

Complaint – a grievance, problem, difficulty or concern

POLICY STATEMENT

Event Crew Training Ltd recognises the importance of learner complaints and welcomes complaints as a valuable form of feedback about its services. We are committed to using the information we receive to help drive forward improvements.

This procedure outlines the aims of Event Crew Training Ltd in dealing with complaints and sets out what you as the customer can expect when making a complaint regarding a service. A complaint is a way of letting us know that you are not happy with a particular service. We welcome your feedback. A complaint may be about delay, lack of response, discourtesy, failure to consult or about the standard of service you have received.

So please let us know if:

- you think we have done something wrong
- we have not done something that we said we would do
- you are not satisfied with a particular service or set of services that we provide

ANONYMOUS COMPLAINTS

We understand that it might be difficult for you to complain because you are worried that your complaint could result in a poorer service. Please be assured that we treat all complaints in the strictest confidence, and that it is your right to complain. If you do not provide us with a contact name or address, it will not be possible for us to get back to you with the outcome of the investigation

PROCEDURE

In the first instance, the complaint should be discussed with the team member concerned and resolution sought within 48 hours of the incident occurring. If this is successful and a resolution is reached, the complaint should be documented on the attached Appendix (1) and sent to the Centre Administrator for filing. This should be received by the Centre Administrator by the end of the next working day. There will be no further action taken.

In the case of an individual wishing to make the complaint, who feels unable to discuss the complaint with the team member concerned, the matter should be referred to the Individuals' line manager within 48 hours of the incident occurring. The line manager should then contact the Centre Manager within the next 7 days to make them aware of the complaint. The nature of the complaint will be documented as per Appendix (2) and sent to the Head of Learning and Development.

On receipt of the complaint, the nature of the complaint will be brought to the attention of the team member concerned and discussed within 48 hours of receiving the complaint. The Centre Manager will then contact the individual making the complaint with a view to resolve.

If resolution cannot be found, the Centre Manager will arrange a meeting with all relevant parties and agree a resolution. This will take place within 30 days. This will be final.

The Centre Administrator will maintain a record of all complaints and make these available on request. All complaints must be regarded as confidential and discussed only with those parties involved. Where the subject of the complaint is centred on a qualification, the Awarding Body will be made aware if this is relevant.

In the instance where the complaint is around an assessment / verification decision, then the stages outlined in the Appeals Procedure must be followed.

Appendix1

Record of Complaint

Name of Individual making the complaint:

Location:

Date:

Nature of complaint

Resolution Agreed:

Signed Complainant:

Date:

Signed by Centre Manager

Date:

Appendix 2

Referral of Complaint

Date of referral:..... Line Managers

Name:

Nature of complaint:

Date Referred to Head of Assessment Centre:.....

Actions agreed:

Signed off by Centre Manager:.....Date: Signed

Complainant:.....Date

The Appeals policy is designed to protect the interests of all candidates and also to protect the integrity of the qualification.

Candidates have the right to appeal in the event that they are dissatisfied with the following:

- The assessment decisions made by Event Crew Training Ltd, where applicable
- The assessment decisions made by the Awarding Organisation
- The decision by Event Crew Training Ltd not to support an enquiry or appeal to the Awarding Organisation

A copy of the appeals procedure is available to all candidates.

There is an informal and formal procedure available. The formal procedure is only to be followed if the informal procedure has failed or is inappropriate for the circumstances. All appeals must be via the formal procedures of the Awarding Organisation and supported by the Centre Manager.

Every attempt will be made to resolve disputes as near as possible to the point of origin Event Crew Training Ltd will keep appeals records for inspection by the Awarding Organisation for a minimum of 18 months.

Informal Procedure

1. Where a candidate wishes to make an appeal against the quality of provision at the centre he/she should first of all attempt to resolve the matter by a direct approach to the Centre Manager.
2. If the matter remains unresolved the candidate may require a personal interview with the Centre Manager.
3. Before the personal interview, the Centre Manager should have obtained an independent second opinion on the initial decision.
4. If, after any action to resolve the dispute taken by the Centre Manager, the matter is not satisfactorily resolved, the complainant may use the formal procedure.

Formal Procedure

Once the informal procedure has been exhausted, or if it is inappropriate to the circumstances, the formal procedure is to be followed.

1. The complainant will be required to submit a formal complaint in writing to the Centre Manager.
2. Within 10 working days of receiving the written appeal, the decision of the Centre Manager should be communicated to the student/trainee.
3. Decisions by the Centre Manager regarding the quality of teaching provision are final.
4. If the complainant disagrees with the result of the formal Appeals procedure regarding assessment decisions, they may utilise the Awarding Organisations formal Appeals procedure for which they must be supported by the centre. For details of the Awarding Organisation Appeals Procedure, please refer to the relevant Awarding Organisation website.

Further Appeals

Any learner wishing to appeal against the operation of the Appeals Procedure can do so in writing to the Centre Manager.

Equal Opportunities Learner's Charter

“Everyone has a part to play in ensuring we achieve equality of opportunity. We believe that a positive attitude towards equality and diversity is right for our people, our clients and our business suppliers. This means that we must encourage all our people to welcome diversity and respect each person's individuality”.

Name: Rick Smith Company Position: Co-Director

The following Learner Charter has been drawn up stating the standards of service you can expect to receive as a learner of Event Crew Training Ltd

Using the Event Crew Training Ltd you can expect...

- to receive a highly quality learning experience
- to be given equal opportunities and treated fairly
- to be treated with courtesy
- to have access to advice, guidance and support to ensure your choices are informed ones and that your learning needs are met
- to learn in a healthy and safe environment
- to be provided with timely and appropriate information on your progress
- to have staff listen to any issues, suggestions or concerns you may have, and to respond in a relevant manner

In turn as a customer of Event Crew Training Ltd we would like you to:

- be fully committed to your course
- treat our staff with courtesy
- provide us with appropriate information to help us meet your learning and assessment needs
- ensure that your behaviour contributes to a healthy and safe environment
- abide by any rules specifically relating to online assessment
- communicate issues, suggestions or concerns using the procedures outlined in your Student Handbook.

If for any reason you wish to make a formal complaint, then please access our formal complaints procedure on the website or email rick@eventcrewtraining.com.

Aims and Objectives of the Policy

Event Crew Training Ltd has a duty under the Equality Act 2010 to make any reasonable adjustments that can be made for our learners to ensure they are not discriminated against.

We aim to facilitate open and fair access to our training for learners who are eligible for reasonable adjustments and / or special considerations without compromising the assessment of skills, knowledge, understanding or competence being measured Event Crew Training Ltd achieve this through;

Reasonable Adjustments

Event Crew Training Ltd will consider requests for Reasonable Adjustments and Special Considerations.

This is agreed at point of booking/registration. The learner must request within a reasonable timeframe any adjustments that may be needed to reduce the effect of a disability or difficulty, which places the learner at a substantial disadvantage. Any requests for reasonable adjustments must not affect the quality and reliability of the learning outcomes nor must they give the learner an advantage over other learners undertaking the same or similar training. Reasonable Adjustments may not be applied to training that will provide a "licence to practice" or where the learner needs to demonstrate a practical competence.

Special Considerations

A special consideration request can be made during or after a training event to reflect temporary illness, injury or indisposition that occurred at the time of the event. Any special considerations granted cannot remove the difficulty the learner faced at the time of the event and can only be a relatively small adjustment to ensure that the integrity of the training is not compromised. Special consideration may not be applied to training that will provide a "licence to practice" or where the learner needs to demonstrate a practical competence.

Event Crew Training Ltd will only consider requests for Reasonable Adjustments and Special Considerations submitted within a timely manner and have completed the appropriate paperwork for these requests.

Reasonable Adjustments

A reasonable adjustment helps to reduce the effect of a disability or a difficulty that places the learner at a substantial disadvantage.

Reasonable adjustments must not affect the quality and reliability of the learning outcomes, but may include;

- Ensuring any online learning is more accessible (such as ability to adjust display settings and providing advice/guidance on speech technology)
- Providing assistance during an assessment of learning
- Adapting materials or providing it on coloured paper
- Re-organising the physical assessment/learning environment
- Use of mechanical and electronic aids
- Use of assistive software
- Use of low vision aids
- British Sign Language

Reasonable adjustments must be approved and set in place prior to any assessment or learning is carried out.

Any assessment of work following a reasonable adjustment has been made must be carried out in the same way of work from other learners.

Reasonable adjustments must never give a learner an advantage to other learners and must never affect the quality or reliability of the learning.

It is important to note that not all requests for reasonable adjustments may be granted if they are not deemed reasonable, permissible or practical in certain situations. The learner may not need, nor be allowed, the same adjustments for all learning.

Requests for reasonable adjustments are approved by Event Crew Training Ltd prior to any bookings/registrations being taken. They are intended to allow access to training / assessment but can only be approved if the adjustment does not;

- Affect the quality and reliability of the learning
- Provide an unfair advantage to other learners
- Influence or compromise the final outcome of the assessment of learning

Any requests for reasonable adjustments must be made to

Event Crew Training Ltd within 7 days of registration / booking or at least 28 working days before an assessment / classroom event using the appropriate paperwork. If you are unsure if a learner requires a reasonable adjustment please speak with Event Crew Training Ltd who will provide the relevant guidance.

Special Considerations

A special consideration is consideration given to a learner who was prepared and present at an assessment but may have been disadvantaged by temporary illness, injury or adverse circumstances outside of their control.

It is important to note that special consideration may not be possible where assessment requires the demonstration of practical competence or the training provides a licence to practice.

Where an assessment of learning is carried out and marked by a computer, the learner will have the ability to take it at a later date however this must be completed prior to any practical assessments or other learning is carried out.

A special consideration cannot give a learner an unfair advantage to other learners and must not mislead the learners' achievement. The learner's results must reflect their true achievement and not potential ability. Event Crew Training Ltd decision on requests for special considerations will vary from learner to learner and one subject to another. The factors may include the severity of the consideration, date of assessment and the nature of the assessment such as practical or oral presentation.

The learner may be eligible for special considerations if;

- The performance in an assessment is affected by circumstances out of their control, such as recent personal illness, accident or bereavement
- Alternative arrangements which were agreed in advance proved to be inappropriate or inadequate
- Part of an assessment / event was missed due to circumstances beyond the control of the learner

The learner will not be eligible for special consideration if;

- The learner has not been affected at the time of an assessment by a particular condition

- Part of an assessment / event is missed due to personal arrangements including holidays or unauthorised absence
- The event / assessment is affected by difficulties such as disturbances through building work, lack of proper facilities, changes in or shortages of staff or industrial disputes

Examples of circumstances where special consideration may be given are;

- Terminal illness of the learner
- Recent bereavement of a member of the immediate family
- Serious or disruptive domestic crises leading to acute anxiety about the family
- Incapacitating illness or injury of the learner
- Severe car accident
- Outbreak of infection where learners are in isolation
- Lost or damaged work beyond the control of the learner

Special consideration will not be granted for minor illness or a minor disturbance.

Requests for special considerations are approved by Event Crew Training Ltd Applications for special considerations must be made on case by case basis and thus separate applications must be made for each learner. Any requests for special considerations will only be approved if they do not;

- Affect the quality and reliability of the learning
- Provide an unfair advantage to other learners
- Influence or compromise the final outcome of the assessment of learning

Any requests for special considerations must be made to Event Crew Training Ltd within 7 days of the event or assessment using the appropriate paperwork. If you are unsure if a learner requires a special consideration please speak with Event Crew Training Ltd who will provide the relevant guidance.

It is important to note that special consideration will not be granted if where learner achievement has been acknowledged and certified.

Malpractice Policy

Event Crew Training Ltd treats all cases of suspected malpractice* very seriously and will investigate all suspected and reported incidents of possible malpractice.

The purpose of this Policy and Procedure is to set out how allegations of malpractice in relation to all Event Crew Training Ltd Assessment Centre and training events are dealt with.

The scope of the policy is to provide:

- a definition of malpractice
- examples of learner and centre malpractice and maladministration;
- possible sanctions that may be imposed in cases of malpractice.

**The term 'malpractice' in this policy is used for both malpractice and maladministration.*

Introduction

For the purpose of this document 'malpractice' is defined as:

Any act, or failure to act, that threatens or compromises the integrity of the assessment processor the validity of Event Crew Training Ltd qualifications and training events and their certification. This includes: maladministration and the

failure to maintain appropriate records or systems; the deliberate falsification of records or documents for any reason connected to the award of qualifications and training events; acts of plagiarism or other academic misconduct; and/or actions that compromise the reputation or authority of its employees or associates. Event Crew Training Ltd will report all relevant cases of suspected malpractice to the relevant authority, accepting that in certain circumstances they may take action of its own, including imposing sanctions.

Malpractice by learners

Some examples of learner malpractice are described below. These examples are not exhaustive and all incidents of suspected malpractice, whether or not described below, will be fully investigated, where there are sufficient grounds to do so.

- Obtaining examination or assessment material without authorisation.
- Arranging for an individual other than the learner to sit an assessment or to submit an assignment not undertaken by the learner.
- Impersonating another learner to sit an assessment or to submit an assignment on their behalf.
- Collaborating with another learner or individual, by any means, to complete a coursework assignment or assessment, unless it has been clearly stated that such collaboration is permitted.
- Damaging another learner's work.
- Inclusion of inappropriate or offensive material in coursework assignments or assessment scripts.
- Failure to comply with published examination regulations.
- Disruptive behaviour or unacceptable conduct, including the use of offensive language, at centre or assessment venue (including aggressive or offensive language or behaviour).
- Producing, using or allowing the use of forged or falsified documentation, including but not limited to:
 - personal identification;
 - supporting evidence provided for reasonable adjustment or special consideration applications; and
 - competency documents
 - results documentation, including certificates.
- Falsely obtaining, by any means, a
- Misrepresentation or plagiarism Event Crew Training Ltd certificate.
- Fraudulent claims for special consideration while studying.

Malpractice by Event Crew Training Ltd employees and associates

Examples of malpractice by, employees, tutors and assessors are listed below. These examples are not exhaustive and all incidents of suspected malpractice, whether or not described below, will be fully investigated, where there are sufficient grounds to do so.

- Failure to adhere to the relevant regulations and procedures, including those relating to (Event Crew Training Ltd) approval, security undertaking and monitoring requirements as set out by these regulations.
- Knowingly allowing an individual to impersonate a learner.
- Allowing a learner to copy another learner's assignment work, or allowing a learner to let their own work be copied.
- Allowing learners to work collaboratively during an assignment assessment, unless specified in the assignment brief.
- Completing an assessed assignment for a learner or providing them with assistance beyond that 'normally' expected.
- Damaging a learner's work.
- Disruptive behaviour or unacceptable conduct, including the use of offensive language (including aggressive or offensive language or behaviour).
- Allowing disruptive behaviour or unacceptable conduct at Event Crew Training Ltd to go unchallenged, for example, aggressive or offensive language or behaviour.

- Divulging any information relating to learner performance and / or results to anyone other than the learner.
- Producing, using or allowing the use of forged or falsified documentation, including but not limited to:
 - personal identification;
 - supporting evidence provided for reasonable adjustment or special consideration applications; and
 - competency documents
 - results documentation, including certificates
- Falsely obtaining by any means a certificate.
- Failing to report a suspected case of learner malpractice, including plagiarism, to your Line Manager.

Possible malpractice sanctions

Following an investigation, if a case of malpractice is upheld, Event Crew Training Ltd may impose sanctions or other penalties on the individual(s) concerned. Where relevant we will report the matter, and may impose one or more sanctions upon the individual(s) concerned. Any sanctions imposed will reflect the seriousness of the malpractice that has occurred.

Listed below are examples of sanctions that may be applied to a learner, tutor or other associates who has had a case of malpractice upheld against them. Please note that this list is not exhaustive and other sanctions may be applied on a case-by-case basis.

Possible sanctions that may be applied to learners

- A written warning about future conduct.
- Notification to an employer, regulator or the police.
- Removal from the course.

Possible sanctions that may be applied to employees, tutors and other associates

- A written warning about future conduct.
- Imposition of special conditions for the future involvement of the individual(s) in the conduct, teaching, supervision or administration of learners and/or examinations.
- Informing any other organisation known to employ the individual in relation to courses or examinations of the outcome of the case. Event Crew Training Ltd may carry out unannounced monitoring of the working practices of the individual(s) concerned.
- Dismissal.

Procedure

Reporting a suspected case of malpractice

This process applies to, employees, tutors, learners and other associates to Event Crew Training Ltd and to any reporting of malpractice by a third party or individual who wishes to remain anonymous.

Any case of suspected malpractice must be reported as soon as possible and at the latest within two working days from its discovery to the Centre Manager (Quality Nominee).

A written report should then be sent to the Centre Manager, clearly identifying the factual information, including statements from other individuals involved and / or affected, any evidence obtained, and the actions that have been taken in relation to the incident.

Wherever possible, and provided other learners are not disrupted by doing so, a learner suspected of malpractice should be warned immediately that their actions may constitute malpractice, and that a report will be made to Event Crew Training Ltd.

In cases of suspected malpractice by Event Crew Training Ltd employees, tutors and other associates, and any reporting of malpractice by a third party or individual who wishes to remain anonymous, the report made to the Centre Manager should include as much information as possible, including the following:

- the date time and place the alleged malpractice took place, if known.
- the name of the employee, tutor or other third party involved
- a description of the suspected malpractice; and
- any available supporting evidence.

In cases of suspected malpractice reported by a third party, or an individual who wishes to remain anonymous, Event Crew Training Ltd will take all reasonable steps to authenticate the reported information and to investigate the alleged malpractice.

Administering suspected cases of malpractice

Event Crew Training Ltd will investigate each case of suspected or reported malpractice, to ascertain whether malpractice has occurred. The investigation will aim to establish the full facts and circumstances. Event Crew Training Ltd will promptly take all reasonable steps to prevent any adverse effect that may arise as a result of the malpractice, or to mitigate any adverse effect, as far as possible, and to correct it to make sure that any action necessary to maintain the integrity of our training and reputation is taken. Event Crew Training Ltd will acknowledge all reports of suspected malpractice within five working days. All of the parties involved in the case will then be contacted within 10 working days of receipt of the report detailing the suspected malpractice. We may also contact other individuals who may be able to provide evidence relevant to the case.

The individual(s) concerned will be informed of the following:

- that an investigation is going to take place, and the grounds for that investigation;
- details of all the relevant timescales, and dates, where known;
- that they have a right to respond by providing a personal written response relating to the suspected malpractice (within 15 working days of the date of that letter);
- that, if malpractice is considered proven, sanctions may be imposed by reflecting the seriousness of the case;
- that, if they are found guilty, they have the right to appeal.
- that Event Crew Training Ltd has a duty to inform the relevant authorities / regulators, but only after time for the appeal has passed or the appeal process has been completed. This may also include informing the police if the law has been broken and to comply with any other appropriate legislation.

Where more than one individual is contacted regarding a case of suspected malpractice, for example in a case involving suspected collusion, we will contact each individual separately, and will not reveal personal data to any third party unless necessary for the purpose of the investigation.

The individual has a right to appeal against a malpractice outcome if they believe that the policy or procedure has not been followed properly or has been implemented to their detriment.

Records of all malpractice cases and their outcomes are maintained by Event Crew Training Ltd for a period of at least five years, and are subject to regular monitoring and review.

Health and Safety Policy

POLICY STATEMENT

Event Crew Training Ltd is committed to maintaining safe and healthy working conditions and to preventing accidents and instances of work-related ill health by ensuring that all activities carried out on company

premises or undertaken by its employees & learners are managed in such a manner so as to avoid, reduce or control all foreseeable risks to the health and safety of anyone who may be affected by such activities as far as is reasonably practicable.

EMPLOYER'S RESPONSIBILITIES

In furtherance of the above policy statement and the need to ensure compliance with the Health and Safety at Work etc. Act 1974 and other relevant health and safety legislation,

Event Crew Training Ltd will provide and maintain safe equipment and safe systems of work;

- ensure materials and substances used are properly stored, handled, used and transported;
- assess the risks to the health and safety of anyone who may be affected by work activities;
- consult with employees & learners on matters affecting their health and safety and ensure that all employees & learners are competent to do their tasks;
- provide information, training, instruction and supervision;
- provide a safe place of employment and learning;
- provide a healthy working environment;
- provide a written Health and Safety Policy;
- look after the health and safety of other people, in addition to employees & learners;

EMPLOYEES & LEARNERS' & LEARNER RESPONSIBILITIES

Employees & Learners have a legal responsibility to take care of the health and safety of themselves and others who may be affected by their actions or omissions and to co-operate with supervisors and managers on health and safety issues. Employees & Learners should not interfere with anything provided to safeguard their health and safety and should report all health and safety concerns to the appropriate person as set out in this policy.

ROLES

The Health and safety Officer Rick A Smith has overall responsibility for health and safety in the workplace and for ensuring that adequate resources are made available to allow the implementation of this policy.

The Centre Manager has day-to-day responsibility for ensuring that this policy is implemented. All supervisors and managers must adequately supervise the work activities of Employees & Learners and others under their control to ensure that safe systems of work are being followed.