

BAS Training Associates Ltd

Centre Handbook

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Learners

Learner Behaviour/Conduct Attendance and performance Policy

Introduction

This Policy and Procedure provides the expectation of BAS Training Associates Ltd and a clear, formulated and impartial process for dealing with poor conduct and performance from learners.

BAS Training Associates Ltd are committed to the success of its learners and wishes to create a positive learning environment for all.

Aim/Policy Statement

The aim of this Policy and Procedure is to provide a consistent approach to addressing issues and supporting learners to keep within the learner code of conduct.

Objectives

- To provide a framework which is supportive and allows the learners to manage suitable conduct aiding performance and ensuring success
- To promote BAS Training Associates Ltd values to all learners
- To ensure all learners receive fair and consistent treatment with access to a fair appeals procedure
- Through induction and the programme of study, provide learners with a clear understanding of the commitment needed to ensure success
- Ensure any actions taken support the learner, taking into account individual circumstances
- To provide a safe and productive learning environment free from disruption, violence, bullying, inappropriate behaviour and any form of harassment
- To produce a set of agreed class rules in collaboration with learners to aid learning and create an agreeable learning environment for all

Expectations

It is expected that learners will:

- Show consideration for others and their needs
- Use appropriate language and conduct during taught sessions and assessment so as not to cause offence or conflict
- Be punctual and organised for lessons and assessment
- Give as much notice as possible for any cancellations or non-attendance
- Not commit plagiarism by copying or using evidence not belonging to them
- Show commitment to meeting targets and completing work set
- Be polite and patient
- Show reasonable flexibility when making appointments with Assessors
- Contribute views, suggestions and ideas thoughtfully

Action

Action will be taken by BAS Training Associates Ltd where unreasonable behaviour/conduct or performance is reported. This may take the form of an inquiry

to gain facts. The learner will have the right to appeal action taken within 5 working days. This must be done in writing. Action taken may take the form of:

- A verbal warning
- A written warning
- A meeting with the BAS Training Associates Ltd management to support a positive outcome
- A Report to awarding body (plagiarism)
- Withdrawal from the course (with no refund)

BAS Training Associates Ltd believes in keeping learners employers updated on progress, attendance, conduct and achievements. Three updates will be sent annually in the form of a report, which the learner will have the opportunity of viewing prior to posting.

Assessors will contact the learner if no work has been received, or contact has been established within a three month period. This contact will be by email to the learner. If after this contact, there is still no work received within a further three month period the assessor will email the learner's manager.

Plagiarism Policy

BAS Training Associates Ltd adhere to SFJ-Awards Malpractice and maladministration policy and procedures. SFJ-Awards policies can be found at sfjawards.com/policies/.

Plagiarism as defined by the 2009 edition of the Oxford Wordpower Dictionary, is “to copy another person’s ideas, words or work and pretend that they are your own.” If you copy part of a sentence or quantities of sentences, word for word from the internet, a book, magazine, course notes or anywhere without acknowledging the source of the reference material, then it is considered to be plagiarism. The use of artificial intelligence (AI) without proper referencing will also be considered plagiarism.

Plagiarism is considered by most credible academics around the world to be unacceptable; and for this reason BAS Training Associates Ltd cannot issue a formal pass and qualification to anyone who practices plagiarism.

Incidents of plagiarism have damaged the reputations of some providers. BAS Training Associates Ltd maintain a high reputation in part because we do not tolerate plagiarism. Bearing this in mind; it is in the interest of our learners that we take a firm stand against plagiarism. The value of the studies you pursue, and the qualification you and other learners attain, is dependent upon an anti-plagiarism policy. Plagiarism is easily detected by tutors marking papers, through the use of web searches; changes in writing style and tone and depth of technical content. If plagiarism is detected in any work by a learner, the incident will be noted on the learner’s records. They may be asked to rewrite and resubmit their work. When deciding the final result for a course or module, we always take into account more than just the performance in an exam. Any learner found to have plagiarised will be closely monitored to ensure compliance before being given a pass. If a learner continues to plagiarise after being warned, they are not going to learn as much as they otherwise would from the course, and as a result it is inappropriate to give them a pass.

If others' material is to be used it MUST be noted as being a reference. Learners will be given reference procedural guidance in each qualification where it can be used.

RPL Policy Recognition of Prior Learning

Policy Statement

BAS Training Associates Ltd will ensure that the learner is fully informed of the RPL process and has sufficient support to make a viable RPL claim. We will strive to ensure RPL judgements/assessments are carried out in a fair and objective manner, in accordance with awarding organisation rules and regulations.

What is Recognition of Prior Learning?

RPL is the term used to award credit on the basis of demonstrated learning that has occurred in the recent past. To be credited with prior learning it is necessary to match **RPL** against occupational standards and provide evidence of that learning. If submitting a certificate the original must be seen and an explanation of what was covered and how you use it in your practice given. The evidence will be assessed as sufficient, authentic, current and valid in relation to the relevant criteria. You may be asked for additional evidence if it is deemed the **RPL** does not meet required standards.

“A method of assessment that considers whether a learner can demonstrate that they can meet the assessment requirements for a unit through knowledge, understanding or skills they already possess and do not need to develop through a course of learning.”

[Regulatory Arrangements for the Qualifications and Credit Framework, Ofqual Aug-08]

How does it affect BAS Training Associates Ltd and Learners?

RPL should be learner-initiated. It can enable individuals with existing learning and achievements to achieve QCF assessment criteria and meet learning outcomes without having to repeat learning. RPL is an alternative route to recognition and not a short cut. RPL must therefore be an integral part of a quality-assured assessment process.

The learner being assessed for credits through RPL must still comply with all the standards and requirements as stated within the units, including the learning outcome, the assessment criteria and any additional information provided within the unit in relation to sector assessment strategies and principles. RPL can be achieved in either of the following two ways:

1. A learner completes the assessment for the unit or units but does not participate in a formal programme of learning.
2. BAS Training Associates Ltd works with the learner through the RPL process, giving advice on the nature and range of evidence considered appropriate to support RPL and guidance and support on how to make a claim.

RPL Process

Gathering evidence and providing information

This will involve a negotiated assessment plan identifying the evidence needed for the assessor to make an assessment judgement against the assessment criteria of the QCF units.

RPL evidence will require a copy of relevant documentation and a clear explanation of what was covered and how this is used in practice. The assessor will need to see original documentation and on sight of this will sign copy with date clarifying authenticity. (No documentation will be accepted without sight of the original)

Assessment and documentation of evidence

Assessment must be valid and reliable to ensure the integrity of units and the RPL system as a whole. The assessment process for RPL must be subject to the same quality-assurance processes as any other assessed unit delivered by BAS Training Associates Ltd. We will ensure that assessment records specify the assessment method used was RPL and retain documentary evidence of the assessment and internal quality assurance. This will be monitored by the Centre Advisor through the external quality assurance process.

Feedback

After assessment/judgement the assessor will provide feedback to the learner on the assessment decision and give support and guidance on the options available to the learner.

Awarding credit

When claiming QCF achievement and certification for the learner, BAS Training Associates Ltd will upload RPL achievements in the same way they would any other learner achievements. The fact that a unit has been assessed through RPL is not recorded on a learner's certificate.

Appeal

Learners have the right to appeal against RPL assessment decisions in the same way they are able to appeal against any other assessment decisions. Learners wishing to appeal against an assessment decision need to follow the BAS Training Associates Ltd appeals process. (Please see Appeals policy for details).

Advice will always be sought from the awarding body centre advisor if BAS Training Associates Ltd require clarification of judgement.

Complaints policy

BAS Training associates Ltd take any complaints seriously.

This policy and associated procedures are aimed at BAS Training Associates learners, providing a formal process by which they can feedback complaints to the company.

BAS Training Associates Ltd has separate policies and procedures for dealing with:-

Enquiries – Employers can check with BAS Training Associates Ltd any assessment decisions affecting Learners results. This may include:

- enquiries on assessment decisions
- decisions regarding Reasonable Adjustments and Special Considerations
- decisions relating to any action to be taken against a Learner following an investigation into malpractice or maladministration.

Appeals – which are raised whenever a learner does not agree with an assessment or other decision made by BAS Training Associates Ltd which affects them

Malpractice – actual or suspected negligence or misconduct in carrying out an activity or a practice

Maladministration - a lack of care, judgement or honesty in the management of something

If after reasonable discussions with BAS Training Associates Ltd the complainant remains dissatisfied with the outcome of the resolution, they can progress this through the appeals process, should they wish to do

Definitions

Complaints are defined as any feedback provided by learners regarding an actual or potential failure not covered by the policies listed above.

Learners are defined as persons who have legitimate interest in the qualification or type of qualification made available by BAS Training Associates Ltd:

The purpose of this policy is to:

1. Provide a formal process by which learners can feedback any complaints to BAS Training Associates Ltd that is easy to understand and has clearly defined timescales.
2. Provide BAS Training Associates Ltd with a formal process through which:
 - complaints are recorded
 - complaints are given serious consideration

- mitigating action can be taken, which may include reviewing our approach to the delivery of qualifications following feedback from learners.

Where, in the case of a Learner, the complaints process leads to the discovery of a failure in the assessment process, BAS Training Associates Ltd will take all reasonable steps to:

- identify any other Learner who has been affected by that failure
- correct or, where it cannot be corrected, mitigate as far as possible the effect of the failure, and ensure that the failure does not recur.

Complaints Procedure

Stage 1

In the first instance, if you are unable to resolve the issue informally, you should write to the member of staff who dealt with you, so that he or she has a chance to put things right. In your letter you should set out the details of your complaint, the consequences for you as a result, and the remedy you are seeking.

You can expect your complaint to be acknowledged within 4 working days of receipt. You should get a response and an explanation within 15 working days.

Stage 2

If you are not satisfied with the initial response to the complaint then you can write to BAS Training Associates Ltd.'s Centre Coordinator and ask for your complaint and the response to be reviewed. You can expect the Centre Coordinator to acknowledge your request within 4 working days of receipt and a response within 15 working days.

BAS Training Associates Ltd.'s aim is to resolve all matters as quickly as possible. However, inevitably some issues may be more complex and therefore require longer to be fully investigated. Consequently timescales given for handling and responding to complaints are indicative. If a matter requires more detailed investigation, you will receive an interim response describing what is being done to deal with the matter, and when a full reply can be expected and from whom.

Final Stage

If you are not satisfied with the subsequent reply from BAS Training Associates Ltd.'s Centre Coordinator, then you have the option of writing to the Awarding Organisation, stating the reason why you are dissatisfied with the outcome. The awarding organisation's contact email address is: qualitymanager@sfcawards.com. You must do this within 10 days of receiving the written response from BAS Training Associates Ltd.'s Centre coordinator.

Appeals Procedures

It is the responsibility of BAS Training Associates Ltd as an assessment centre, to make all learners aware of the appeals procedure and give them access to a copy of the procedure.

The Centre Manager is responsible for managing the formal appeals process. If deemed necessary, an independent assessor will be used.

Written records of all appeals should be maintained by the Centre. These should include a description of the appeal, the outcome of the appeal and the reason for that outcome.

Grounds for Appeal

A learner would have grounds for appeal against an assessment decision in the following situations. This list is selective and not exhaustive.

- a) The work is not assessed according to the set criteria or the criteria are ambiguous.
- b) The final grade of the work does not match the criteria set for grade boundaries or the grade boundaries are not sufficiently defined, if graded work is applicable.
- c) The internal verification procedure contradicts the assessment grades awarded.
- d) There is evidence of preferential treatment towards other learners.
- e) The conduct of the assessment did not conform to the published requirements of the Awarding Body
- f) Valid, agreed, extenuating circumstances were not taken into account at the time of assessment, which the Centre was aware of prior to the submission deadline.
- g) Agreed deadlines were not observed by staff.
- h) The current Assessment Plan was not adhered to.
- i) The decision to reject coursework on the grounds of malpractice.

Formal appeal procedures

The learner has the right to disagree with the Assessor's decision, and therefore has the right of appeal, the appeals procedures must be explained

to the learner at induction.

- The appeal may be resolved at any of the following stages,
- Learners can have a friend or union representative at the appeal for support.

Criteria for Appeal

1. The conduct of the assessment
2. If the learner feels that they have been treated unfairly because of
 - i) the evidence gathering method used
 - ii) breach of confidentiality
3. If the learner feels that the evidence presented for the assessment reached the required standard and this view was in direct conflict with the work based assessor.
4. Adequate opportunity had not been given to the learner to demonstrate their competence.

Stage 1

The learner should raise the issue with the assessor during/at the end of an assessment session or within 7 days of the assessment.

The assessor must reconsider the reasons underpinning the decision and provide clear feedback. If the assessor is upholding the original assessment decision, then the learner must be provided with full information describing what is required to demonstrate their competence.

This should be provided in writing, and relate specifically to the standards relevant to the assessment decision.

If the learner remains unhappy with the decision, the learner then completes an Appeals Form which will be forwarded to the Internal Quality Assurer (IQA).

Stage 2

The IQA reviews all evidence and assessment records in order to consider the appeal. A decision should be made within 5 working days and the learner and assessor must be informed orally and in writing, using the appropriate section of the appeals form.

If the learner is still dissatisfied with the decision the appeal proceeds to stage 3.

Stage 3

The third stage of appeal involves the right to appeal to an independent assessor. The IQA/Centre Co-ordinator will appoint an independent assessor and will pass on all records.

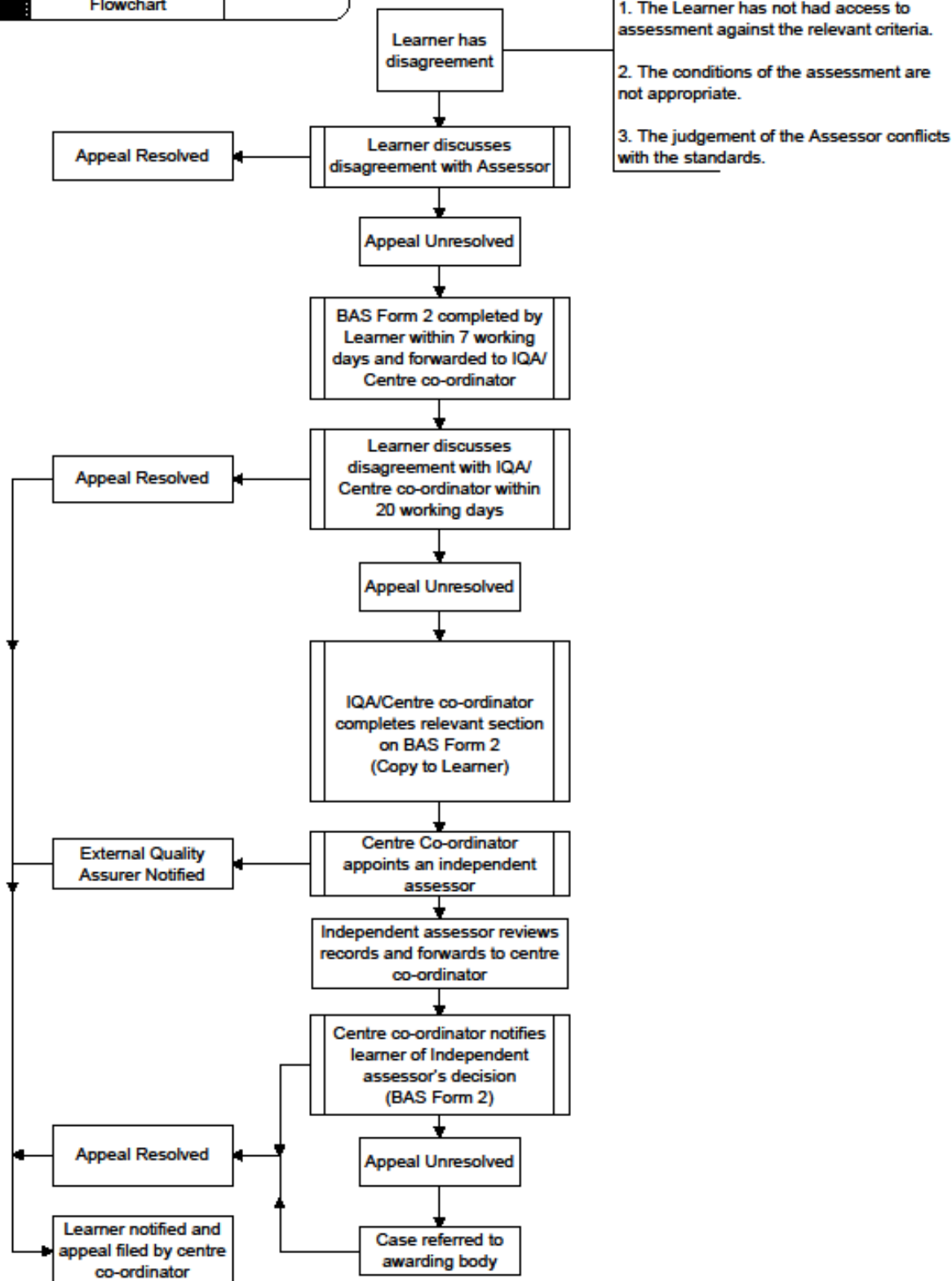
Both the learner and assessor will be invited to make their case to the independent assessor. The independent assessor will reach a decision within 10 working days.

Details of the appeal will be made available to the external quality assurer (EQA).

Stage 4

The fourth stage of appeal involves the right of appeal to the awarding organisation.

If the learner decides to appeal to the awarding organisation then the IQA/Centre Co-ordinator will inform the awarding organisation, forwarding all records as appropriate.



Centre Documents

BAS Training Associates Ltd Health and Safety policy

The Company is committed to ensuring the health, safety and welfare of its employees and it will, so far as is reasonably practicable, establish procedures and systems necessary to implement this commitment and to comply with its statutory obligations on health and safety. It is the responsibility of each employee to familiarise themselves and comply with the Company's procedures and systems on health and safety.

While the Company will take all reasonable steps to ensure the health and safety of its employees, health and safety at work is also the responsibility of the employees themselves. It is the duty of each employee to take reasonable care of their own and other people's health, safety and welfare and to report any situation which may pose a serious or imminent threat to the well being of themselves or of any other person. If an employee is unsure how to perform a certain task or feels it would be dangerous to perform a specific job or use specific equipment, then it is the employee's duty to report this as soon as possible to their line manager, their health and safety representative or the safety officer. Alternatively, an employee may, if they prefer, invoke the Company's formal grievance procedure or they may make a complaint under the Company's provisions on Disclosures in the Public Interest.

Disciplinary action under the Company's disciplinary procedure may be taken against any employee who violates health and safety rules and procedures or who fails to perform their duties under health and safety legislation. Depending on the seriousness of the offence, it may amount to potential gross misconduct rendering the employee liable to summary dismissal.

The Company will provide and maintain a healthy and safe working environment with the objective of minimising the number of instances of occupational accidents and illnesses. The Company will pay particular attention to:

- Maintaining the workplace in a safe condition and providing adequate facilities and arrangements for welfare at work
- Providing a safe means of access to and egress from the workplace
- The provision and maintenance of equipment and systems of work that are safe
- Arrangements for ensuring safety to health in connection with the use, handling, storage and transport of articles and substances
- The provision of such information, instructions, training and supervision as is necessary to ensure the health and safety at work of its employees and other persons.

The Company also recognises its duty to protect the health and safety of all visitors to the Company, including contractors and temporary workers, as well as any members of the public who might be affected by the Company's work operations.

Organisation:

The Board of the Company has overall responsibility for health and safety in the Company. *Ian Sainsbury* is the safety officer and has responsibility for overseeing, implementing and monitoring health and safety procedures in the Company and for

reporting back to the Board on health and safety matters. The safety officer also conducts regular inspections of the workplace, maintains safety records and investigates and reports on accidents at work.

Training:

Safety training is an integral part of an effective health and safety programme. It is essential that every employee is trained to perform their job safely. All employees will be trained in safe working practices and procedures. Training will include instruction on the safe use of any equipment provided.

Employees at special risk:

The Company recognises that some workers may from time to time be at increased risk of injury or ill-health resulting from work activities. The Company therefore requires that all employees advise their line manager if they become aware of any change in their personal circumstances which could result in their being at increased risk. This could include medical conditions, permanent or temporary disability, taking medication and pregnancy.

First aid and reporting accidents at work:

All injuries, however small, sustained by a person at work must be reported to the safety officer and recorded in the accident book. Accident records are crucial to the effective monitoring of health and safety procedures and must therefore be accurate and comprehensive. The safety officer will inspect the accident book on a regular basis and all accidents will be investigated and a report prepared, with any necessary action being taken to prevent a recurrence of the problem.

Fire:

Fire is a significant risk within the workplace. All employees have a duty to conduct their operations in such a way as to minimise the risk of fire and they are under a duty to report immediately any fire, smoke or potential fire hazards, such as faulty electric cable or loose connections. Employees should never attempt to repair or interfere with electrical equipment or wiring themselves. The safety officer is responsible for the maintenance and testing of fire alarms and fire fighting, prevention and detection equipment.

Smoke detectors and manually operated fire alarms are located at strategic points throughout the workplace. If a smoke detector sounds or fire is discovered, it is the responsibility of any employee present to activate the alarm and evacuate the building. Fire extinguishers are also located at strategic points throughout the workplace. Employees are expected to tackle a fire themselves only if it would pose no threat to their personal safety to do so. If the situation is dangerous or potentially dangerous, the employee should activate the fire alarm and evacuate the building immediately.

Fire doors designed to slow the spread of fire and smoke throughout the workplace have been installed at strategic points.

Fire doors are designed to close automatically after opening and must never be blocked or wedged open. Fire exits are also located at strategic points throughout the workplace. Fire exit doors and corridors must never be locked, blocked or used as storage space. All employees must ensure they are familiar with their evacuation route

and designated assembly point in case of fire. Practice fire drills will be conducted on a regular basis to ensure employee familiarity with emergency evacuation procedures.

Emergency lighting has been installed in exit corridors and above emergency exit doors in case of power failure. Lifts also have emergency lighting installed although they should not be used in the case of an emergency evacuation.

Company safety rules

General:

- All employees should be aware of and adhere to the Company's rules and procedures on health and safety
- All employees must immediately report any unsafe working practices or conditions to their line manager, their health and safety representative or to the safety officer. Horseplay, practical joking, running in the workplace, misuse of equipment or any other acts which might jeopardise the health and safety of any other person are forbidden
- Any person whose levels of alertness are reduced due to illness or fatigue will not be allowed to work if this might jeopardise the health and safety of any person
- Employees must not adjust, move or otherwise tamper with any electrical equipment or machinery in a manner not within the scope of their job duties
- All waste materials must be disposed of carefully in the receptacles provided and in such a way that they do not constitute a hazard to other workers
- No employee should undertake a job which appears to be unsafe
- No employee should undertake a job until they have received adequate safety instruction and they are authorised to carry out the task
- All injuries must be reported to the employee's line manager or to the safety officer
- All materials must be properly and safely used and when not in use properly and safely secured
- Work should be well-planned to avoid injuries in the handling of heavy materials and while using equipment
- Employees should take care to ensure that all protective guards and other safety devices are properly fitted and in good working order and must immediately report any defects to their line manager or to the safety officer
- Suitable clothing and footwear must be worn at all times. Personal protective equipment must be worn where appropriate
- Work stations and work sites must be kept clean and tidy and any spillage must be cleaned up immediately
- Employees should use handrails when going up and down stairs, should never read while walking, must close filing cabinet drawers when not in use and must keep all floor areas free of obstruction.

Access and egress:

- Walkways and passageways must be kept clear and free from obstructions at all times
- If a walkway or passageway becomes wet it should be clearly marked with warning signs and any liquid spilt on the floor should be wiped up immediately
- Trailing cables should not be left in any passageway
- Where objects are stored in or around a passageway, care must be taken to ensure that no long or sharp edges jut out into the passageway
- Where a passageway is being used by vehicles or other moving machinery, an alternative route should be used by pedestrians where possible. If no alternative route is available, the area must be clearly marked with warning signs.

Tools and equipment:

- Company machinery, tools and equipment are only to be used by qualified and authorised personnel
- It is the responsibility of all employees to ensure that any tools or equipment they use are in a good and safe condition. Any tools or equipment which are defective must be reported to a line manager or to the safety officer
- All tools must be properly and safely stored when not in use
- No tool should be used without the manufacturer's recommended shields, guards or attachments
- Approved personal protective equipment must be properly used where appropriate
- Persons using machine tools must not wear clothing, jewellery or long hair in such a way as might pose a risk to their own or anyone else's safety
- Employees are prohibited from using any tool or piece of equipment for any purpose other than its intended purpose.

Manual handling:

- Lifting and moving of objects should always be done by mechanical devices rather than manual handling wherever reasonably practicable. The equipment used should be appropriate for the task at hand
- The load to be lifted or moved must be inspected for sharp edges and wet patches
- When lifting or moving a load, with sharp or splintered edges, gloves must be worn
- The route over which the load is to be lifted should be inspected to ensure it is free of obstructions
- Employees should report to their line manager any instances of alleged or suspected malpractice or maladministration and will take action where necessary to manage the situation. Employees should ask for assistance in where there is any danger of strain
- When lifting an object off the ground, employees should assume a squatting position, keeping the back straight. The load should be lifted by straightening

the knees, not the back

Employees should not attempt to obtain items from shelves which are beyond their reach. A ladder or stepping stool should be used. Employees should not use chairs or any makeshift device for climbing and should never climb up the shelves themselves.

Equality, Inclusion and access to fair assessment Policy

BAS Training Associates Ltd fully recognises and celebrates equality and diversity in its employees and learners. Recognising and embracing differences will create a productive environment, where everyone feels valued, talents are fully utilised and goals are achieved. Our aim is to ensure all learners and staff receive the very best service, by meeting all individual needs, resulting in a positive and successful collaboration for all.

Equality recognises that:

1. Inequality exists
2. Employment and services should be accessible to all
3. Everyone should be treated fairly
4. Everyone has individual needs and the right to have those needs respected

Equality is about challenging irrelevant discrimination and treating people with fairness, decency and respect.

Diversity recognises that:

1. Everyone is different, it is vital that employers and learners understand, value and respect those differences
2. By embracing differences we ensure staff and service users feel valued
3. Services improve when an appreciation of diverse needs is shown and action is taken to address them
4. Diversity provides a vibrant more interesting and valuable contribution to society

There is no single way of treating people, everyone has their own perspective, values, beliefs and something special to offer.

Failure to report malpractice or maladministration can lead to learners not receiving certificates and future or registrations not being accepted.

Disability recognises that:

1. Disability exists
2. Disability should not disadvantage individuals
3. Disabled people have rights to ensure unfair treatment is addressed
4. Barriers to participation should be assessed making services accessible for all

BAS Training Associates Ltd will report cases of malpractice or maladministration to SFJ Assessment of individual needs will ensure barriers to participation are recognised and addressed, ensuring that disability will not cause disadvantage.

Inclusion recognises that:

1. Everyone has the right to be treated equally and feel included
2. Everyone should be given the same services and opportunities
3. Everyone should be made to feel integrated and included to maximum possible extent

Providing resources and equipment where reasonably possible to enable access and participation to services and opportunities will facilitate inclusion.

BAS Training Associates Ltd recognises that:

1. Individual needs should be assessed
2. An individual support plan will enable identification of specific needs
3. Provision for individual needs ensures full participation
4. Skills scan will aid in the identification of special educational needs and individual learning styles

Initial assessment and careful planning for SEN and individual needs are in place to help aid achievement.

This policy recognises:

Equality Act 2010

The Human Rights Act 1998

Access to fair assessment policy

We aim to facilitate open access for learners who are eligible for reasonable adjustment and/or special consideration in assessments, without compromising the assessment of the skills, knowledge, understanding or competence being measured.

A reasonable adjustment helps to reduce the effect of a disability or difficulty that places the learner at a substantial disadvantage in the assessment situation. Reasonable adjustments must not affect the validity or reliability of assessment outcomes, but may involve:

1. changing usual assessment arrangements
2. adapting assessment materials
3. providing assistance during assessment
4. re-organising the assessment or physical environment
5. changing or adapting the assessment method
6. using assistive technology

Reasonable adjustments must be approved and set in place before the assessment. It is an arrangement to give a learner access to a qualification. The work produced following a reasonable adjustment will be assessed in the same way as the work from other learners.

BAS Training Associates Ltd will report cases of malpractice or maladministration to SFJ

Special considerations involve a post-assessment allowance to reflect temporary illness, injury or indisposition that occurred at the time of assessment. Any special consideration granted cannot remove the difficulty the learner faced at the time of assessment and can only be a relatively small adjustment to make sure that the integrity of the assessment is not compromised.

A special consideration is given following a period of assessment for a learner who:

1. was prepared for and present at an assessment but who may have been disadvantaged by temporary illness, injury or adverse circumstances that have arisen at or near to the time of assessment.
2. misses part of the assessment due to circumstances outside their control

Our decision will be based on various factors, which may vary from learner to learner, and from one subject to another.

These factors may include the severity of the circumstances, the date of the assessment and the nature of the assessment.

The following are examples of circumstances, which might be eligible for special consideration:

- terminal illness of the learner
- terminal illness of a parent
- recent bereavement of a member of the immediate family
- serious and disruptive domestic crises leading to acute anxiety about the family
- incapacitating illness of the learner
- severe car accident
- recent traumatic experience such as death of a close friend or distant relative
- flare-up of severe congenital conditions such as epilepsy, diabetes, severe asthmatic attack
- recent domestic crisis
- recent physical assault trauma
- broken limb on the mend

This is not a definitive list; the intention is to provide examples for guidance.

Failure to report malpractice or maladministration can lead to learners not receiving certificates and future or registrations not being accepted.

BAS Training Associates Ltd will conduct an investigation of instances of alleged or suspected malpractice or maladministration and will take action with respect to employees and learners concerned, as necessary to maintain the integrity of the company and the qualifications offered.

BAS Training Associates Ltd will report cases of malpractice or maladministration to SFJ

Confidentiality & Data Protection Policy

Aim/Policy Statement

BAS Training Associates Ltd is committed to meeting the legislative requirements of the Data Protection Act 2018.

Objectives

To ensure that BAS Training Associates Ltd complies with the Data Protection Principles as detailed in the Data Protection Act:

- ✓ Personal data is processed fairly and lawfully
- ✓ Personal data is obtained for one or more specified and lawful purposes only, and will not be further processed in any manner incompatible with that purpose
- ✓ Personal data is adequate, relevant and not excessive in relation to the purpose for which it is processed
- ✓ Personal data is accurate and, where necessary, kept up to date
- ✓ Personal data processed for any purpose is not kept for longer than is necessary
- ✓ Personal data is processed in accordance with the rights of data under The Data Protection Act 2018
- ✓ Personal data is kept securely

Appropriate measures will be taken against unauthorised and unlawful processing of personal data and against accidental loss or destruction of, or damage to, such data. BAS Training Associates Ltd will not transfer data to any country or territory outside the European Economic Area unless adequate levels of protection for the rights and freedoms of data are securely in place.

Procedure

Learners

- ✓ Learners personal data will be collected for the purposes of registration
 - ✓ Learners personal data will not be kept in paper format
 - ✓ Learner files will be kept only for the period of time required to meet the requirements of Awarding Bodies, Funding Agencies and other regulatory bodies
 - ✓ Learner files will be destroyed in a safe and secure manner
 - ✓ Learners' personal data will also be kept on an electronic portfolio system. Access to these electronic files will be restricted to those staff members who have a direct need to access the information. Data kept electronically will be user name and password protected.
- Failure to report malpractice or maladministration can lead to learners not receiving certificates and future or registrations not being accepted.
- BAS Training Associates Ltd will conduct an investigation of instances of alleged or suspected malpractice or maladministration and will take action with respect to employees and learners concerned, as necessary to maintain the integrity of the company and the qualifications offered.

Staff Members

- ✓ Staff members' personal data will be collected for the purposes of meeting legal requirements and the requirements of awarding bodies
- ✓ Staff members' personal data will not be kept in paper format

- ✓ Personnel files will only be kept for the period of time required by legislation
- ✓ Personnel files will be destroyed in a safe and secure manner
- ✓ Staff members' personal data will be kept electronically. Access to this will be restricted to those staff members with direct responsibility.

[The BAS Training Associates Ltd Data Protection Policy can be found here](#)

This is not a definitive list; the intention is to provide examples for guidance.

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BAS Training Associates Ltd will report cases of malpractice or maladministration to SFJ

CONFLICT OF INTEREST POLICY

BAS training Associates Ltd requires all employees to avoid any conflict between their interests and those of the company, and to disclose promptly any actual or potential conflicts.

The purpose of this policy is to ensure that the name, reputation, and integrity of the company are not compromised. The fundamental principle guiding its implementation is that no employee should have, or appear to have, any personal interests, relationships, or affiliations that conflict with the best interests of the company.

It is impossible to give an exhaustive list of situations that might present a conflict. However, among the most common situations that may constitute a conflict are:

- Holding an interest in or accepting free or discounted goods from any company or organization that does, or is seeking to do business with the company, by any employee who is in a position to directly or indirectly influence either the company's decision to do business, or the terms upon which business would be done with such company or organization.
- Holding an interest in an organization that competes with the company.
- Being employed by (including working as a consultant) or serving on the board of any organization that does, or is seeking to do, business with the company or which competes with the company.
- Gaining personally, e.g., through commissions, loans, expense or travel reimbursements or other compensation, from any company or organization doing, or seeking to do, business with the company.
- A conflict of interest may also exist when a member of an employee's immediate family is involved in situations described above.

Subject to any other applicable rules or regulations, this policy is not intended to prohibit the acceptance of modest courtesies, openly given and acknowledged as part of the usual business amenities, e.g., occasional business-related meals or promotional items of nominal or minor value not to exceed £50 per occurrence (cumulative value for courtesies, meals, and/or items not to exceed £250 in any twelve month period) It is the responsibility of the employee to report promptly any actual or potential conflict that may exist between the employee (and employee's immediate family) and the company.

In the absence of disclosure, violations of the principles and standards contained in this policy may be subject to discipline, up to and including employee discharge.

Employees with decision-making authority will be required to acknowledge receipt of this policy and when applicable, disclose any existing or potential conflicts.

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Conflicts of interest in assessment

BAS Training Associates Ltd will take all reasonable steps to avoid any part of the assessment of a learner being undertaken by any person who has a personal interest in the result of the assessment. This includes quality assurance activities, and learners concerned, as necessary to maintain the integrity of the company and the qualifications offered. The assessor role and the internal verifier role must be carried out separately. The assessor cannot quality assure their own assessments as this would present a conflict of interest. BAS Training Associates Ltd will report cases of malpractice or maladministration to SFJ

Malpractice and Maladministration Policy

Malpractice and maladministration covers any individuals who are involved with the development, delivery or assessment of Awards as offered by BAS Training Associates Ltd. This includes employees BAS Training Associates Ltd and Learners, who are involved with suspected or actual malpractice or maladministration.

The purpose of this policy is to advise BAS Training Associates Ltd employees and Learners on:

1. what constitutes malpractice or maladministration
2. the implications of malpractice or maladministration
3. the sanctions that will be applied
4. how malpractice or maladministration will be managed

Maladministration can be defined as lack of care, judgment or honesty in the management of something. <http://dictionary.cambridge.org/dictionary/british/maladministration>

Malpractice can be defined as failure to act correctly or legally when doing your job, often causing injury or loss. <http://dictionary.cambridge.org/dictionary/british/malpractice>

Malpractice or maladministration compromises the integrity of the qualification, the delivery and assessment and the validity of learners certificates.

Examples of malpractice or maladministration:

Employee malpractice or maladministration:

1. contravention of our Centre Approval conditions
2. actions required by our EQA not being met within agreed timescales
3. failure to carry out delivery, internal assessment or internal quality assurance in accordance with the awarding organisations requirements
4. failure to adhere to our Learner registration procedures
5. failure to maintain auditable records, eg learner achievement

Learner malpractice or maladministration:

1. forgery of evidence
 2. plagiarism of any nature
 3. submission of false information to gain a proxy or a qualification
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Awards whenever it finds evidence that results or certificates may be invalid.

Where it is proven that an incident of malpractice or maladministration has occurred, BAS Training Associates Ltd will take all reasonable steps to prevent the malpractice or maladministration recurring and will take appropriate action against those responsible.

All incidents of malpractice or maladministration should be reported to BAS Training Associates Ltd immediately. Any individual can report suspected or actual malpractice/maladministration to BAS Training Associates Ltd, preferably by completing the Malpractice and Maladministration form available on our website or by sending an e-mail to ian.sainsbury@bas-training.com or a letter to:

Centre Coordinator
BAS Training Associates Ltd
The Realm
Turweston Road
Brackley
NN13 7DD

Emails and letters should state:

1. the name and address of the person making the report
2. the name(s) of those involved in the suspected or actual malpractice or maladministration and, if appropriate, their job role
3. title of the qualification affected by the suspected or actual malpractice or maladministration
4. date(s) the suspected or actual malpractice or maladministration occurred
5. the full nature of the suspected or actual malpractice or maladministration.

Informants will be sent an acknowledgement of receipt within three working days and will be updated of the actions being taken and the timescales involved. They will also be notified of the outcome of the investigations.

When the suspected or actual malpractice or maladministration has been reported to BAS Training Associates Ltd we will:

1. ensure staff carrying out the investigation are independent of the staff and/or learners being investigated
 2. inform those who are suspected of malpractice or maladministration, and provide necessary details of the case and possible outcomes
 3. submit the findings of the investigation to SFJ Awards along with the report
- This is not a definitive list, the intention is to provide examples for guidance.

Reports should include:

- Failure to report malpractice or maladministration can lead to learners not receiving certificates and future or registrations not being accepted.
1. name, address and number
 2. Learner's name and registration number
 3. Centre personnel's details (name, job title) who are involved in the investigation of the suspected or actual malpractice or maladministration
 4. title of the qualification affected
 5. date(s) suspected or actual malpractice or maladministration occurred
 6. full nature of the suspected or actual malpractice or maladministration
 7. contents and outcome of any investigation carried out by the BAS Training Associates Ltd or anybody else involved in the case, including any mitigating

circumstances

8. written statements from those involved in the case, eg witness statements
9. date of the report and the informant's name, position and signature.

BAS Training Associates Ltd will fully cooperate with SFJ Awards, informing them at the earliest opportunity.

Appeals against a decision on malpractice or maladministration and the sanctions imposed can be made through the Appeals Policy which is available within this document.

This is not a definitive list; the intention is to provide examples for guidance.

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CONTINUING PROFESSIONAL DEVELOPMENT POLICY

Principles, Values and Entitlements

1. BAS Training Associates Ltd is committed to ensuring that all staff are involved in a continuing process of improvement.
2. The focus of CPD will be on improving standards and the quality of teaching and learning.
3. CPD planning will be based on priorities identified through self-evaluation.
4. All forms of professional development will be based on the following principle:
 - that staff shall be encouraged to develop their knowledge, skills, understanding and attitudes to enhance their professional work;

Leadership and Management of CPD

1. The Centre Coordinator will be the CPD leader.
2. The CPD leader will be responsible for collating the CPD needs of staff.
3. The CPD leader's main responsibilities will be to:
 - Keep up to date with CPD developments locally and nationally;
 - Promote CPD as a central element of performance management and improvement;
 - Provide details on the range of CPD opportunities and disseminate information to the appropriate staff.
 - Maintain and develop links with sources of CPD.
 - Identify the company's CPD needs through mechanisms such as: company self-evaluation, internal/external monitoring, informal/formal discussions with individuals and teams;
 - Provide guidance to colleagues on the most effective procedures for disseminating information following professional development training;
 - Collate reports of CPD training materials taken by colleagues. Learners not receiving certificates and future or registrations not being accepted.

Planning for CPD BAS Training Associates Ltd will conduct an investigation of instances of alleged or suspected malpractice or maladministration and will take action with respect to employees and learners concerned as necessary to maintain the integrity of the company and the range of aspirations and interests within staff. The following criteria will be used to inform the decision making process to achieve such a balance. CPD opportunities will be rated more highly when they:

- meet identified individual, company or national development priorities;
- are based on good practice – in development activity and in assessment, teaching and learning;
- help raise standards of learners achievements;
- respect cultural diversity;
- are provided by those with the necessary experience, expertise and skills;
- make effective use of resources;
- provide value for money;

Supporting a range of CPD activities:

The company will support a wide portfolio of CPD approaches in an effort to match preferred learning styles of staff.

These CPD approaches may include:

- attendance at a course or conference;
- in-company training using the expertise available within the company, e.g. team teaching, coaching/mentoring, skills in classroom observation, sharing existing expertise;
- visit other organisations in order to observe or participate in good and successful practice;
- shadowing opportunities to observe experienced colleagues in another setting;
- distance learning, e.g. relevant resources, training videos, reflection, simulation;
- producing documentation or resources such as a personal development plan, teaching materials, assessment package, ICT or video programme;
- coaching and mentoring – receiving or acting in these roles, acting as or receiving the support of a critical friend, team building activity;
- partnerships, e.g. with a colleague, group; subject, team meetings and activities such as observation or standardisation;

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ASSESSMENT AND QUALITY ASSURANCE POLICY

BAS Training Associates Ltd (herein called 'the Centre') believes that direct observation by a competent assessor or testimony from an Expert Witness is always to be preferred for the assessment of competence.

Expert Witness testimony has parity with assessor observation unless otherwise stated in unit evidence requirements. The Assessor is responsible for making the final judgement in terms of the candidate meeting the evidence requirements for the unit.

The Centre recognises that there are alternative evidence sources which may be used where direct observation is not possible or practical e.g. work products, records, reflective accounts, professional discussion etc.

In order to ensure that the evidence used to assess learners is valid, the Centre will ensure that the learners have access to the types of resources commonly in use in the sector and that the pressures and constraints of the workplace are reflected.

It is accepted that the assessment of some knowledge and understanding may take place in a different environment, for example in a training and development centre or another environment, which is not the immediate workplace. However, the assessment of this knowledge and understanding should be linked directly to workplace performance and should include performance evidence, where the qualification is of competence.

Simulation

Assessment in a simulated environment should only be used in the following circumstances:

1. where evidence in the workplace will not be demonstrated within an acceptable time frame.
2. where the nature of the work activity presents high risk/danger to the learner and others, for example, personal safety

Simulations should follow these basic principles:

- This is not a definitive list; the intention is to provide examples for guidance.
1. The Centre's overall strategy for simulation will be examined and approved by the person from the Awarding Organisation who is responsible for external quality assurance, unless already detailed in the qualification specification.
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 2. The nature of the contingency and the physical environment for the simulation must be realistic and candidates will be given no indication as to exactly what contingencies they may come across, as necessary to maintain the integrity of the company and the qualifications offered.
BAS Training Associates Ltd will conduct an investigation of instances of alleged or suspected malpractice or maladministration and will take exactly what action is necessary to maintain the integrity of the company and the qualifications offered.
 3. Where simulations are used they will reflect the requirements of the qualification units.
BAS Training Associates Ltd will report cases of malpractice or maladministration to SFJ

4. The location and environment of simulation must be agreed with the person responsible for internal quality assurance, prior to taking place.

Requirements of Assessors, Expert Witnesses and Quality Assurers

The Centre believes that the occupational expertise of assessors, expert witnesses and those responsible for internal quality assurance is one of the key factors underpinning valid, fair and reliable assessment. The integrity and professionalism of assessors, expert witnesses and those responsible for quality assurance are of paramount importance.

The Centre will ensure that staff whose role is assessment or quality assurance are given sufficient time to carry out their role effectively.

Assessors

All assessors must:

1. be occupationally competent. This means that each assessor must, according to current sector practice, be competent in the functions covered by the units they are assessing.
2. be able to demonstrate consistent application of the skills and the current supporting knowledge and understanding in the context of a recent role directly related to the qualification units they are assessing as a practitioner, trainer or manager.
3. be familiar with the qualification units; and must be able to interpret and make judgements on current working practices and technologies within the area of work.
4. maintain their occupational competence by actively engaging in continuous professional development (CPD) activities in order to keep up-to-date with developments relating to the changes taking place in the sector. They must maintain a record of such CPD.

These activities may include those offered by the Awarding Organisation, The Centre or other relevant providers in the sector. This is provided for guidance.

5. Assessors who are assessing S/NVQs should monitor or be working towards the appropriate assessor qualification as approved, and specified by the Regulatory Authorities. Achievement of the qualification must be within the timescales laid down by the Regulatory Authorities. Failure to report malpractice or maladministration can lead to learners not receiving certificates and future or registrations not being accepted. BAS Training Associates Ltd will conduct an investigation of instances of alleged or suspected malpractice or maladministration and will take action with respect to employees and learners concerned, as necessary to maintain the integrity of the company and the qualifications offered. For qualifications other than S/NVQs, the assessor should be trained to the requirements of the appropriate assessor qualification. However, the decision on whether the assessor goes on to achieve a qualification lies with the Centre and any BAS Training Associates Ltd will report cases of malpractice or maladministration to SFJ Awarding Organisation requirement.

6. The Centre will be required to provide the Awarding Organisation with current evidence of how each assessor meets these requirements; for example, certificates of achievement, testimonials, references or any other relevant records. Where an assessor is working towards the qualification for assessing S/NVQs, assessment decisions are countersigned by another assessor who holds the qualification for assessing S/NVQs. The assessor holding the qualification for assessing S/NVQs must meet the criteria laid out in points 1 and 2 above.

Where a new qualification is being introduced and there are not sufficient occupationally competent assessors to meet the countersigning requirements as above, the Centre may use assessors who are not occupationally competent for up to 18 months from introduction of the qualification.

Any such arrangements should be agreed with the Awarding Organisation and be monitored through the external quality assurance process.

7. If the learner has not submitted any work for assessment within any three months the assessor will contact that learner in order to offer support and guidance. This should be recorded as an entry within Redkite.

Expert Witnesses

All Expert Witnesses must:

1. be occupationally competent. This means that each expert witness must, according to current sector practice, be competent in the functions covered by the units to which they are contributing. They will have gained their occupational competence working within an appropriate occupational sector.

2. maintain their occupational competence by actively engaging in continuous professional development activities in order to keep up-to-date with developments relating to the changes taking place in the sector.

3. be able to demonstrate consistent application of the skills and the current supporting knowledge and understanding in the context of a recent role directly related to the qualification unit that they are witnessing as a practitioner, trainer or manager. This is not a definitive list; the intention is to provide examples for guidance.

4. be familiar with the qualification units and must be able to interpret current working practices and technologies within the region of work not being accepted.

5. have had an appropriate induction to the qualifications, the assessment centre and Awarding Organisation requirements, and have access to ongoing training and updating on current issues relevant to these qualifications or qualification units.

6. have their details, including CVs, recorded on a centre register. BAS Training Associates Ltd will report cases of malpractice or maladministration to SFJ

Internal Quality Assurance

Those responsible for the internal quality assurance must:

1. be occupationally knowledgeable across the range of units for which they are responsible prior to commencing the role. Due to the risk critical nature of the work and the legal implications of the assessment process, they must understand the nature and context of the assessors' work and that of their learners.

This means that they must have worked closely with staff who carry out the functions covered by the qualifications, possibly by training or supervising them, and have sufficient knowledge of these functions to be able to offer credible advice on the interpretation of the standards. Those conducting internal quality assurance must also sample the assessment process and resolve differences and conflicts on assessment decisions.

2. understand the content, structure and assessment requirements for the qualification they are quality assuring

3. maintain their occupational competence by actively engaging in continuous professional development activities in order to keep up-to-date with developments relating to the changes taking place in the sector. These activities may include those offered by the Awarding Organisation, The Centre or other relevant providers in the sector.

4. For S/NVQ's, those persons responsible for internal quality assurance should hold or be working towards the appropriate qualification as approved, and specified by, the Regulatory Authorities. Achievement of the qualification must be within the timescales laid down by the Regulatory Authorities.

For qualifications other than S/NVQs, those responsible for internal quality assurance should be trained to the requirements of the appropriate qualification. However, the decision on whether the learner goes on to achieve a qualification lies with the assessment centre and the Awarding Organisation.

5. Occupy a position in the organisation that gives them the authority and resources to co-ordinate the work of assessors, provide authoritative advice, call meetings as appropriate, visit and observe assessment practice, and carry out all the other important roles of internal quality assurance.

This is not a definitive list; the intention is to provide examples for guidance.

6. Have an appropriate induction to qualifications that they are quality assuring and have access to ongoing training and updates on current issues relevant to these qualifications.

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7. Where those responsible for internal quality assurance are working towards the appropriate qualification as approved, and specified by, the Regulatory Authorities, Achievement of the qualification must be within the timescales laid down by the Regulatory Authorities. Where the person responsible for internal quality assurance is working towards a qualification, the Centre will require that their quality assurance decisions are counter-signed by another person who holds the qualification for internally quality assurance of S/NVQs. The person holding the qualification for

internal quality assurance of S/NVQs may or may not meet the criteria laid down in point 1 above.

8. The Centre will hold standardisation meetings a minimum of one every 6 months, or when significant changes occur. These standardisation meetings may be held using computer conferencing technology. Ad hoc standardisation is likely to occur, such as telephone, or email conference, these this should be recorded in the standardisation folder/on Tracker.

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Quality assurance sampling strategy

The quality of assessment will be under constant review. The IQA will sample each assessor on a regular basis, dependent upon their level of experience. Evidence of good practice will be collated for discussion at standardisation meetings.

Assessors will be observed a minimum of once per year, which may be during delivery of a course, where assessment takes place during that course.

All new assessors to have 100% sample for the first 2 decisions. If performance is satisfactory, the sample will drop to 50% for the next 2 and then 10% thereafter. Existing, experienced, assessors will have a 10% sample, unless development needs are identified during any sample session. If this occurs the IQA may wish to increase the sampling until the assessment meets the required standard.

The sample should take into account:

- 1: **learners** - the size of sample (whether this is 100%, 50%, 10%)
- 2: **assessment sites** (i.e. all at one location)
- 3: assessment **methods**, sample should cover all methods used
- 4: the different **evidence** types (i.e. electronic, email, examination, expert witness testimony)
- 5: **range** within a unit (i.e. Incident Command, Sector and Incident Commander evidence required)
- 6: assessors – if more than one assessor per qualification

N.B. all units and Learning Outcomes within a qualification should be sampled, focussing on any identified as posing problems

The Centre Co-ordinator will constantly monitor and review records of assessment to ensure that the assessment process is operating fairly and effectively. They will inform the relevant IQA of assessments due for sampling.

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Policy	Review date	Reviewed by	2nd Review by	Next review date
Appeals	01/02/2025	Ian Sainsbury	John Arnold	25/01/2026
IQA & Assessment strategy	01/02/2025	John Arnold	Ian Sainsbury	25/01/2026
Complaints Policy	01/02/2025	Ian Sainsbury	John Arnold	25/01/2026
Conflict of Interest	01/02/2025	Ian Sainsbury	John Arnold	25/01/2026
CPD	01/02/2025	Ian Sainsbury	John Arnold	25/01/2026
Data Protection	01/02/2025	Ian Sainsbury	John Arnold	25/01/2026
Equal Opportunities	01/02/2025	Ian Sainsbury	John Arnold	25/01/2026
Health & Safety	01/02/2025	Ian Sainsbury	John Arnold	25/01/2026
Learner conduct	01/02/2025	Ian Sainsbury	John Arnold	25/01/2026
Plagiarism	08/03/2025	Ian Sainsbury	John Arnold	25/01/2026
RPL	01/02/2025	Ian Sainsbury	John Arnold	25/01/2026

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