

# Approved Training Provider Policies

GB Training – RLSS UK Training Provider

# Appeals Policy

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## Introduction and Scope

This policy applies to all candidates who are undertaking or have completed an RLSS UK Qualifications, qualification

and sets out GB Training procedures and approach to submitting and considering appeals, to ensure that all outcomes are fair, consistent, and reliable.

All candidates have the right to enquire about, question or appeal against an assessment decision.

Appeals may be made in relation to:

- The results of assessments
- Decisions regarding Reasonable Adjustments and Special Considerations
- Decisions relating to any action to be taken against a learner or an ATC/P after an investigation into malpractice or maladministration
- Where evidence suggests we did not apply procedures consistently, or that procedures were not followed properly and fairly

## Principles of making an Appeal

If a candidate is unhappy about the assessment decision awarded to them, they must first go through our appeals process prior to contacting RLSS UK Qualifications. As part of our agreement with RLSS UK Qualifications, we must operate an appeal process for learners.

## How to Appeal

Appeals should be made in writing via email to [courses@gbtraining.net](mailto:courses@gbtraining.net) within 10 working days of the assessment date.

The appeal must detail:

- Candidates name and contact details
- Venue name and society number
- Trainer's name and society number
- Assessor's name and society number
- Names of others involved
- Details around the grounds for appeal
- Copies of any supporting evidence

If the appeal is excessively long or complex, we may ask you to provide a summary so that we are clear what the issues are.

## What will happen to my Appeal?

Where possible, we will undertake an initial, informal assessment of all potential appeals, to ensure the application is complete and to ascertain if the issue can be resolved before it goes to a formal appeal. We may do so over the telephone or via email. In all instance, we will ensure that the person carrying out this initial check does not have a personal interest in the decision being appealed. All actions will be confirmed via email.

Sometimes a more formal approach is required and in these cases your appeal must be put in writing via email directly to [courses@gbtraining.net](mailto:courses@gbtraining.net)

If the appeal cannot be put in writing, a member of our team will relay any verbal conversation via email, to ensure the details around the appeal have been understood.

All appeals will be acknowledged within 3 working days, investigated, and a response provided within 7 working days. If the process is likely to take longer, we will contact all parties concerned to inform them of the likely revised timescale.

We will endeavour to complete any appeals investigation within 7 working days of the receipt of the initial written appeal. To ensure a fair and thorough investigation, the duration may depend on the nature and severity of the appeal received, and the investigating team member will notify the appellants as soon as possible, if the investigation will take longer than expected.

If your appeal is not upheld, we will explain why.

If we feel your appeal is successful, we will forward all relevant information/ evidence to RLSS UK Qualifications for review.

If you are not happy with the way your appeal has been handled or the outcome of our investigation, you can refer your grievance to the RLSS UK Compliance Team via email: [compliance@rlss.org.uk](mailto:compliance@rlss.org.uk). In such cases, this must be done within 10 working days of receipt of our decision.

## Contacting RLSS UK Qualifications

RLSS UK Qualifications will only review the original appeal and your dissatisfaction with how it was handled.

Further consideration of your appeal will only be made if the review considers the complaint was not handled according to our procedures or failed to consider critical evidence.

Any decisions made at this stage will be signed off by the RLSS UK Compliance Team.

RLSS UK Qualifications will require evidence that you have firstly gone through our appeals process.

RLSS UK Qualifications Contact	
Email	<a href="mailto:compliance@rlss.org.uk">compliance@rlss.org.uk</a>
Telephone	0300 323 0096
Address	Royal Life Saving Society Red Hill House 227 London Road Worcester WR5 2JG

# Complaints Policy

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## Aims

GB Training aims to meet its obligations when responding to complaints from all candidates, and others involved in the delivery and assessment of RLSS UK Qualifications, qualifications, and awards.

When responding to complaints, we aim to:

- Be impartial and non-adversarial
- Facilitate a full and fair investigation by an independent person or panel, where necessary
- Address all the points at issue and provide an effective and prompt response
- Respect complainants' desire for confidentiality
- Treat complainants with respect
- Keep complainants informed of the progress of the complaints process

We try to resolve concerns or complaints by informal means wherever possible. Where this is not possible, formal procedures will be followed.

## Definitions and Scope

A concern is defined as 'an expression of worry or doubt over an issue considered to be important for which reassurance are sought'.

We will resolve concerns through day-to-day communication as far as possible.

A complaint is defined as 'an expression of dissatisfaction however made, about actions taken or a lack of action'.

We intend to resolve complaints informally where possible, at the earliest possible stage.

There may be occasions when complainants would like to raise their concerns formally. This policy outlines the procedure relating to handling such complaints.

## Principles for Investigation

When investigating a complaint, we will try to clarify:

- What has happened
- Who was involved?
- Where this happened
- When this happened
- What the complainant feels would put things right

We intend to address complaints as quickly as possible. To achieve this, realistic and reasonable time limits will be set for each action once the necessary details of the complaint have been received. Where further investigations are necessary, new time limits will be set, and the complainant will be provided of the new deadlines with an explanation for the delay.

We expect that complaints will be made as soon as possible after an incident arises, and no later than 7 working days afterwards. We will consider exceptions to this time frame in circumstances where there were valid reasons for not making a complaint at that time, and the complaint can still be investigated in a fair manner for all involved.

## Stages of Complaint

### Informal

We will take informal concerns seriously and make every effort to resolve the matter quickly. It may be the case that the provision or clarification of information will resolve the issue.

The complainant should raise the complaint as soon as possible with the relevant member of staff or the Approved Training Centre/Provider (ATC/P) Co-ordinator as appropriate, either in person or by letter, telephone, or email. If the complainant is unclear who to contact or how to contact them, they should contact the ATC/P Co-ordinator.

Georgia Bramley

GB Training

Tel: 07984064000

Email: [courses@gbtraining.net](mailto:courses@gbtraining.net)

We will acknowledge informal complaints within 7 working days, investigate and provide a response within 14 working days.

If the complaint is not resolved informally, it will be escalated to a formal complaint.

### Formal

The complainant should inform the ATC/P Co-ordinator by email. The email should provide details such as relevant dates, times, and the names of witnesses to the events, alongside copies of any relevant documents. The complainant should also state what they feel would resolve the complaint.

The ATC/P Co-ordinator (or designated member of the Senior Leadership Team) may contact the complainant in person, writing or via telephone, to clarify concerns and seek a resolution.

The ATC/P Co-ordinator (or other person appointed by the ATC/P Co-ordinator for this purpose) will then conduct their own investigation. The written conclusion of this investigation will be sent to the complainant within 14 working days.

## Referring Complaints to RLSS UK Qualifications

If the complainant is still unhappy with the decision given by the ATC/P in reviewing the complaint, they can, where relevant, escalate the matter through to a member of the RLSS UK Qualifications Compliance Team.

RLSS UK Qualifications Contact Details	
<b>Email</b>	compliance@rlss.org.uk
<b>Telephone</b>	0300 323 0096
<b>Address</b>	Royal Life Saving Society Red Hill House 227 London Road Worcester WR5 2JG

# Equality, Diversity, and Inclusion

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## Introduction

GB Training are committed to ensuring that diversity and inclusion are embedded into everything we do. Together we promote a work environment that is inclusive and diverse, and where our people can be themselves.

This Policy is shaped by the protected characteristics outlined by the Equality Act 2010 (age, disability, gender, gender reassignment, marriage & civil partnership, pregnancy & maternity, race, religion & belief, sexual orientation)

This policy also reinforces our commitment to providing equality and fairness to all and not provide less favourable facilities or treatment. All those completing, delivery, or assessing RLSS UK Qualifications, qualification should have equal opportunities.

We do not tolerate unfair treatment or unlawful discrimination, whether intentional or unintentional, direct, or indirect of any kind. If you feel you have experienced unfair treatment or unlawful discrimination, please contact [courses@gbtraining.net](mailto:courses@gbtraining.net), who fully review the incident.

## Definitions

This policy cover 3 broad areas:

**Equality** means treating everyone with fairness and respect and recognising the needs of individuals. It is about addressing existing disadvantage affecting how different people participate in society.

**Diversity** is about recognising, valuing and taking account of people's different backgrounds, knowledge, skills, needs and experiences, and encouraging and using those differences to create a cohesive community and effective workforce.

**Equal Opportunities** is the development of practices that promote the possibility of fair and equal chances for all to develop their full potential in all aspects of life and the removal of barriers of discrimination and oppression experienced by certain groups.

## Policy Statement

All staff, candidates, trainers, assessors and all other relevant personal involved with the delivery or assessing of RLSS UK qualification and awards, should have equal opportunity to access qualifications, assessments, related products and services and that the content of the qualifications and assessments should reflect the wide diverse audience. We strive to support candidates of all abilities, and to ensure qualifications are awarded in a way that is fair to everyone whilst ensuring the integrity of the qualification is kept. Where applicable ensuring reasonable adjustments or special considerations are applied for.

It is morally wrong to discriminate directly or indirectly and hinder equality of opportunity. Thus, it is our intention to ensure that no person is subject to unfair treatment in any way and we recognise our responsibilities and legal obligations.

## Policy Aims

We aim to:

- Promote environments where individual differences and contributions of all are recognised and valued
- Encourage environments that promote dignity and respect for all

- Not tolerate any form of discrimination, intimidation, bullying or harassment and to take appropriate action for any breach of this policy
- Promote equality which we believe is good management practice and make sound business sense.
- Encourage anyone who feels they have been subject to discrimination to raise their concerns so corrective measures may be implemented
- Encourage all to treat other with respect and dignity
- Regularly review practices and procedures so that fairness is always maintained

## Our Commitments

- We are committed to providing equal opportunities to our employees, candidates, trainers, and assessors along with all other relevant personal in an inclusive manner and encouraging diversity in the workplace.
- We do not tolerate any unlawful or unfair discrimination, and anyone found to be acting in a discriminatory manner may face disciplinary action, which could include dismissal. Everyone has a duty to report unlawful or unfair discriminatory behaviour to a member of management. We actively promote equal opportunities and require everyone to contribute towards achieving this objective.
- We believe that treating people with dignity and respect is an important part of realising equal opportunities and diversity.

We will enable all candidates the ability to have equal access to training and assessment for qualifications irrespective of their sex, marital status, age, religion, race, nationality or ethnic origin or disability ensuring the integrity of the RLSS UK Qualifications, qualification or awards is being upheld. It may be that we need to apply to RLSS UK Qualifications to apply for either a reasonable adjustment or a special consideration

## Referring Complaints to RLSS UK Qualifications

Where complaints relating to issues of inequality cannot be satisfactorily resolved by the ATC/P, candidates must be made aware of their right to appeal to RLSS UK Qualifications via the arrangements outlined in our Appeals Policy.

RLSS UK Qualifications Contact Details	
<b>Email</b>	compliance@rlss.org.uk
<b>Telephone</b>	0300 323 0096
<b>Address</b>	Royal Life Saving Society Red Hill House 227 London Road Worcester WR5 2JG

# **Malpractice and Maladministration Policy**

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## Definitions and Introduction

Malpractice and maladministration are two distinct, but related, concepts.

In broad terms, maladministration generally covers mistakes or poor process where there has been no intention on the part of the person responsible to do any harm. It may involve some degree of incompetence or ineptitude or may result from carelessness or inexperience.

By contrast, malpractice will generally involve some form of intent. It may also include circumstances where an individual has been negligent or reckless as to the consequences of their actions.

GB Training aims to meet its obligations when responding to reports of Malpractice and/or Maladministration from all candidates, and others involved in the delivery and assessment of RLSS UK Qualifications, qualifications, and awards.

## How to Report Suspected and Actual Cases of Malpractice and/or Maladministration

We expect that reports will be made as soon as possible after an incident arises, and no later than 7 working days afterwards. We will consider exceptions to this time frame in circumstances where there were valid reasons for not reporting the incident at that time, and the case can still be investigated in a fair manner for all involved.

All actual or suspected cases of malpractice or maladministration should be put in writing:

GB Training

Email: [courses@gbtraining.net](mailto:courses@gbtraining.net)

Where possible the report should include:

- What has/is about to happen
- Who was involved?
- Where this happened
- When this happened

## What will Happen to my Report

All reports will be logged and acknowledged within 10 working days, investigated and where necessary passed through to RLSS UK Qualifications for further review.

When responding to reports, we aim to:

- Be impartial and non-adversarial
- Facilitate a full and fair investigation by an independent person or panel, where necessary
- Address all the points at issue and provide an effective and prompt response
- Respect complainants' desire for confidentiality
- Treat the report with respect
- Seek guidance from RLSS UK Qualifications where necessary
- Notify RLSS UK Qualifications where necessary
- Keep complainants informed of the progress of the reports process

## Referring Reports

If the complainant is not happy with the way the report has been handled they should contact a member of RLSS UK Qualifications Compliance Team, the details are as follows:

RLSS UK Qualifications Contact details	
<b>Email</b>	<a href="mailto:compliance@rlss.org.uk">compliance@rlss.org.uk</a>
<b>Telephone</b>	0300 323 0096
<b>Address</b>	Royal Life Saving Society Red Hill House 227 London Road Worcester WR5 2JG

# Special Consideration and Reasonable Adjustment Policy

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## Introduction and Scope

This policy applies to all candidates who are undertaking or have completed a RLSS UK Qualifications, qualification or award and sets out GB Training process to reviewing reasonable adjustments or special considerations requests from candidates who are undertaking or have completed an RLSS UK Qualifications, qualification or award.

As an Approved training Center or Provider (ATC/P) we understand our requirements where a candidate, who has a difficulty or is disabled within the definition of the Equality Act 2010, would be at a substantial disadvantage in comparison to someone who is not disabled or does not have a difficulty.

As an ATC/P we endeavour to ensure that all training and assessments should be a fair test of the candidates' practical skills and knowledge. For some candidates, we recognise the usual format of training and assessments may not be suitable, in these cases reasonable adjustments and/or a special consideration may be applied at our discretion in line with RLSS UK Qualifications policies or we will support any candidate with submitting an application to RLSS UK Qualifications.

## Definition of a Reasonable Adjustment

A reasonable adjustment relates to any actions that help to reduce the effect of a disability or difficulty, which may place the candidate at a disadvantage during the delivery of a qualification or an assessment situation. They are applied to an assessment process for a qualification, to enable a candidate with a disability or difficulty, to demonstrate his or her knowledge, skills and understanding of the levels of attainment required in the qualification specification.

When a reasonable adjustment has been applied, the work produced by the candidate will be marked to the same standards and assessment requirements as the work assessed of the other candidate(s).

## Principles of making a Reasonable Adjustments

As an ATC/P we will ensure any adjustments made to an assessment will:

- Not invalidate the assessment requirements of the qualification
- Not give the candidate an unfair advantage
- Reflect the candidate's normal way of working
- Be based on the individual need of the candidate

As an ATC/P we will ensure we consider the following, upon deciding whether an adjustment to an assessment is required:

1. The reasonable adjustment must not compromise the competency standard.
2. The reasonable adjustment must not give the candidate an unfair advantage. While the process for examinations and assessments might be modified, the candidate must demonstrate the skills and competence required by the assessment, to maintain the quality, validity, and reliability of the assessment.
3. The reasonable adjustment must be based on individual requirements. Decisions about the reasonable adjustment(s) required by each candidate must be taken only after careful consideration of the assessment needs of each individual. Different candidate with the same impairment may have quite different reasonable adjustment requirements. Similarly, we will

not assume that the reasonable adjustment required by a candidate for a particular assessment will be required for all assessments. Some candidates may need a single adjustment, others may require a combination of several adjustments.

4. The reasonable adjustment must be accompanied by suitable evidence, where appropriate. We need to satisfy ourselves that a candidate's request for a reasonable adjustment is legitimate. On some occasions, this will involve obtaining evidence that is sufficient, valid, and reliable.
5. The assessment activity is valid and is measurable against the assessment criteria. Any adjustment(s) that are implemented during the assessment must ensure that:
  - i. They do not impact on any other candidates.
  - ii. Will only provide the intended candidate with the necessary assistance, without giving them an unfair advantage over others.
  - iii. We will be clear about the extent to which the candidate is affected by the disability or difficulty.

## How to apply for a Reasonable Adjustment

All applicants must complete and return a reasonable adjustment application form and any supporting evidence for review to:

GB Training

Tel: 07984064000

Email: [courses@gbtraining.net](mailto:courses@gbtraining.net)

Please click the link below or copy it in your URL to access the reasonable application form.

[Download.ashx \(rlss.org.uk\)](#)

Candidates should aim to give us ample opportunity to review any requests for a reasonable adjustment prior to their assessment. Ideally, at the first point of contact via the enrolment or registration process, day one of the training course or at the start of the assessment.

## What will happen with your application and supporting evidenced

As an ATC/P we keep records of all reasonable adjustment applications along with the outcome, which will be logged and retained in line with RLSS UK Qualification audit requirements. We do not retain supporting evidence.

In line with RLSS UK Qualifications policies we are able to apply one or more of the following adjustment(s) to an assessment without the need to apply directly to them. We will ensure we follow the same principles as if we were applying to them and obtain all the required information and evidence and document this in the same way.

Reasonable adjustment	Assessments taken under examination conditions
Extra time up to 25%	Permitted
Supervised rest breaks	Permitted
Change in the layout of assessment room	Permitted
Candidates to take the examination solely under moderation of an Assessor	Permitted
Taking the assessment at an alternative venue	Permitted
Use of colored overlays	Permitted
Use of paper based bilingual dictionary	Permitted
Assessment materials on colored paper	Permitted
Reader	Permitted

Where we have any uncertainty over the adjustment(s) that can be applied to an assessment we will seek advice from RLSS UK Qualifications.

Where an application is for an adjustment not listed above, we will pass the application and any evidence immediately to RLSS UK Qualifications to review and respond to accordingly in line with their own policies.

Please note due to the nature of RLSS UK Qualifications there is not a guarantee the requested adjustment will be granted.

## Definition of a Special Consideration

A special consideration is a post-assessment adjustment to the candidate's assessment results, or rearrangement of an assessment time or date.

A special consideration can be granted after an assessment has taken place if a candidate is deemed to have been disadvantaged.

## How to apply for a Special Consideration

As an ATC/P we are not able to apply a special consideration to assessment result(s). Special considerations can only be granted by an Awarding Organisation. With this said to apply for a special consideration, the applicant or authorised persons must complete the RLSS UK Qualifications web based application form which can be located directly on their website. Please click the link below or copy it in your URL to access the application form.

[Special Consideration Application Form | Royal Life Saving Society UK \( RLSS UK \)](#)

## What will happen with your application and supporting evidenced

As an ATC/P we keep records of all special consideration applications, which will be logged and retained in line with RLSS UK Qualifications audit requirements. We do not retain supporting evidence.

## Safety considerations

There are no circumstances when the safety of a candidate or participant, should be compromised in the pursuit of an assessment. In a practical activity, if there is a concern that the effects of a person's disability or difficulty may have safety implications for themselves or others, a suitably qualified person within our ATC/P will carry out a risk assessment related to the candidate's particular circumstances. Assumptions will not be made about a disability posing a safety risk.

## Appeals

If you wish to appeal against our decision to decline your application, please refer to our Appeals Policy.

## Contacting RLSS UK Qualifications

RLSS UK Qualifications Contact	
Email	<a href="mailto:compliance@rlss.org.uk">compliance@rlss.org.uk</a>
Telephone	0300 323 0096
Address	Royal Life Saving Society Red Hill House 227 London Road Worcester WR5 2JG