any planned fire drills/sounding of the alarm due that day/night. What to do in case of a fire being detected
- Fire Doors and Fire Routes, plus alternative if these are blocked
- What to do if someone requires the administration of first aid while on the course
- General housekeeping of the area. Room and venue, coats bags etc. off the floor, any spillages cleaned up immediately etc.
-

Where relevant and applicable Learners should declare medical conditions that may affect their ability to undertake this type of training. This information should be declared prior to the start of the course, if it not and could or does cause a problem the trainer should discuss the outcome with the candidate. Where the outcome cannot be resolved then the matter should be referred to the Course Director.

During the Course

It is the responsibilities of the trainer to ensure the health safety and welfare of the Learners and, where applicable, the venue manager or person responsibility for the venue.

Trainers should, where it is reasonable and practicable, ensure the venue, the course, themselves, Learners or other persons does not have a negative effect with regards to health & safety and welfare on themselves, Learners or others. If there is any situation, activity, act or omissions or person that is causing breaches of health, safety or welfare legislation, it is the trainer's responsibility to stop this situation, activity, act or omission as soon as possible as not to cause harm to anyone affected by their work activities.

After the course

It is the responsibility of the trainer to return the completed Premises Inspection Sheet form with the rest of the completed course paperwork. Any issues with regards to venue, activity, Learners etc., must be reported back to MSFL Ltd at the earliest possible opportunity using the quickest reporting method. This will allow MSFL Ltd where necessary adjust the risk assessment pertaining to this course. Any findings from this information can be feed back to the venue; this can also include any comments made on the candidate's feedback form.

23. Health and Safety Policy

Statement of Intent

MSFL Ltd is committed to providing our workforce with safe conditions and places of work, and to ensuring that all others within our duty of care are kept safe and free from harm.

Our mission is to apply an excellent culture and values to health & Safety. We will therefore act with integrity, responsibility, and endeavour, to pursue standards of health and safety that both meet and, where reasonably practicable, exceed minimum legal compliance.

It is the Company's policy to:

- provide adequate control of the health and safety risks, including fire, arising from our work activities;
- provide and maintain safe plant, equipment and environmental conditions;
- provide information, instruction and supervision for employees;
- consult with our employees on matters affecting their health and safety;
- ensure safe handling and use of substances;
- deliver information, instruction and training to all employees;
- prevent accidents, near misses and cases of work-related ill health;
- maintain safe and healthy working conditions;
- review and re-publish this policy annually.
- develop suitable policies and procedures for appropriate measures to be taken to prevent them coming to harm, by applying sensible management of risk.
- Carry out regular monitoring and review of our health and safety measures and performance in order to enable suitable enquiries and investigation to be made to secure any improvements and to prevent a recurrence.

All employees must co-operate with the Company in delivering its legal health and safety responsibilities, including fire safety management, by:

- taking reasonable care for their own and others' health and safety;
- not misusing or interfering with anything provided in the interests of health and safety;
- using equipment and materials in accordance with their training;
- reporting any hazard in the workplace or shortcoming in the protection for employees.

24. Reasonable Adjustments and Special Considerations Policy

Policy Statement

MSFL Ltd is committed to providing all Learners with an equal opportunity to achieve units and qualifications through the provision of alternative arrangements where necessary.

Learners may need reasonable adjustment to undertake their assessment if:

- They have a permanent or long-term disability, medical condition or specific learning need
- They have a temporary disability, medical condition or specific learning need
- They are indisposed at the time of the examination/assessment

- English is their second, or additional, language.

Each Awarding Organisation has its own Reasonable Adjustment and Special Considerations Policy. For more information on their Policies, please contact MSFL Ltd office and request a copy or alternatively contact the Awarding Organisation and request a copy of their Policy

Special considerations should be undertaken in accordance with our special considerations section of the centre procedures manual.

Company responsibilities

Centres should: -

- Decide during the booking process that Learners are ultimately capable of meeting the requirements of the unit or qualification.
- Identify any candidate requirements and give due consideration as to how they might affect successful completion of the unit or qualification.
- Diagnose the requirements of each candidate individually, making use of specialist advice where necessary, and advise Learners accordingly
- Agree with the candidate prior to commencing the course the adjustments that are required
- Ensure that the candidate is adept in the use of the special arrangements
- Ensure that suitably qualified personnel check that the evidence is current and relevant to the candidate
- Ensure that all records and evidence relating to reasonable adjustments are kept for 3 years following certification.
- Categories of need and accompanying reasonable adjustments.

Physical impairment

The use of:

- A reader and/or writer and/or interpreter
- Suitable mechanical/electronic aids
- An alternatively presented question paper (e.g. using enlarged/modified print, different paper colour etc)
- Extra 25%-time allowance

Visual impairment

The use of:

- A reader and/or writer and/or interpreter
- Suitable mechanical/electronic aids
- An alternatively presented question paper (e.g. using enlarged/modified print, different paper colour etc)
- Extra 25%-time allowance

Hearing impairment

The use of:

- A communicator and/or interpreter in British, Irish or Welsh Sign Language
- Suitable mechanical/electronic aids
- Any additional aids as recommended by a specialist
- Teacher of the Deaf
- Extra 25%-time allowance

Learning difficulties (e.g. dyslexia)

The use of:

- A reader and/or writer
- Audio/visual aids as appropriate to the specific needs of the candidate
- An alternatively presented question paper (e.g. enlarged/modified print, different paper colour etc)
- Extra 25%-time allowance

Medical conditions

- Individual arrangements as appropriate to the candidate's needs.
- Extra 25%-time allowance

English as a second, or additional, language

The use of:

- A non-electronic bilingual dictionary
- Extra 25%-time allowance

Guidance to centres on the use of computers

The use of computers by Learners with disabilities may be necessary as the primary means of communication. The use of the term 'computer' refers specifically to word processors, personal computers (PCs) and other microprocessor-controlled devices producing output in text, graphics or diagrams. The following guidelines should be observed.

Appeals

Learners have a right to appeal against a decision not to grant a reasonable adjustment request. The centre's own appeals procedures should be implemented.

Staff Responsibilities

- To ensure that all staff, volunteers and attendees have access to and are aware of this policy.
- To ensure that safeguards are in place to protect the interests of members.
- All staff are to be aware of, read and adhere to this policy and procedure.

Review

The Managing Director will monitor adherence of the policy.

Scope

This policy applies to all staff, volunteers and consultants. The procedure aims to set out the steps by which records are created, the requirements of staff to complete the records appropriately and the requirements for the management, handling, storage and destruction of records.

MSFL Ltd staff / volunteer /consultant training

All staff, volunteers and consultants are to be made aware of this policy.

All staff must have induction and training on attendee confidentiality and on the security of records, particularly electronic records.

All staff working with personal records need to be reminded that it is a disciplinary offence to disclose confidential information to unauthorised individuals.

This Policy does not form a part of any employment contract with any employee and its contents are not to be regarded by any person as implied, collateral or express terms to any contract made with the Company.

The Company reserves the right to amend and update this Policy at any time.

25. Safeguarding Children and Vulnerable Adult Standard

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Safeguarding

Introduction

MSFL Ltd has a duty of care to safeguard all children involved in their activities. Children have a right to protection as well as others that may be vulnerable. MSFL Ltd will ensure the safety and protection of all children in its care through the Safeguarding Standard.

Provision of recognised standards ensure compliance with the Office for Standards in Education (Ofsted) National Standard and The Working Together to Safeguard Children 2010 (Revised) document as well as awareness to promote good working practices for MSFL Ltd employees and service providers.

MSFL Ltd is committed to the principle that all children have the right to be protected from abuse. The Children Act 2004 and the Protection of Children Act 1999 place duties on an organisation and individuals to ensure that functions are discharged with regard to the need to safeguard and promote the welfare of children.

Except where a specific definition appears in respect of a particular aspect of this policy, for the general purpose of this policy a child is defined as being under 18 years of age.

Based on industry best practice including legislation, MSFL Ltd will ensure that employees working with children:

- implement good working practices to ensure a safe and healthy environment;
- are aware of safeguarding issues in the context of organised activities;
- have procedures to protect the child when suspected abuse or actual abuse is reported;
- providing services for children understand these procedures;
- are aware that when child abuse is reported it is recognised that the child is potentially at risk and the safety of the child is paramount.

MSFL Ltd recognise that in providing services for children there is a need to provide and maintain a high degree of physical and emotional wellbeing. The following procedures will be implemented by MSFL Ltd Managing Director (Safeguarding Manager/Centre Trainer)

- Disseminating the organisation's Safeguarding Standard so that it reaches and influences all employees in safeguarding the welfare of children;
- Operating sound recruitment and selection procedures for employees to ensure suitability for employment;
- Identifying and enabling local and appropriate safeguarding training to take place for employees;
- Demonstrating best practice in ensuring the safety of young people;
- Raising awareness of good practice amongst parents, guardians and participants;
- Monitoring the impact of the Safeguarding Standard and procedures to ensure compliance with legislation, Ofsted and local Social Services guidelines.

Protection of Vulnerable Adults

This Standard refers primarily to children but the principles and procedures also apply to the protection of vulnerable adults. MSFL Ltd recognises that the needs of vulnerable adults may be different from those of children and will endeavour to take this into account where appropriate.

Recruitment and Selection of Employees

The Independent Safeguarding Authority (ISA) has been created to help prevent unsuitable people from working with children and vulnerable adults. The ISA will work in partnership with the Disclosure and Barring Service (DBS) checks (previously CRB checks) and other partners.

Increased safeguards have been introduced under the Vetting and Barring Scheme (VBS):

- It is a criminal offence for individuals barred by the ISA to work or apply to work with children or vulnerable adults in a wide range of posts. Employers face criminal sanctions for knowingly employing a barred individual across a wider range of work;
- Employers have a duty to refer to the ISA, information about individuals working with children or vulnerable adults where they consider them to have caused harm or pose a risk of harm. Referral forms and referral guidance are available.

MSFL Ltd will:

- Follow ISA guidelines when employing staff.
- Follow the ISA guidelines for regulated posts, regardless to when appointed.
- At least two written references will be taken up gaining information about the applicant's past career, including any gaps, and their suitability to work with children. One of the references must be from a previous employer (where applicable).
- Clarify the job requirements and responsibilities;
- Ensure that applicants provide evidence of eligibility to work in the UK;
- Ensure that Centre Trainers have effective measures in place to ensure the confidentiality of information received in relation to applicants.

Induction and Screening of staff

Staff employed by MSFL Ltd will have a rigorous screening programme. Checks will include:

- Proof of identification (passport, driving licence or similar)
- Verification of qualifications (originals)
- Receipt of two satisfactory written references, one of which should be from the individual's current / most recent employer.
- Completion of a Self-Disclosure Form

Staff will be made aware of the Company Safeguarding Standard in their induction.

Data Protection and Confidentiality – Self Disclosures

Information provided on a Self-Disclosure Form must only be disclosed to those who are involved in the assessment of the information. The information will only be used for the specific reason for which it was collected, and not passed on to any other organisations / individuals.

All Self Disclosure Forms will be stored securely by the Course Administrator in lockable storage area with access strictly limited to those who are entitled to see it. A record will be kept of the names of people who have completed Self Disclosures, the date they completed the form and the decision made about their suitability for a role (but not details of any convictions etc.)

Training

Recruitment and selection are part of the process to protect children from abuse. Appropriate local training may be arranged to enable individuals to recognise their responsibilities with regard to good practice and reporting of suspected poor practice or concerns of potential abuse.

MSFL Ltd recognise that society is made up of people from very different racial, cultural, religious and linguistic backgrounds. It is important that our staff understand this through the disability and equality policy and staff training and development.

Permission will always be sought first before taking any photographs of the children in our care for promotional purposes. The company will not disclose the personal details or names of any child or adult in a photographic image without prior written permission.

Definitions of Abuse and Neglect

Abuse and neglect are forms of maltreatment of a child. Somebody may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm. Children may be abused in a family, institutional or community setting; by those known to them or by a stranger. They may be abused by an adult(s) or other child/children.

Physical abuse – Physical abuse may involve hitting, shaking, throwing, poisoning, burning, scalding, drowning, suffocating, or otherwise causing physical harm. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces illness in, a child.

Emotional Abuse – Emotional abuse is the persistent emotional maltreatment of a child such as to cause severe and persistent adverse effects on the child's emotional development. It may involve conveying to children that they are worthless, unloved, inadequate, or valued only insofar as they meet the needs of another person. It may feature age or developmentally inappropriate expectations being imposed on children. These may include interactions that are beyond the child's developmental capability, as well as overprotection and limitation of exploration and learning, or preventing the child participating in normal social interaction. It may involve seeing or hearing the ill-treatment of another. It may involve causing children frequently to feel frightened, in danger, or the exploitation and corruption of children. Some level of emotional abuse is involved in all types of maltreatment of a child, though it may occur alone.



Sexual Abuse Sexual abuse may involve forcing or enticing a child or young person to take part in sexual activities, whether or not the child is aware of what is happening. The activities may involve physical contact, including penetrative or non-penetrative acts. They may include non-contact activities, such as involving children in looking at, or in the production of, pornographic material or watching sexual activities, or encouraging children to behave in sexually inappropriate ways.

Neglect – Neglect is the persistent failure to meet a child’s basic physical and/or psychological needs, likely to result in the serious impairment of the child’s health or development. Neglect may occur during pregnancy as a result of maternal substance abuse. Once a child is born, neglect may involve a parent or carer failing to provide adequate food and clothing, shelter including exclusion from home or abandonment, failing to protect a child from physical and emotional harm or danger, failure to ensure adequate supervision including the use of inadequate care-takers, or the failure to ensure access to appropriate medical care or treatment. It may also include neglect of, or unresponsiveness to, a child’s basic emotional needs.

The Signs of Abuse

The following factors should act as indicators in situations of potential or actual child abuse:

- Unexplained or suspicious marks, bruises, burns/scalds and injuries;
- Poor physical condition or has delayed speech and language development;
- A change in behaviour or appearance;
- Inappropriate sexual awareness;

A statement that they are being victimised;

- Distrust of adults, particularly those with whom a close relationship;
- Difficulty making friends;
- Prevention from socialising with other children.

This list is not exhaustive and the presence of one or more of these indicators is not proof that abuse is actually taking place. **It is not the responsibility of those working for the MSFL Ltd to decide if child abuse is occurring but it is their responsibility to act on concerns and notify the appropriate person or organisation.**

Bullying

It is important to recognise that in some cases of abuse, it is not always an adult abusing a young person. It can occur that the abuser may be a young person, for example in the case of bullying.

Bullying can be defined as: “Persistent, offensive or intimidating behaviour arising from the deliberate intent to cause physical or psychological distress to others”

Bullying can include:

- Physical abuse (e.g. pushing, hitting, kicking, pinching,);
- Verbal abuse (e.g. name-calling, spreading rumours, constant teasing and sarcasm);
- Emotional abuse (e.g. tormenting, ridiculing, text messaging, humiliating and ignoring);
- Racist abuse (e.g. taunts, graffiti and gestures);
- Sexual abuse (e.g. unwanted physical contact or abusive comments).

There are a number of signs that may indicate that a young person is being bullied:

- Behavioural changes such as reduced concentration and/or becoming withdrawn, clingy, depressed, tearful, emotional;
- A drop off in level of performance;
- Physical signs such as stomach aches, headaches, scratching and bruising, damaged clothes and bingeing on food;

- A shortage of money or frequent loss of possessions.

Responding to Disclosure, Suspicions and Allegations of Abuse

It is not the responsibility of MSFL Ltd employees/Associated Trainers to decide whether or not child abuse is taking place, but it is their responsibility to act on concerns and notify the appropriate person or organisation. False allegations of abuse do occur. If a child says or indicates that they are being abused or information is obtained which gives concern that a child maybe being abused, immediate action should be taken. There is a responsibility to protect children in order that appropriate agencies can make enquiries and take any necessary action to protect the child.

The person receiving information concerning disclosure should:

- React calmly so as not to frighten the child;
- Take what the child says seriously, recognising the difficulties inherent in interpreting what is said by a child who has a speech disability and/or difference in language;
- Say little but give the child time to talk;
- Keep questions to the absolute minimum and ensure that no leading questions are asked;
- Make a full record of what had been said, heard and/or seen as soon as possible;
- Pass the information to the Social Services or the Police.
- Use the Company Incident Form for recording allegations or concerns about children or vulnerable adults that can be completed by persons receiving information about potential abuse. The Course Administrator will hold these forms securely as a record.

The person receiving the information should not:

- Panic;
- Allow shock or distaste to show;
- Probe for more information than is offered;
- Speculate or make assumptions;
- Make negative comments about the alleged abuser;
- Approach the alleged abuser;
- Make promises or agree to keep secrets.

Referral Procedures

These procedures are also outlined in a flowchart in Appendix B. Internal issues should be reported immediately to the Managing Director (Safeguarding Manager)/Course Trainer and reported in writing within 24 hours. Do not keep a copy of the reporting forms for yourself, and do not discuss the matter or show the form to anyone else unless named above. Make sure the form is placed in a sealed envelope marked Company Confidential.

In the event of the above not being available contact the Course Administrator
Safeguarding matters will not be investigated by MSFL Ltd employees. If you are initially uncertain what to do, the Safeguarding Manager named above will offer advice and support and will discuss concerns with you. You may seek advice from the NSPCC Helpline or from Social Care Services. This should not delay a referral being made in the event of potential abuse.

Office for Standards in Education (Ofsted)

Ofsted has responsibility (in the majority of circumstances) for the regulation of providers of childcare services; nurseries, playgroups and pre-schools, crèches, out of school care and childminders for children up to the age of 8, in addition to its role of inspecting schools. Ofsted investigates (where applicable) any complaints made in relation to any of these services; and takes any necessary action when a service does not meet the national standards or other registration requirements.

Other Agencies



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Social Services, and the Police and have a statutory duty of care under the Protection of Children Act to ensure the welfare of children and work with the local Safeguarding Committee to comply with its procedures. Social Services work jointly with the Police in dealing with out of hours calls.

Confidentiality

Whilst information should not be broadcast, it must be shared with appropriate agencies to ensure that a child is not left unprotected. Decisions as to who needs to be informed should be taken after consultation with the Course Director/Course Trainer or Social Services.

Designated Person

The designated person may be appointed by the Managing Director (Safeguarding Manager)/Course Trainer) to deal with each child protection issue appropriately as it arises.

The designated person will be required to:

- Be familiar with child protection procedures;
- Ensure there are effective internal procedures to handle concerns;
- Ensure that systems are in place for effective record keeping;
- Be the link with Social Services on concerns that have been raised;
- Attend local training as appropriate

Reporting Suspected Abuse

When abuse is suspected there are a number of ways in which suspicion may arise, for example:

- An allegation is made by a child or adult;
- A child approaches an activity deliverer and makes a disclosure;
- An employee observes a change in a child's behaviour;
- An employee notices physical damage to the child;
- A child demonstrates inappropriate sexual knowledge for his or her age.

Procedures to Follow

When abuse is suspected, the procedure below should be followed:

- The person receiving information completes a written record.
- Information should be passed immediately to the Managing Director (Safeguarding Manager)/Course Trainer and the designated person who consults with relevant organisations. (If concerns arise out of hours the emergency number should be used. See Appendix E).
- The written record should be sent to Social Services if appropriate.

All information should be stored securely and separately from other records. Access should be limited. Social Services will then make a decision as to what action to take. This is a process of observation and that MSFL Ltd employees have a responsibility to ensure concerns are reported appropriately; it is not their responsibility to investigate concerns.

Dealing with Suspected Bullying towards a Child

All signs of bullying should be treated seriously. If circumstances lead an employee to suspect that a child is being bullied, the following action should be taken:

- Investigate the circumstances and take action to ensure the victim is safe. Speak with the victim and the alleged bully/ies separately;
- Reassure the victim that you can be trusted and will help, but you cannot promise to tell no one else;
- Keep records of what happened, what was said by whom and when;
- Report concerns to the person in charge of the session.

Dealing with Suspected Bullying from a Child



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If circumstances lead an employee to suspect that a child is bullying another child or person, the following action should be taken:

- Investigate the circumstances;
- Talk with the alleged bully, explain the situation, and try to get the alleged bully to understand the consequences of his or her behaviour.
- Seek an apology to the victim;
- Inform the alleged bully's parents;
- Provide support for victims of bullying;
- Impose appropriate sanctions if necessary;
- Encourage and support the alleged bully to change behaviour;
- Inform the designated person of action taken;
- Keep a written record of action taken.

Suspected Abuse or Bullying by MSFL Ltd Employees/Associate Trainers

The following circumstances may lead members of staff or service users to suspect that a member of staff is abusing or bullying a child:

- An allegation is made by a child or adult;
- An allegation is made by or against a member of staff;
- A member of staff notices inappropriate behaviour or an allegation of abuse is made by another member of staff.

Where allegations are made concerning a child suffering harm in any of the MSFL Ltd (MSFL Ltd) activities, the designated person will report this to Social Services. OFSTED regulates (where either voluntary or compulsory registration exists) under 8's day care facilities under the Care Services Act through its Early Years Directorate, as well as out of school care in relation to the under 14's (or under 16 where a child is disabled). OFSTED will therefore be notified of any safeguarding concerns relating to a person working in one of these facilities.

The designated person may be informed of situations where they are unsure if the allegation is one of abuse or not and, if they are unclear, as to what action to take. There may be circumstances when the allegations are about poor practice (see Section 1.18).

All incidents including allegations of poor practice will be recorded and kept on file in a secure location. Access to these files is controlled. Information should be shared in an appropriate manner and recorded because it may be one of a series of instances that cause concern, thus contributing to a possible pattern of abuse.

Disciplinary Procedure

Should an allegation of child abuse be made against a MSFL Ltd employee, the Disciplinary Procedures will be followed and appropriate action taken. It is acknowledged that the feelings generated by the allegation that a member of staff is, or may be, abusing or bullying a child will raise concerns amongst other staff. This includes the inherent difficulties in reporting such matters.

MSFL Ltd assures all staff that it will fully support and protect anyone, confidentially, who (without malicious intent), reports his or her concerns about a colleague's practice or the possibility that a child may be being abused or bullied.

Promoting Good Practice with Children

It is possible to reduce situations in which abuse can occur and help protect employees by promoting good practice. The following guidelines should be used.

- Work in an open environment - avoid private or unobserved situations. (e.g. no secrets);
- Treat all children equally, and with respect and dignity;



- Always put the welfare of each child first;
- Maintain a safe and appropriate distance from children (e.g. it is not appropriate to have an intimate relationship or to share a room with them);
- Build balanced relationships based on mutual trust which empowers children to share in the decision-making process;
- Make activities fun, enjoyable and promote fair play;
- Ensuring that if any form of manual/physical support is required, it should be provided openly.
 - Care is needed, as it is difficult to maintain hand positions when the child is constantly moving.
 - Children should always be consulted and their agreement gained.
 - Some parents are sensitive about manual support and their views should be considered;
- Keep up to date with the appropriate technical skills and qualifications;
- Involve parents/carers wherever possible;
- Ensure that if children are supervised that they are not left alone with an employee;
- Be an excellent role model - this includes not smoking or drinking alcohol in the company of children;
- Give enthusiastic and constructive feedback rather than negative criticism;
- Recognise the developmental needs and capacity of children;
- Ensure that equipment and facilities are safe and appropriate to the age and ability of the child;
- Ensure that use of photographic and filming equipment is appropriate and permission of parents has been sought;
- Ensure that high standards are maintained at all times.

There is a need to be responsive to children's reactions. If a child is dependent on an employee, the employee should talk with the child about what they are doing and give choices where possible. This is particularly the case if it involves any dressing or undressing of outer clothing or where there is physical contact, lifting or assisting a child to carry out particular activities. Employees should avoid taking on the responsibility for tasks for which they are not appropriately trained.

Practice to be Avoided

The following should be avoided except in emergencies. If cases arise where these situations are unavoidable, they should only occur with the full knowledge and consent of the Managing Director (Safeguarding Manger)/course trainer or the child's parent or guardian, for example do not:

- spend excessive time alone with children away from others;
- take children alone on car journeys, however short;
- take children to your home.

Employees should never:

- Engage in rough, physical or sexually provocative games, including horseplay;
- Share a room with a child;
- Allow or engage in any form of inappropriate touching;
- Allow children to use inappropriate language unchallenged;
- Make sexually suggestive comments to a child, even in fun;
- Allow allegations made by a child to go unchallenged, unrecorded or not acted upon;
- Do things of a personal nature for children that they can do for themselves;
- Invite or allow children to stay at their home;
- Constantly shout at and/or taunt a child to 'keep control'.

If an employee accidentally hurts a child, and the child seems distressed in any manner or appears to be sexually aroused, report any such incident as soon as possible to another colleague and make a brief written note of it. Parents or carers should be informed of the occurrence.

Safeguarding Information Sheet

What to do if you have any concerns?

If at any time during your work with MSFL Ltd you are concerned that some form of abuse is taking place, then it is vital that you follow these simple steps:

- Using the form supplied, note down what has been said/witnessed – it is **not** your responsibility to investigate the situation
- Report your concerns immediately to the Managing Director (Safeguarding Manager/Course Trainer). They will decide what needs to be done and who needs to be informed
- In an emergency, contact Social Care Services or Police.
- If you want general advice about these issues, you can contact the NSPCC Helpline.

IF YOU ARE CONCERNED ABOUT ANYTHING RELATING TO THE WELFARE OF YOUNG PEOPLE IN YOUR CARE, IT IS YOUR DUTY TO REPORT IT

Recording Allegations or Concerns about Children or Vulnerable Adults

Please use this form as a prompt, recording any additional information on the back or on another sheet of paper. Forms can be handwritten or typed, dated and timed, clearly stating the name of the author.

REMEMBER – your job is NOT to investigate, but to record accurately all information you receive or signs and symptoms you observe. Only fill in the details you know.

Form A

Child's details: Name Address Tel No DOB	Child's parents or guardian's details: Name Address Tel No	Details of person reporting suspicion / allegation / concern to you: Name Address Tel No
Describe what the suspicion/allegation/concern is here (using child's words where possible):		
Describe fully any signs, symptoms you or others have observed (include what the child has told you):		
<u>Where</u> did this occur (as far as you know)?		
<u>When</u> did this happen (as far as you know)?		
If some earlier signs/symptoms were noticed before today, <u>when and where</u> was this?		
Record details of anyone else who may have been present or have relevant information:		
Record who has been informed (include who was informed using the MSFL Ltd referral procedures, and whether the parents / carers have been consulted) and actions agreed:		
Signed:	Date and Time:	
Job title:	Telephone Number:	

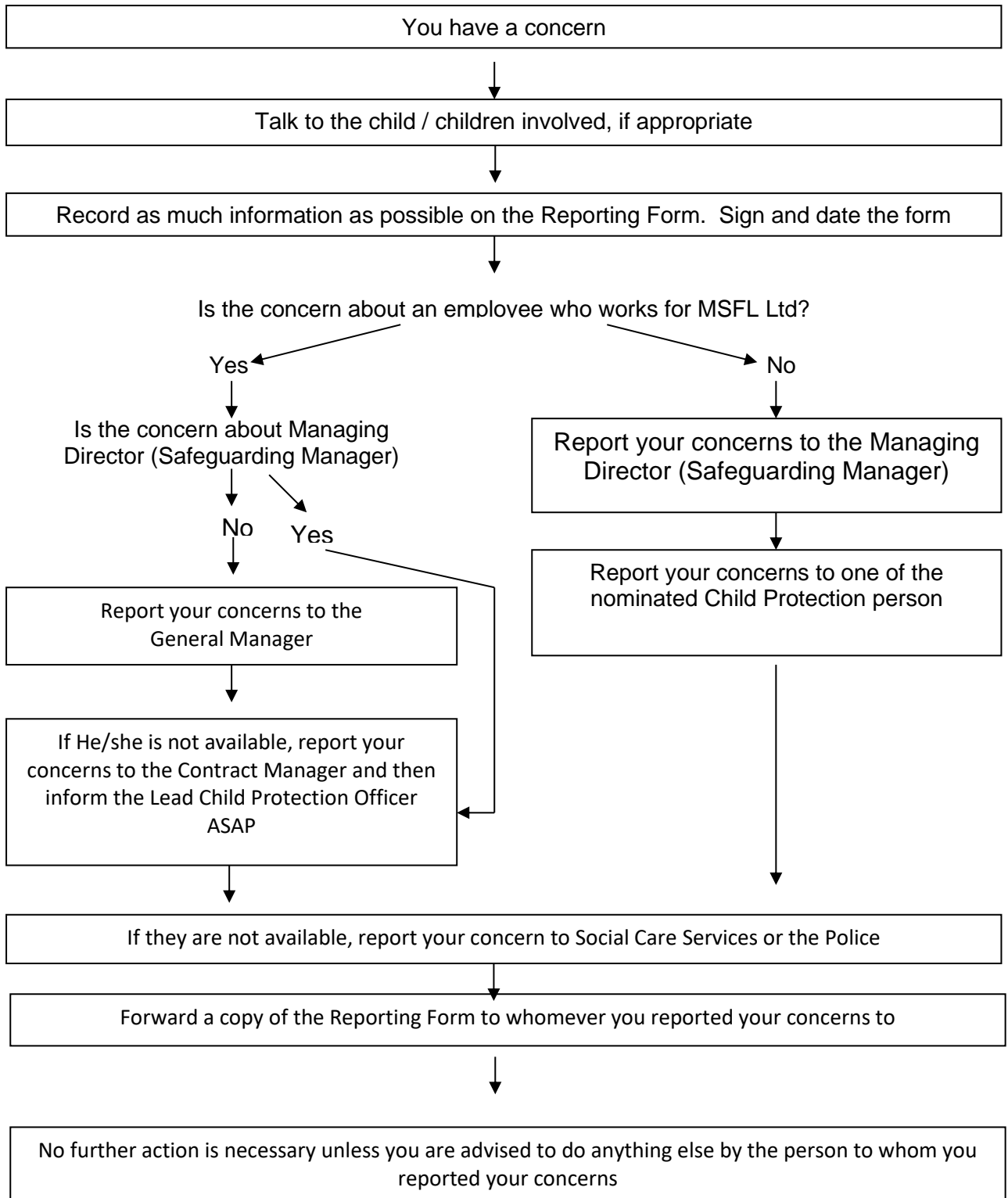
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SEND OR HAND THIS FORM (in envelope marked COMPANY CONFIDENTIAL, within 24 hours) TO THE PERSON TO WHOM YOU INITIALLY REPORTED YOUR CONCERNS:

Form B

Flowchart for Reporting Concerns



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Form C Self Disclosure Form

To be completed by all applicants for employment with MSFL Ltd

MSFL Ltd must take appropriate steps to be assured that any applicant for employment is a fit and proper person. This form must be used to self-disclose incidents, factors, police records or any other information that may be relevant in determining your suitability to work within MSFL Ltd and with a wide range of clients who receive services through MSFL Ltd including children and young people, persons with a disability or clients potentially at risk. Applicants should be aware that MSFL Ltd may also access information from referees, past employers and police records.

Failure to adequately disclose relevant information may result in denial or termination of casual engagement, and/or termination of any offer of contract or permanent employment.

Signing of this form also consents to the collection of further information relating to any disclosed matter or to your general suitability. Referees and other information sources will be contacted at the discretion of the department initiating your engagement. It is the applicant's responsibility to disclose to MSFL Ltd any subsequent incidents, factors or criminal history records that may affect suitability to work within MSFL Ltd or the clients of MSFL Ltd,

I have no matters to disclose.

Signature of Applicant:Date:/...../.....

Please print name:

OR

I wish to disclose the following matters:

Signature of Applicant:Date:/...../.....

Please print name:

If space is not sufficient, please attach additional sheet and sign it too.

This form requests information about you which will be held securely by MSFL. This information is collected as a lawful administrative function of MSFL Ltd and will be used for the assessment of your suitability for employment with MSFL Ltd only.



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Form D Role Description for MSFL Ltd (MSFL Ltd) Child Protection Officer

The Child Protection Officer is responsible for:

- Leading on the development and implementation of MSFL Ltd's Safeguarding Procedures
- Ensuring that all relevant staff receive local training on the Procedures
- Ensuring that the Procedures are updated as necessary
- Leading on the promotion of good safeguarding practice across the organisation.
- Keeping their Child Protection and Safeguarding knowledge up-to-date and as comprehensive as possible, through attendance at relevant local meetings and training
- Acting as the contact for all matters relating to child protection, including contact with:

Other members of staff

- Other Partner Organisations
- The general public
- Social Care Services / the Police

Disseminating relevant information to the staff members, including:

- Training opportunities
- Information gained from training attended by the Child Protection Officer
- Changes to legislation
- New guidance from the CPSU

Providing advice upon request to any individual/organisation, and recording the details of this advice on a Record of Advice Form. Receiving and acting upon any reported Child Protection concerns. This includes:

- Deciding when to refer to Social Care Services / the Police
- Deciding when it is appropriate to share information with other organisations
- Seeking advice from Social Care Services, the CPSU as appropriate before making either decision
- Ensuring that all of the above follows the procedures outlined in the Safeguarding Policy
- Ensuring that all Child Protection Reporting Forms and Record of Advice Forms are stored securely and are only made available to others on a 'need to know' basis
- Arranging for a deputy Child Protection Officer to take over the role when on leave / absent for a substantial period of time

Useful Contacts

The Child Protection in Sport Unit (CPSU)

0116 234 7278 www.thecpsu.org.uk

MASH Team Wilts Council

0300 456 0108

NSPCC Helpline

0808 800 5000 www.nspcc.org.uk

ChildLine

0800 1111 www.childline.org.uk

26. Plagiarism

Plagiarism is defined by the Oxford English Dictionary as ‘the taking of the work or idea of someone else and pretending that it is one’s own’. Learners may stand accused of plagiarism if they:

- Copy other Learner’s assignments or examinations in part or in whole
- Collude with other Learners during assignment preparation
- Submit assignments completed by someone else
- Copy content from other sources without appropriate acknowledgement

MSFL Ltd actively supports equality of opportunity in assessment for all Learners submitting assignments for its qualifications and thus maintains a robust stance in cases of suspected plagiarism.

Cases of suspected plagiarism may be identified by the:

- Assignment marker
- Moderator
- Examiner
- Second marker
- Customer or examination services administrators

MSFL Ltd will conduct a full investigation of suspected plagiarism and take such action as is deemed necessary to maintain the integrity of the units and qualifications. Where centre malpractice is causal, this will be reported to the regulatory authorities and other agencies as necessary.

All records of plagiarism are stored confidentially at MSFL Ltd office and are reviewed regularly. Information relevant to MSFL Ltd work in this area is described in an annual report entitled ‘Activity of the Awarding Body and Performance of Vocationally Related Qualifications’ that is made available to the regulatory authorities as required.

Centre procedure for dealing with a case of suspected plagiarism

Centres are best positioned to tackle plagiarism proactively and, thus, should:

- Advise trainers of what constitutes plagiarism
- Advise Learners of what constitutes plagiarism during course induction
- Advise Learners of the methods employed to identify plagiarism
- Advise Learners of the consequences of plagiarism
- Monitor the progress of assignment writing to verify authenticity

In cases of suspected plagiarism, centres should adopt the following procedure:

- The Quality Assurance Contact at the centre should assume overall responsibility for the internal investigation into the suspected plagiarism.
- As soon as plagiarism is suspected, all relevant parties should be informed of the allegation and what action will be taken. Learners may wish at this stage of the internal investigation to resubmit assignments and, in this instance, the trainer/marker must indicate the nature of the resubmission in the ‘assignment history’ section of the Candidate Assessment Record where applicable.
- If the candidate chooses not to resubmit the assignment, the centre should immediately commence a full internal investigation.



- Having completed this investigation, the centre should compile a written report explaining the nature of the allegation and providing full details of the internal investigation.
- The report should be signed by the centre's Quality Assurance Contact, as a declaration that the information provided represents an accurate account of the incident, and submitted together with all supporting information under confidential cover to the Examination Services

Manager Director at MSFL Ltd

If requested, the centre will also be expected to provide MSFL Ltd with any other information directly relevant to the case.

Where a plagiarism allegation is made and suspected centre malpractice is implicated, internal investigation documents may be circulated by the Examination Services Manager to the Subject Curriculum Manager and the Quality Assurance Manager Director at MSFL Ltd (MSFL Ltd) under confidential cover.

Dealing with plagiarism

If, upon receipt of information, MSFL Ltd suspects a case of plagiarism, the following procedure will be implemented:

- The Manager Director will at his/her discretion consult with those making the allegation and all relevant parties.
- If the Manager Director, then concludes that the allegation should be upheld, he/she will formally notify the party concerned in writing via the centre.
- All other relevant parties will also receive appropriate details in writing concerning the allegation and will be expected to provide a written response within 28 days.
- When all responses have been received and given due consideration and the allegation is upheld by the Manager Director, he/she shall formally notify both the candidate and the centre in writing of the decision by MSFL Ltd via the centre. If deemed appropriate, MSFL Ltd will also provide feedback to the other relevant parties.
- Should the Manager Director conclude not to uphold the allegation, he/she shall formally notify both the candidate and the centre in writing of the decision by MSFL Ltd via the centre.
- If an allegation of plagiarism is upheld against a candidate, MSFL Ltd reserves the right to disqualify the candidate from taking MSFL Ltd qualifications for a period of up to 2 years and any certificates awarded pertinent to the qualification in question will be invalidated and withdrawn.
- Should the candidate or the centre involved in the allegation challenge the decision made, they may do so formally in writing to the Head of the Awarding Body (on behalf of the Awarding Body) at MSFL Ltd
- This 'appeal' process will be informed solely by the written representations from those making the allegations and other written information pertinent to the case already submitted to the Manager Director.
- Should the Head of the Awarding Body consider the allegation legitimate, he/she will formally notify both the candidate and the centre of the decision made by MSFL Ltd via the centre.



- Where the offence is the result of centre malpractice, and upon receipt of the centre/trainer's response or at the end of the 28-day period (whichever is earlier), the Quality
- Assurance Manager shall record the complaint on the malpractice agenda and action will be taken (see 'Procedure for suspected malpractice').
- The decision of the Head of the Awarding Body shall be final and binding and there shall be no obligation to provide a written explanation for the decision taken.
- MSFL Ltd will at all times strive to protect the anonymity of those making allegations of assignment or examination plagiarism.
- Copies of all documents pertaining to a case of plagiarism should be retained by the centre for 3 years.

27. Copyright

Copyright is a form of intellectual property, which allows people to own their original work – be this literature, art, music, sound recording, film or broadcasts. Copyright ownership gives the creators of such work:

- Economic rights that enable them to control use of the work in a number of ways – such as making copies or adapting material for other purposes
- Moral rights that enable them to be identified as the creator of the work and to object to the derogatory treatment of the work, which might affect the creator's reputation.

Copyright protection is automatic as soon as there is a record, in any form, of the work having been created. Copyright owners usually take the precaution of marking published copyright work with the international copyright symbol © followed by the name of the copyright owner and year of publication.

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This policy has been approved & authorised by:

Name: Bryan Slade
Position: Course/Managing Director
Date: August 2023
Signature:

Version: Version 13

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