

UCOACH LTD

Child and Vulnerable Adult Protection Policy

(Version 3 – October 2013)



Scope

UCoach has a professional duty to provide children and vulnerable adults with appropriate safety and protection. As the welfare of the child and vulnerable adult is paramount, we are committed to providing safe equipment and facilities so that children and vulnerable adults may participate in courses/programmes in a secure environment.

We promote ethical behaviour, providing children and vulnerable adults with a sense of being valued. On this basis, we aim to ensure safe recruitment practices are always followed, to establish the suitability of personnel to work with children and/or vulnerable adults.

It is ultimately the responsibility of the Head of the Centre, Jenny Thomas, to ensure that this policy is implemented, published and accessible to all personnel, learners and any relevant third parties. However, the Qualification Coordinators (QCs) specific to each qualification are responsible for ensuring this information is fully understood by their qualification team and by the learners who commence courses/programmes in their area.

Objectives

In order to provide safety, protection and security to children and vulnerable adults throughout our operations, we will adhere to our child and vulnerable adult protection policy/statement and intend to:

- protect all children and vulnerable adults from abuse, whatever their age, culture, disability, gender, language, ethnic origin, religious beliefs or sexuality
- raise awareness of child and vulnerable adult protection issues and promote good practice
- conduct risk assessments to minimise potential hazards to children's and vulnerable adults' welfare
- provide support to learners who have been abused and act proactively by preventing any similar incidents through risk assessment
- ensure all personnel fully understand their responsibilities and are provided with the appropriate training/regular updates of the legislation.

In achieving our policy aims and being proactive, we have developed procedures related to the recruitment of personnel and how allegations of child and vulnerable adult abuse should be dealt with. In light of this, we implement safe recruitment practices in checking the suitability of personnel to work with children and vulnerable adults.

Personnel Recruitment Procedure

Applicants are required to complete an application form (which may lead to a subsequent interview) which contains explicit information about their past. These are required to be returned to the relevant department and the member of personnel managing the recruitment process.

Where applicants will take significant responsibility for safeguarding children during activities within UCoach, they will be required to complete a Disclosure and Barring Service (DBS) check. (Formerly a CRB).

Personnel are selected on their suitability to meet the job/role-related requirements and responsibilities and their ability to demonstrate that they can work safely with children and/or vulnerable adults.

Applicants will receive confirmation in writing relating to the outcome of their application/interview. If the outcome is positive, arrangements are made for induction and any relevant training, which includes clarification of activity requirements, responsibilities and child and vulnerable adult protection procedures and further identification of training needs.

New members of personnel are then required to confirm their agreement to abide by the UCoach policies and procedures, including the child and vulnerable adult protection policy, in writing. Awareness of child and vulnerable protection practice will continue to be addressed via ongoing training. All members of personnel who work with children and vulnerable adults are required to adhere to this policy.

Allegations Reporting Procedure

Allegations of possible child and/or vulnerable adult abuse must be reported to:
Child/Vulnerable Adult Protection Officer
Liz Jones
liz.jones@ucoach.org.uk

Allegations will be taken seriously and dealt with as soon as practicable, in line with child and vulnerable adult protection policy.

The Child and Vulnerable Adult Protection Officer is responsible for conducting any investigation and demonstrating the results if the child and/or vulnerable abuse is suspected to be committed by a member of centre staff. Throughout this procedure, records will be maintained and kept securely and confidentially, separately from the learners' file.

The Child and Vulnerable Adult Protection Officer will make a report to the authorities on any allegation, which places a child or vulnerable adult in danger.

In the event of an allegation of child and/or vulnerable adult abuse being committed by any 1st4sport personnel or tutors/assessors/internal verifiers who appear on a 1st4sport partner list (where applicable), the Child and Vulnerable Adult Protection Officer is required to report any allegation to 1st4sport.

Allegations of possible child and/or vulnerable adult abuse required to be submitted to 1st4sport must be sent to:	
Address:	FAO: Incidents and Investigations Manager 1st4sport Qualifications Coachwise Ltd, Chelsea Close Off Amberley Road Leeds LS12 4HP
Email:	IManagement@1st4sportqualifications.com

The 1st4sport Incidents and Investigations Manager will make a report to the authorities on any allegation, which places a child or vulnerable adult in danger.

UCOACH LTD

Data Protection Policy

(Version 3 – October 2013)



Scope

UCoach is fully committed to protecting the rights and privacy of individuals operating in accordance with the statutory legislation outlined within the Data Protection Act 1998. In doing so we are committed to protecting the privacy and confidentiality of data provided to us. Any decisions for the disclosure, retention or disposal of information are made in line with relevant legislation.

We recognise that the first priority under the Data Protection Act 1998 is to avoid causing harm to individuals. On this basis we keep information securely in the right hands, maintain the quality of the information and retain or dispose information as appropriate.

Information about our personnel, learners and other individuals will only be used in line with established regulations. Personal data will be collected, recorded and used fairly, stored safely and securely and not disclosed to any third party unlawfully. This also includes sensitive information such as ethnic background, political opinions, religious beliefs, health, sexual health and criminal records.

It is ultimately the responsibility of the Head of the Centre, Jenny Thomas, to ensure that this policy is published, accessible and implemented across all personnel, learners and by any relevant third parties. However, the Qualification Coordinators (QCs) specific to each qualification are responsible for ensuring this information is fully understood by their qualification team and also by the learners who commence courses/programmes in their area.

Objectives

As the lawful and correct treatment of personal data is critical to our successful operations and to maintaining confidence, UCoach is committed to operate in line with the data protection principles by:

- collecting accurate personal data only
- protecting staff, learners' and other individuals' personal details and any related records using this data fairly and only for specified lawful purposes
- handling personal data for limited, specifically stated purposes
- using personal data in an adequate and relevant manner, which is not excessive

- holding personal data only for the time period required
- maintaining personal data safely and securely
- releasing personal data only to authorised individuals/parties and not outside with UK without adequate protection and the individual's permission
- adhering to regulations and related procedures to ensure that all employees who have access to and handle any personal data held by or on behalf of UCoach in line with individual's data protection rights and are fully aware of and abide by their duties under the Data Protection Act 1998.

Allegations Reporting Procedure

Learners are required to report any allegation in relation to the unlawful treatment of personal data via the UCoach learner complaint procedure.

Personnel are required to report any allegation in relation to the unlawful treatment of personal data via the UCoach line management process.

A complaint should be made in the event that individuals feel that records of their personal data has been:

- lost or not protected
- obtained through unlawful disclosure or unauthorised access
- recorded inaccurately and/or in a misleading manner
- provided to a third party without permission
- held longer than required
- used for unlawful purposes

Where required, UCoach, will take appropriate action/corrective measures against unauthorised/unlawful treatment, loss, destruction or damage to personal data.

UCOACH LTD
Equal Opportunities Policy
(Version 3 – October 2013)



Scope

UCoach recognise that everyone has a contribution to make to our society and a right to equal opportunity. UCoach is therefore committed to promoting a best-practice environment, where all individuals and groups are treated with respect and dignity. All staff, learners and any related third party are required to adhere to this policy and to the requirements of the Equality Act 2010 (as amended from time to time).

All staff, learners and any related third party are required to contribute to the effective implementation of this policy treating others equally and ensuring access for all. No one should feel threatened or degraded on the grounds of the following nine protected characteristics identified within the Equality Act 2010: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. This policy aims to prevent and tackle all types of discrimination also identified through the Equality Act 2010

Direct discrimination	Where someone is treated less favourably than another person because of a protected characteristic.
Associative discrimination	Direct discrimination against someone because they are associated with another person who possesses a protected characteristic.
Discrimination by perception	Direct discrimination against someone because others think that they possess a particular protected characteristic. They do not necessarily have to possess the characteristic, just be perceived to.
Indirect discrimination	Occurs when there is a rule or policy that applies to everyone but disadvantages a person with a particular protected characteristic.
Harassment	Behaviour that is deemed offensive by the recipient. Employees can now complain of the behaviour they find offensive even if it is not directed at them.
Harassment by a third party	Employers are potentially liable for the harassment of their staff or customers by people they don't themselves employ, i.e. a contractor.
Victimisation	Occurs when someone is treated badly because they have made or supported a complaint or grievance under this legislation.

Objectives

Effective implementation of this policy ensures that we promote equal opportunities, eliminate discrimination, eradicate harassment and ensure access for all. This is achieved by:

- ensuring that all staff, learners and any related third parties are treated equally at all times
- ensuring all staff, learners and any related third parties are made aware of this policy and any related responsibilities
- ensuring that all staff are responsible for creating an open and friendly learning environment
- ensuring that staff selection for employment, volunteering, promotion, training or any other benefit will be on the basis of aptitude and ability
- ensuring that learner and participant selection for courses and related initial assessments are conducted in accordance with the qualification pre-requisites and specific selection and initial assessment criteria
- ensuring that all selection/rejection decisions are recorded for staff, learners and any relevant third parties.
- ensuring that an effective access arrangements procedure is in place and deployed through conduct of reasonable adjustments and special considerations
- opposing all forms of unlawful and unfair discrimination.
- taking any allegations or incidents of discrimination or any type of unfair treatment extremely seriously and responding to them swiftly
- ensuring zero tolerance on any acts of discrimination on the grounds of the nine protected characteristics outlined within the Equality Act 2010. Where such instances of malpractice are proven, action will be taken in accordance with the UCoach Malpractice Policy.

It is ultimately the responsibility of the Head of the Centre, Jenny Thomas, to ensure that this policy is published and accessible to all personnel, learners and any relevant third parties. However, to further support effective implementation, Qualification Coordinators (QCs) specific to each qualification are responsible for ensuring this information is fully understood by their qualification team and by the learners who commence courses/programmes in their area.

Access to Fair Assessment Statement

Commitment

UCoach is committed to providing ongoing support to learners with particular requirements and aspires to eliminate discrimination. On this basis, we ensure accessible services, making reasonable adjustments and applying special considerations where these are required, to facilitate learners in completing each course/programme as independently as possible.

Access arrangements ensure that the conduct of reasonable adjustments and special considerations reduce substantial disadvantage caused due to a learner's disability or difficulty. In accordance with the Equality Act 2010, we have a commitment to provide access for learners with particular needs to prevent discrimination in the delivery of qualifications and the assessment of learners.

Reasonable adjustments

Reasonable adjustments are any arrangements made prior to the delivery or assessment of a qualification to reduce the effect of a disability or difficulty that places a learner at a substantial disadvantage. These arrangements are required to be granted by the awarding organisation for the assessment of learners with a permanent, long-term or temporary disability, a learning difficulty, illness or indisposition.

Special Consideration

Special consideration is the implementation of arrangements at the time of an assessment to allow competence to be demonstrated by learners who have been disadvantaged or were unable to attend the assessment due to emotional/physical difficulties or adverse circumstances. These arrangements are required to be granted by the awarding organisation for the assessment of learners who have experience temporary difficulties.

Objectives

Our personnel are committed to contributing to this practice and the overall aims are to assist learners in managing their individual situation and create a more accessible learning and assessment environment for all. In order for this to be achieved, we aim to determine learners' particular requirements and requests for the provision of access arrangements at an early stage. To ensure sure we give access to fair assessment and treating all learners equally we intent to:

- ensure the access to fair assessment statement and practice are understood and complied with by any personnel involved in assessment and also by learners
- promote equality within of each learning programme and in the conduct of all qualification assessments
- adhere to related procedures and regulations regarding reasonable adjustments and special consideration; requesting permission to grant these for each learner from the relevant awarding organisation
- ensure buildings and assessment sites used for delivery and assessment are accessible to all learners, as far as is practicable
- ensure appropriate equipment/personnel (including technological equipment or any assistant personnel, ie reader, scribe, practical assistant, etc) is available for selected adjustments to delivery and/or assessment
- use assistive equipment and personnel within the reasonable adjustments framework, as outlined by the awarding organisation, without disadvantaging others who are not affected by particular requirements.

Access Arrangements Procedure

Stage	Reasonable Adjustments	Special Considerations
Stage 1:	<p>The learner must request reasonable adjustments from the centre at the application stage of their course or by informing their tutor/assessor of the difficulty.</p> <p>This information will be passed to the Access Arrangements Coordinator UCoach Administration Manager on Julie.strange@ucoach.org.uk who will evaluate the request and will liaise with the learner to validate their difficulty/disability and to ensure the relevant reasonable adjustments are identified. At this stage, the learner must provide all necessary evidence (medical evidence/certification, diagnostic test results, a statement from the invigilator/tutor/assessor or any other appropriate information) to support their request. Outcomes will be confirmed via email to the learner (Validated requests will then be forwarded to the relevant AO. For invalidated outcomes, no further action will be taken).</p>	<p>The learner must request all special considerations by contacting the centre's appointed Access Arrangements Coordinator Julie Strange, UCoach Administration Manager on Julie.strange@ucoach.org.uk.</p> <p>The Access Arrangements Coordinator will evaluate the need for the special consideration. At this stage, the learner must provide all necessary evidence (medical evidence/certification, diagnostic test results, a statement from the invigilator/tutor/assessor or any other appropriate information) to support their request. Outcomes will be confirmed via email to the learner (Validated requests will then be requested from the relevant Awarding Organisation. For invalidated outcomes, no further action will be taken).</p>
Stage 2:	<p>The Access Arrangements Coordinator will request reasonable adjustments or special considerations from the relevant awarding organisation in accordance with the standard procedure.</p>	
Stage 3:	<p>The Access Arrangements Coordinator will ensure all reasonable adjustments and special consideration are implemented in accordance with outcomes confirmed by the Awarding Organisation. They will evaluate the implementation and audit all outcomes. All records relating to the application, relevant evidence and monitoring forms are securely retained for five years.</p>	

Equality and Access Appeals

Where learners have requested reasonable adjustments or special considerations from but are unhappy with the outcomes they have a right to make an appeal via the UCoach Learner Appeals Procedure

Equality and Access Complaints

Learners have the right to raise any issues related to equal treatment and/or the implementation of access arrangements or make a formal complaint via the UCoach Learner Complaints Procedure.

UCOACH LTD

Health and Safety Policy

(Version 3 – October 2013)



Scope

UCoach is committed to providing a safe working, coaching, teaching and learning environment for all personnel, learners and any related third parties.

It is ultimately the responsibility of the Head of the Centre, Jenny Thomas, to ensure that this procedure is implemented, published and accessible to all personnel, learners and any relevant third parties. However, the Qualification Coordinators (QCs) specific to each qualification are responsible for ensuring this information is fully understood by their qualification team and by the learners who commence courses/programmes in their area.

All learners and personnel have a legal responsibility, as stated under Section 7 of the Health and Safety at Work Act 1974, to do everything practicable to prevent an accident or injury to themselves and to fellow learners and/or personnel.

Objectives

UCoach aims to promote health and safety, so far as reasonably practicable, by:

- providing and maintaining safe equipment and environment, including a means of access in a condition that is safe and without risk to health
- preventing accidents and cases of work-related ill health and safety hazards arising from work activities via effective risk identification, assessment and implementation of control measures
- implementing regular emergency and evacuation procedures in case of a significant incident
- protecting the health and safety and welfare of individuals and vulnerable learners via systematic risk management
- engaging with learners, personnel and any related third parties, to provide providing relevant information, instruction, training and supervision, as is necessary to ensure health and safety
- providing adequate training and allocating appropriately qualified members of personnel to identify and control potentially hazardous situations/environments
- complying with statutory regulation on health and safety and welfare of learners, personnel and any related third parties

This list is not exhaustive and represents general principles followed by UCoach in respect of health and safety.

Risk Assessment Procedures

UCoach ensure that suitable and sufficient control measures are in place to reduce identified risks in the delivery of all courses/programmes.

All personnel required to conduct risk assessments will be given the appropriate training and/or will be made aware of what is expected of them in advance. All recorded risk assessments are made available to all relevant staff who must ensure that all control and/or recovery measures plans are complied with and related actions recorded.

Where tutors/assessors identify additional risks which were not previously identifies, or where a current risk assessment is not in place risk assessment must be conducted.

Risk Assessment Record

Location/Site					
Activity					
Risk assessor				Date	
Hazard Description	Cause and Consequence (what causes the hazard and why is it harmful)	Control Measures in Place (preventive action)	Recovery Measures in Place (corrective action)	Severity/level of risk (low/medium/high based on evaluation of likelihood and impact)	Action Completion Details (date and nominated staff)
Signed			Time risk assessment completed		

First Aid Procedure

The nominated/appointed individuals(s) are:
First-aiders Our course tutors will be appropriately qualified through the Licensing scheme

All confirmed nominees are appropriately qualified first-aiders, holding current first-aid certificates. Therefore, one of the first-aiders listed above must be contacted in the event of an incident occurring, to administer any first aid required. It is important that all issues where a first-aider has been involved are recorded in the necessary incident logbook(s) which accompany the first-aid box(es).

Whenever learners are present, to attend for a component of a course/programme, their tutor/assessor is responsible for making them aware of whom their nominated First-aiders are and where they can be found (they are required to be on site at the time of a course/programme taking place).

The first aid box(es) are located:
The Centres that we run our courses at will all have appropriate first-aid equipment.

Accident Reporting

During a course the Tutor, Assessor, individual(s) in charge of the event (possible via delegation) involved in the accident/incident is responsible for ensuring that an investigation takes place and that an accident/incident/near miss report is completed.

In the case of an injury, following appropriate care for the injured individual, the Tutor/ Assessor/individual(s) in charge of the event must inform the nominated person Jenny Thomas at UCoach.

The Accident Report Form should be forwarded immediately via the quickest route to enable details to be recorded and any actions noted.

Please note that delivery/assessment sites might also have their own recording procedures which will also need to be followed.

Accident Report

Date, time, location and event details where the incident took place		
Date		Time
Location (Venue)		
Event details (eg Qualification title and course number)		

Injured persons details		
Name:		
Occupation:		
Date of birth:		
Address:		Postcode
Tel:		
Email:		

Details of all persons involved – insert details of all individuals actually involved in near miss, incident or accident		
	Name	Contact number
1		
2		
3		
4		
5		

Details of all witnesses –insert details of all individuals who witnessed the near miss, incident or accident		
	Name	Contact number
1		
2		
3		
4		
5		

Incident details			
Time of injury		Date of injury	
Description of the incident			
Treatment applied			
Name of person giving treatment			
Role of person giving treatment			
Loss of consciousness:	Yes/No	Ambulance called:	Yes/No
Person sent to Hospital:	Yes/No	If Yes, which Hospital:	
Name of person completing this report			
Date of report		Office use only: date report received	

UCOACH LTD

Internal Quality Assurance Policy

(Version 3 – October 2013)



Scope

UCoach ensures that these arrangements are in place to quality assure the assessment of qualifications. The objective of these arrangements is therefore to ensure that all assessment is fair, consistent and meets 1st4sport and national requirements.

This policy has been designed to promote quality, consistency and fairness throughout the assessment and internal verification activities. It aims to ensure that standards of assessment are maintained consistently over time.

This document is applicable to everybody involved in the management, administration, training, assessment and internal verification of any qualification delivered within the breadth of this centres activities.

Any activity related to centre satellite, delivery and/or assessment sites are also obliged to abide by this policy.

For qualifications where, because of the size or geographic spread of assessments, more than one internal verifier is required to ensure the quality, an Internal Verification Team (IVT) is established.

Where an IVT is required, one verifier is identified and allocated to take on the role of a 'Lead IV', ensuring that the internal verification strategy and sampling plans are effectively established, implemented and maintained by the IVT.

Where only one IV is needed to cover the centre's activities for a specific qualification, the IV is responsible for establishing the IV sampling strategy, sampling plan and subsequent implementation.

The Internal Quality Assurance Aim

The aim of Internal Quality Assurance is:

- to ensure the effective management of assessment.
- to ensure the consistency and validity of verification processes.
- to ensure the effective support for assessment and verification personnel.
- to ensure the quality assurance of the outcomes of assessment in-line with awarding organisation and national requirements.

Internal Quality Assurance Objectives

The objectives of internal verification fulfil a variety of quality assurance considerations. The list below outlines internal quality assurance objectives, which ensure that UCoach:

- operates from this established quality assurance policy and related procedures which are consistently reviewed where required in accordance with generic quality control arrangements
- ensures an effective induction is provided for all members of the assessment and verification teams, as required
- ensures effective appraisal and continued professional development for all members of the assessment and verification teams
- ensures that the assessment and verification teams understand and are able to follow and advise on all centre policies and procedures
- ensures equality and diversity is embedded throughout the internal quality assurance and assessment activities
- ensures quality via accurate and effective assessment of all learners
- monitor and ensure consistency of assessment outcomes via appropriate interpretation of 1st4sport's specific qualifications and/or national requirements
- reviews and evaluates the quality and consistency of assessment at different stages of the assessment process
- maintain accurate and current records of internal quality assurance
- standardise all components of the assessment where appropriate
- carry out continuous improvement activities to ensure all corrective actions and best practice guidelines requested by awarding organisations and their moderation staff (including external verifiers) are complied with.



UCOACH LTD

Learner Appeals, Reporting and Handling Procedure

(Version 3 – October 2013)

Learners wishing to appeal must do so within 14 days of receiving the disputed assessment decision and are advised to keep copies of all documents relating to the appeal.

It is ultimately the responsibility of the Head of the Centre, Jenny Thomas, to ensure that this procedure is implemented, published and accessible to all personnel, learners and any relevant third parties. However, the Qualification Coordinators (QC) specific to each qualification are responsible for ensuring this information is fully understood by their qualification team and by the learners who commence courses/programmes in their area.

In the unlikely event that learners exhaust this procedure and remain dissatisfied with the decision made by UCoach, they may take their appeal to the 1st4sport Incidents and Investigations Manager. Where a learner remains dissatisfied after the appeal outcomes have been confirmed by 1st4sport, they have a right to take the matter to the appropriate regulator¹.

Stage 1

The appeal should be made, in the first instance, to the assessor who made the original assessment decision. At this stage, a verbal appeal is acceptable, although the learner is recommended to put the appeal in writing using the UCoach Learner Appeals Form 1 provided.

The assessor should explain the rationale for the decision that is being disputed. The assessor is required to record an overview of the appeal and the outcome of the discussion and forward this to the UCoach nominated Appeals Officer to retain with the centre's assessment and appeals records.

¹ Office of Qualifications and Examinations Regulation (Ofqual) in England, Council for the Curriculum Examinations and Assessment (CCEA) in Northern Ireland, The Welsh Government in Wales and Scottish Qualifications Authority (SQA) Accreditation in Scotland.

Learner Appeals Form 1 (stage 1)

Learners are required to complete this form when making an appeal against the outcomes of an assessment decision and forward to the assessor.

Learner's name			
Date of assessment			
Name of assessor (against whose decision the appeal is being made)			
Nature of the Appeal			
Details of Original Assessment Decision			
Learner's signature		Date	

To be completed by the assessor

Date of meeting			
Assessor Response			
Assessor's signature		Date	
Learner's signature		Date	

Stage 2

If learners remain dissatisfied with the assessment decision and wish to challenge the outcome of Stage 1, then an appeal in writing should be made to the UCoach Appeals Officer within 14 working days of the Stage 1 process, using the UCoach Learner Appeals Form 2.

The Appeals Officer will write to the learner to acknowledge receipt of the appeal within 10 working days and outline the course of action to be taken.

The Appeals Officer will carry out an investigation, ensuring that another appropriately qualified assessor and/or internal verifier is involved in the review, in addition to the relevant Qualification Coordinator specific to the qualification, and will write to the learner within 20 working days with the findings and a decision as to whether the appeal was justified.

Learners are required to provide as much information as possible regarding the disputed assessment decision. When completing the Appeals Form 2, information should include:

- the date and type of the assessment (ie observation of practical work, assessment of a set task/assignment, result of an internally assessed question paper)
- the name of the assessor involved
- a brief outline of the reason for the appeal
- any associated documents (ie learner evidence, record of feedback from the assessor involved).

All Stage 2 appeals should be sent to:
Appeals Officer
Julie Strange
UCoach, 20 Primrose Lane, Broughton, Milton Keynes, MK10 7AX

Upon receipt of the appeal the Appeals Officer will ensure an investigation is conducted with a focus on a review and/or reassessment of the learner's work against the assessment criteria for the qualification, where this is required.

One of the following decisions will be communicated to the learner by the Appeals Officer in writing within 10 working days of the decision having been made. This will be to either:

- uphold the original assessment decision

- offer the learner an opportunity for a re-sit/reassessment free of charge
- overturn the original decision.

These decisions will be recorded on the Learner Appeal Form 2. The decision will also be communicated to the original assessor and also to any other individual who supported the investigation.

The Appeals Officer will also ensure that in the event of identification of any malpractice or maladministration, this is reported with recommendations for action to the awarding organisation. The awarding organisation will review the information and will report all outcomes to all relevant stakeholders.

Copies of records of appeals are retained with the assessment and appeals records. UCoach will retain records of appeals for a minimum period of five years.

Please attach an additional sheet, if necessary in addition to any supporting evidence			
Learner signature		Date	

Please return this form to:

Julie Strange, Ucoach, 20 Primrose Lane, Broughton, Milton Keynes, MK10 7AX

To be completed by the Appeals Officer

Date of Appeal Investigation/Review	
Investigation /Review participants	
Investigation/review details	

Outcome (Tick one only)			
Uphold the original assessment decision			
Offer the learner an opportunity for a re-sit/reassessment free of charge			
Overturn the original decision			
Assessor's signature		Date	
Learner's signature		Date	

Stage 3

If learners have followed Stage 1 and 2 of the appeals procedure and remain dissatisfied with the outcome, they have the right to take their appeal to the awarding organisation (1st4sport Qualifications) within 20 working days of the decision being communicated to them by the recognised centre.

The 1st4sport procedure for Learner Appeals against Recognised Centre Decisions can be accessed online via www.1st4sportqualifications.com

On the home page, learners should click on 'Learner information' and 'Customer Service'.

All Stage 3 appeals should be sent to:	
Address:	FAO: Incidents and Investigations Manager 1st4sport Qualifications Coachwise Ltd, Chelsea Close Off Amberley Road Leeds LS12 4HP
Email:	IManagement@1st4sportqualifications.com

Stage 4

If learners have followed Stage 1, 2 and 3 of this appeals procedure and are still dissatisfied with the outcome, they have the right to take their appeal to the appropriate regulator:

Ofqual	http://ofqual.gov.uk/	The Welsh Government	http://wales.gov.uk/
CCEA	http://www.rewardinglearning.org.uk/	SQA Accreditation	http://www.sqa.org.uk/



UCOACH LTD

Learner Complaints Reporting and Handling Procedure

(Version 3 – October 2013)

Learners wishing to complain must do so within 14 working days of the course/programme end date or any assessment with which they are dissatisfied.

It is ultimately the responsibility of the Head of the Centre, Jenny Thomas, to ensure that this procedure is implemented, published and accessible to all personnel, learners and any relevant third parties. However, the Qualification Coordinators (QC) specific to each qualification are responsible for ensuring this information is fully understood by their qualification team and by the learners who commence courses/programmes in their area.

Should learners wish to complain about any services provided by UCoach, they are advised to follow the procedure stated below.

In the unlikely event that learners exhaust this procedure and remain dissatisfied with the decision made by UCoach, they may take their complaint to the *1st4sport Incidents and Investigations Manager*. Where a learner remains dissatisfied after the complaint outcomes have been confirmed by 1st4sport, they have a right to take the matter to the appropriate regulator¹.

Stage 1

An informal complaint can be made to the learner's tutor/assessor. The tutor/assessor should discuss the complaint with the learner and attempt to agree a way forward or a solution that suits both parties. Learners should allow the tutor/assessor sufficient time to investigate or remedy the grievance.

Stage 2

If the complaint cannot be resolved informally to the satisfaction of learners, or if learners feel that they cannot make an informal complaint to their tutor/assessor, the complaint should be submitted in writing using the UCoach Learner Complaints Form to Julie Strange. UCoach, 20 Primrose Lane, Broughton, Milton Keynes, MK10 7AX

Learners should use the Complaints Form to provide a detailed account of their grievance. The Complaints Officer will write to learners to acknowledge receipt of the complaint within 10 working days and outline the course of action to be taken.

¹ Office of Qualifications and Examinations Regulation (Ofqual) in England, Council for the Curriculum Examinations and Assessment (CCEA) in Northern Ireland, The Welsh Government in Wales and Scottish Qualifications Authority (SQA) Accreditation in Scotland.

The Complaints Officer will carry out an investigation, which will involve the relevant Qualification Coordinator (where required) and other members of personnel, and will write to the learner within 20 working days with the findings and a decision as to whether the complaint was justified.

All Stage 2 complaints should be sent to:

The Complaints Officer

Julie Strange

UCoach, 20 Primrose Lane, Broughton, Milton Keynes, MK10 7AX

Learner Complaints Form

Learners are required to complete this form when making a complaint and forward it to the Complaints Officer.

Learner's name	
Address	
Email address	
Contact number	
Date complaint submitted	
Date on course/assessment	
Event Authorisation Number (EAN)(If applicable)	

Describe the nature of your complaint as fully as possible:

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Please attach an additional sheet if necessary

Learner's signature		Date	
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Please return this form to:

Julie Strange, UCoach, 20 Primrose Lane, Broughton, Milton Keynes, MK10 7AX

Stage 3

If learners have followed Stage 1 and/or 2 of the complaints procedure and are still dissatisfied with the outcome, they have the right to take their complaint to the awarding organisation (1st4sport Qualifications) within 20 working days of the decision being communicated to them by the recognised centre.

The 1st4sport procedure for Learner Complaints against Recognised Centre Services can be accessed online via www.1st4sportqualifications.com

On the home page, learners should click on 'Learner information' and 'customer service'.

All Stage 3 complaints should be sent to:	
Address:	FAO: Incidents and Investigations Manager 1st4sport Qualifications Coachwise Ltd, Chelsea Close Off Amberley Road Leeds LS12 4HP
Email:	IManagement@1st4sportqualifications.com

Stage 4

If learners have followed Stage 1, 2 and 3 of this complaints procedure and are still dissatisfied with the outcome, they have the right to take their appeal to the appropriate regulator:

Ofqual	http://ofqual.gov.uk/	The Welsh Government	http://wales.gov.uk/
CCEA	http://www.rewardinglearning.org.uk/	SQA Accreditation	http://www.sqa.org.uk/

UCOACH LTD

Malpractice Policy

(Version 3 – October 2013)



Scope

UCoach is committed to pursuing the highest standards of probity and the elimination of malpractice and maladministration in the management of our organisation and in the delivery of qualifications. UCoach aims to promote accountability and a climate of openness, to encourage the disclosure of allegations of malpractice and maladministration.

We operate in accordance with all relevant legislation, awarding organisational conditions and UCoach policy, procedure and related guidance arrangements. In doing so, we are able to prevent, mitigate or effectively manage the occurrence of any alleged malpractice or maladministration.

This policy therefore applies to all personnel, learners and any relevant third parties individuals involved with UCoach. Arrangements are in place to ensure all individuals have a safe, ethical and accessible environment in which to fulfil their role within the organisation. Where this is compromised, this policy ensures a safe and accessible procedure for reporting allegations of malpractice or maladministration in a confidential manner. As a result, UCoach takes appropriate steps to ensure that individuals reporting allegations are not penalised, are protected and that individuals accused are also protected against false, malicious or anonymous accusations.

UCoach is keen to encourage personnel, learners and any relevant third party to report allegations without fear and will ensure that any disclosure is treated with the utmost confidentiality. Anonymous allegations will only be considered if they are of a serious nature and the evidence is sufficient to warrant an investigation and for appropriate action to be taken. All allegations will be recorded and submitted to the awarding organisation (1st4sport Qualifications) for investigation.

In the deployment of this policy all personnel, learners and any relevant third parties are required to report any allegation of malpractice or maladministration. Cases of malpractice being withheld or confirmed may result in the imposition of sanctions, penalties or disciplinary procedures on personnel and on learners.

It is ultimately the responsibility of the Head of the Centre, UCoach, to ensure that this policy is implemented, published and accessible to all personnel, learners and any relevant third parties. However, the Qualification Coordinators (QCs) specific to each qualification are responsible for ensuring this information is fully understood by their qualification team and by learners who commence courses/programmes in their area.

Definitions

Malpractice is defined by UCoach as any **deliberate** activity, neglect, default or other practice that is unethical or unlawful, which breaches regulations or conditions placed upon us by awarding organisations. Such **deliberate** activity, neglect, default or other practices may compromise the integrity of our organisational statuses, financial stability, reputation, the reputation of our stakeholders and the qualifications

and related assessments we are approved to deliver. As a result, this is unacceptable. This includes deliberate non-compliance with any UCoach policy, procedure, guidance.

Maladministration is any activity which is **not deliberate**, but which neglects, defaults on regulation, conditions placed upon us by awarding organisations or compromises the integrity our organisational statuses, financial stability, reputation, the reputation of our stakeholders and the qualifications and related assessments we are approved to deliver. This includes accidental non-compliance with any UCoach policy, procedure, guidance.

Objective

In the deployment of this policy, UCoach personnel, learners and any relevant third parties are required report allegations directly to Julie Strange. In doing so UCoach the key objective is mitigate and/or manage any adverse effects. Examples of malpractice or maladministration, which would require full investigation and subsequent mitigation or management, include¹:

- committing plagiarism by copying and passing off the whole or part(s) of another person's work, with or without the originator's permission and without appropriately acknowledging the source
- failing to comply with the assessor's/invigilator's instructions and/or 1st4sport's regulations in relation to the assessment and security
- misusing assessment material
- impersonating others by pretending to be someone else, in order to produce the work for another, or arranging for another to take one's place in an assessment
- fabricating and/or altering results and/or evidence, documents and fraudulent claiming of certificates
- using unauthorised material in relation to the requirements of supervised assessment
- misusing the access arrangements via reasonable adjustments or special considerations with the aim of influencing the outcome of the assessment
- behaving in such a way as to undermine the integrity of the assessment
- failing to comply with qualification and assessment regulations²

¹ This list is not exhaustive and each incident will be treated on a case-by-case basis.

² This will lead the relevant awarding organisation to withhold results.

Allegations Reporting and Handling Procedures

UCoach Personnel, learners and any relevant third party should submit any allegations of malpractice or maladministration and any evidence in writing directly to:

Malpractice Officer

Julie Strange

ulie.strange@ucoach.org.uk

The UCoach Malpractice Officer will acknowledge receipt of the allegation within five working days ensuring that they inform the *1st4sport Incidents and Investigations Manager* of the situation. The UCoach Malpractice Officer will then:

- evaluate the evidence and identify outcomes (where attached evidence is fully sufficient and consistent)
- evaluate the evidence and conduct an investigation (where additional evidence needs to be collected and/or validated).

Once all reasonable steps have been taken to collect and authenticate the evidence, outcomes will be identified. All outcomes are then required to be forwarded to 1st4sport.

Investigation outcomes, which have identified malpractice and or maladministration, are required to be submitted to 1st4sport by the UCoach Malpractice Officer.

Address: FAO: Incidents and Investigations Manager
 1st4sport Qualifications
 Coachwise Ltd, Chelsea Close
 Off Amberley Road
 Leeds LS12 4HP

Email: IManagement@1st4sportqualifications.com

The 1st4sport Incidents and Investigations Manager will validate and confirm all outcomes to all relevant stakeholders.

Outcomes and Penalties

Withholding information or failing to report promptly any suspected cases of malpractice or maladministration by centre personnel may result in the imposition of sanctions on UCoach. This may lead to withdrawal of centre statuses.

Personnel who commit malpractice, which is confirmed after investigation, may be subject to penalties, including:

- exclusion from the delivery of the qualification
- exclusion from the assessment of the qualification
- exclusion from the internal verification/moderation of the qualification
- exclusion from the financial/quality management/administration of the qualification
- temporary suspension
- work only under supervision
- undertake specific training.

Learners are required to be aware of the penalties for/consequences of breaching regulations, which may include one or more of the following:

- written warning
- disqualification from entering one or more (re)assessments
- disqualification from the whole qualification.

Learners must understand that where the allegations are proven, certificates may be invalid and those already issued may be withdrawn.