



# Operations Manual



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## Qualification and CPD Delivery Guidance

To ensure standardisation and to maintain a high level of delivery, tutors must follow the latest set of Aims and Learning Outcomes (ALO). Lesson plans must cross-reference with the ALO.

Tutors are free to design PowerPoint presentations and hand-outs; however, they must be checked for grammar and presentation and follow the Ad-Lib Training brand guidelines. Information must be aligned to the student manual.

Tutors can only deliver the course independently if an Ad-Lib Training Director has signed them off.

It is a requirement by the Awarding Organisations (YMCA Awards/Active IQ) and CIMSPA that all deliverers hold a teaching qualification. The 'Award in Education and Training' (previously PTLLS) is the minimum requirement. Tutors must be qualified or working towards (started training) prior to being contracted to deliver.

## Quality Assurance Process

### Sampling

Tutors and Assessors are observed once a year by a qualified IQA. New tutors/Assessors will be observed more frequently until they have been signed off.

## Student Evaluation

All courses are evaluated through student feedback, covering:

- Course booking
- Receipt of information prior to the course
- The quality of Tutors and Assessors
- Structure and content of the course
- Practical assessments
- Instructor Manual and other resources
- Equipment
- Venue

Student feedback will be reviewed on a regular basis with any weaknesses or complaints being investigated and addressed within 2 weeks.

Regular updates including course content will be communicated to Tutors and Assessors.

Evaluations are shared with the employer when necessary.

## Tutor Evaluation

Tutors complete an evaluation form relating to their personal performance and the quality of service provided by Ad-Lib Training, to include:

- Self Evaluation
- Structure and content of the course
- Practical assessments
- Instructor Manual and other resources
- Equipment
- Venue

## Assessment

Assessor must be qualified to perform the role of assessing (D32/33, A1 or Award in Assessing Vocationally Related Achievement).

### Assessment methods

The methods used across the Ad-Lib Training range of qualifications and CPD:

**Formative Assessment:** on-going throughout the course in order to provide feedback on what has been learnt and improvements needed.

**Continuous Assessment:** on-going throughout the course to obtain a result, which will count towards the overall assessment result.

**Summative Assessment:** final assessment in order to obtain a result which will count towards the overall assessment result.

**Theory Assessments:** multiple-choice papers. A minimum 70% pass mark required.

**Worksheets:** are marked by assessors. A 100% pass mark is required.

**Practical Assessments:** teaching skills are assessed against a published performance criteria.

### Referral

Students can re-sit any element of their assessments. If on the same day there is no extra charge. Administration fees are charged if taken at a later date.

Students have the right to appeal (see Appeals Procedure)

## Workshop Assessments

Ad-Lib Training do not formally assess workshops. Students receive either verbal or written feedback.

## Individual learning needs

Learners are requested to identify any individual learning needs, medical conditions and/or injuries that may affect learning or the assessment process, on the application form or directly to the tutor. It is the tutor's responsibility to check this information prior to the start of the course.

Tutors and assessors must advise the specific requirements of the course and related assessment. In some instances it may be possible to apply a '**Reasonable Assessment Adjustment**' to take into account a specific learning need.

It is important that learners are aware that the course will involve a small amount of homework at the end of each day. This may involve some written work or practice of practical teaching skills and exercise technique.

## Policies

### Appeals Procedure

Ad-Lib Training provides a formal route for learners wishing to appeal against an assessment decision.

All learners are assessed against agreed and published Awarding Organisation criteria. Assessment decisions are made by assessors who are trained, and who have a recognised Assessor Award in one of the following:

- Level 3 Award in Assessing Vocational Achievement
- Level 3 Award in Assessing Competence in the Work Environment
- Level 3 Certificate in Assessing Vocational Achievement
- SVQ Learning and Development Unit D9 – Assess workplace competence using direct methods
- SVQ Learning and Development Unit D9I – Assess workplace competence using direct and indirect methods
- D32/D33/A1 Assessor Award

### Areas for Appeal

Learners can appeal against an assessment decision relating to:

- The mark for an individual item of coursework e.g. worksheets and case studies
- The final result of any element of assessment e.g. planning, teaching and/or evaluation
- The external assessment (theory paper)
- The final overall internal/external assessment decision for a qualification

## Grounds for Appeal

An appeal may be made if:

- The assessment was not conducted in accordance with the training provider's regulations
- Medical or other extenuating circumstances arose during the assessment process which affected the learner's performance
- There was inappropriate or irregular behaviour on the part of the assessor

## Appeals Procedure

### Stage 1

- The learner should firstly discuss the reason for the appeal with the Assessor or Internal Quality Assurer (if possible) on the day of the assessment
- If this does not resolve the appeal the learner should complete the Learner Appeal Form and submit to the Internal Quality Assurer within 5 days from the date of the assessment – including any supporting evidence (see additional notes below)
- The Internal Quality Assurer will investigate the appeal and respond in writing within 7 working days

### Stage 2

- If the learner feels that the outcome is unsatisfactory they should complete the relevant section of the Learner Appeal Form and re-submit to the Internal Quality Assurer
- The training provider will then notify the relevant Awarding Organisation External Quality Assurer.
- If the External Quality Assurer was not present or is unable to resolve the appeal issue, the learner will be directed to Stage 3 of the appeals process

### Stage 3

- The learner should complete a written appeal directly to the relevant Awarding Organisation Lead External Quality Assurer, who will investigate the matter thoroughly and respond in writing within 21 working days
- If the learner feels that the Awarding Organisation Lead External Quality Assurer has been unable to bring the matter to a satisfactory conclusion, the appeal may be referred directly to the Awarding Organisation

## Stage 4

- The learner may be offered a formal appeals hearing. This will be conducted within 6 weeks and will be conducted by the appeals panel
- Provision of an appeals hearing will incur a nominal fee. The fee will be refunded if the appeal is upheld

## Additional Notes

- It is extremely difficult to investigate appeals without impartial evidence. Therefore appeals against referrals in practical teaching based solely on the learner's disagreement with the assessor's decision will only be considered when accompanied by a video recording
- The learner has the right to video any aspect of their assessment using their own video recording equipment provided it does not interfere with the assessment process, other learners or the assessor's ability to carry out their role(s)
- It is the responsibility of the learner to arrange a video operator
- It is the responsibility of the learner to notify the centre where their assessment is taking place of any medical problem which may affect student performance adversely in the assessment process, so that a decision can be made for deferral, prior to the assessment date
- Theory papers that are externally assessed by an Awarding Organisation are marked electronically and sampled regularly
- Appeals against referrals in the external theory result can result in the following action:
  1. Investigation into the centre's invigilation procedures/delivery
  2. Hand marking of the theory papers
  3. Investigation into the content of the theory paper by Awarding Organisation

## Equality and Diversity Policy

Ad-Lib Training is committed to encouraging diversity and reducing discrimination, and accepts the spirit and intention of the various legislation, regulations and codes of practice which separately and collectively outlaw certain kinds of discrimination in selection, recruitment, induction, programme delivery and assessment.

Ad-Lib Training aims to ensure that learners are truly representative of all sections of society and that every learner feels respected and able to give their best.

Ad-Lib Training undertakes to ensure equality of treatment for all and aims to:

- a. ensure no learner is discriminated against or receives less favourable treatment because of a protected characteristic
- b. ensure awareness is raised around issues of diversity, and

- c. acknowledge any issues of discrimination, harassment or victimisation that are brought to the attention of management ensuring they are investigated and rectified promptly and sensitively using an appropriate procedure

## Definitions

For the purposes of this policy Ad-Lib Training has adopted the following definitions:

- a. Diversity means recognising, valuing and taking account of people's different backgrounds, knowledge, skills and experiences, and encouraging and using those differences to make the way we work and learn more creative, efficient and innovative
- b. Direct discrimination is treating a person less favourably than others due to a protected characteristic
- c. Indirect discrimination is the applying of a requirement or condition, which, although applied equally to everyone, is such that a considerably smaller proportion of a particular group can comply with it and it cannot be justified
- d. Harassment is the violation of a learner's dignity, or, the creation of an intimidating, hostile, degrading, humiliating or offensive environment relating to a protected characteristic
- e. Victimisation arises where someone is treated badly because they have made a complaint or helped someone else make a complaint by giving evidence

Ad-Lib Training will take steps to address identified inequalities or barriers that may arise and challenge discrimination in respect to the following protected characteristics:

- Age
- Disability
- Gender reassignment
- Race
- Religion or belief
- Sex
- Sexual orientation
- Pregnancy
- Marriage/Civil partnership

## Roles & Responsibilities

It is the responsibility of every individual to eliminate discrimination and to ensure the practical application of this policy.

## Ad-Lib Training

Has a responsibility to:

- Adhere to the Equality Act (2010)
- Not discriminate, harass or victimise a learner in relation to the withdrawal of a qualification
- Ensure that there is an environment in which individual differences and the contributions of all learners are recognised and valued

- Ensure that every learner can learn in an environment that promotes dignity and respect to all and to ensure that no form of intimidation, bullying or harassment will be tolerated
- Ensure that practices and procedures are reviewed and amended to ensure fairness
- Ensure that equality is promoted in the learning environment
- Ensure that any breaches to this policy and procedure are dealt with appropriately
- Provide advice and guidance to staff and learners to ensure that equality of opportunity is demonstrated
- Check that its policies and procedures are reviewed on a regular basis to ensure that they promote equality of opportunity for all
- Consult with relevant learners and/or their representatives to ensure that there are no barriers to entry to the units and qualifications offered, other than those directly related to the integrity of units or qualifications
- Oversee the fair and consistent application of this policy and procedure
- Monitor and evaluate the effectiveness of this policy and determine the nature of any corrective action

### Reasonable Adjustments

There is a duty to make reasonable adjustments which can apply to all of the protected characteristics. There are three requirements in relation to reasonable adjustments that Ad-Lib Training is required to follow:

- Take reasonable steps to avoid a substantial disadvantage to, for example, a disabled person (in comparison to someone who is not disabled) **arising from a provision, criteria or practice**
- Take reasonable steps to avoid a substantial disadvantage to, for example, a disabled person (in comparison to someone who is not disabled) **arising from a physical feature**
- Provide an auxiliary aid to avoid a substantial disadvantage to, for example, a disabled person (in comparison to someone who is not disabled).

### Learners

Need to ensure that they accept personal responsibility for the application of Ad-Lib Training's diversity policy. They are also responsible for bringing to the attention of the teaching staff any examples of discrimination of which they become aware.

### All Staff

Need to ensure that good practice in the area of equality of opportunity is applied within their area of control; and that all their learners are aware of Ad-Lib Training's policy in this area.

## Procedure

- a. Learners who are aware of discrimination of any kind, or consider that they are being discriminated against, should in the first instance consider whether it may be appropriate to raise the issue informally with the alleged discriminator, who may not be aware that their behaviour is causing offence
- b. Where it is not appropriate for an approach to be made to the alleged discriminator, or the learner is unwilling to do this, they should consider to whom they should highlight their issue. In most cases it is envisaged this would be their tutor/assessor. Where their tutor/assessor is implicated in their concerns, they should approach their tutor/assessor's line manager or the Internal Quality Assurer
- c. The manager with whom the matter is raised should either investigate the concerns raised or refer the matter, wherever possible with the agreement of the employee concerned, to a more appropriate manager. Whenever allegations of discrimination are made the manager must inform their HR Department
- d. Once the matter has been investigated the learner who has alleged discrimination should be informed of the action taken and, where appropriate, the outcome. It may not be appropriate to give details of any disciplinary sanctions applied
- e. Where learners are not happy about the action taken they should appeal, within seven working days, to the Quality Manager of Ad-Lib Training, who should appoint an appropriate senior manager to review their concerns.

## Related Documentation

It may be appropriate to use this in conjunction with other policies and procedures.

## Health and Safety Policy

Ad-Lib Training deliver educational and training programmes to the general public and employs a total of 2 employed staff and a team of freelance tutors/assessors/IQA across various sites.

Risk assessments are carried out prior to booking a venue and at the start of each day.

## Privacy Policy

In order to carry out its business Ad-Lib Training requires personal data and is committed to keeping all your personal data safe and secure, ensuring we meet all legal obligations.

Ad-Lib Training's Privacy Policy provides information on the purposes for which we collect and process your personal data and the ways in which protect, manage and share it. It also sets out your individual rights in relation to this data.

## About Ad-Lib Training

Registered limited company number **08986795**. Ad-Lib Training is registered with the

Information Commissioner's Office (ICO) under the following reference: ZA534965, date registered:15 July 2019, registration expires:14 July 2020

### Collection and Usage of Data

Ad-Lib Training collects personal information that is necessary to deliver the training services that individuals request which can include name, postal address, email address, telephone number, gender, date of birth, ethnicity, individual learning needs and medical history. This data could be collected when you:

- engage with us on social media
- make an enquiry on one of our website forms or via telephone
- subscribe to our newsletter
- book a training course
- register for a qualification with one of our external Awarding Organisations
- make a payment for training and/or other services

Ad-Lib Training collates and uses your data to provide you with access to our training including learning resources, online learning and assessments.

When you submit your data, you are requesting a service from Ad-Lib Training: typically for information, advice and guidance about a training product you are thinking of booking and are currently attending. We will only use your data to communicate information that relates to your request including course and sector information.

You can request for us to stop these forms of communication at any time by contacting our Data Protection Officer at [d.page@adlibtraining.com](mailto:d.page@adlibtraining.com)

Beyond these purposes, we process your data only if you have granted express consent for its stated purposes.

### Sharing Personal Information

Ad-Lib Training may share information with a third party in order to carry out its business, for example an Awarding Organisation to register a qualification, an external organisation which is funding an individual's training booking or External Quality Assurer visiting a training course to assess quality of course delivery. We may also share personal data with third party organisations who are working on our behalf, for example to take secure payments or deliver email newsletters. Ad-Lib Training ensures that they are GDPR compliant and only provides them with specific data necessary to deliver the service we have hired them to provide and do not use it for their own marketing purposes.

Outside of these third parties, Ad-Lib Training does not disclose personal information unless it is required to do so by law.

Learners can request their personal data is destroyed at any time by emailing Ad-Lib Training's Data Protection Officer at [d.page@adlibtraining.com](mailto:d.page@adlibtraining.com)

### Data Protection

Ad-Lib Training is committed to protecting the confidentiality of your personal data and stores your data in secure environments, limiting access to personal data to employees, contractors and third parties who have been hired to perform a business function. While we take use reasonable precautions to protect your personal information, we cannot guarantee the absolute security of your data submitted through our websites.

### Rights

When requested, Ad-Lib Training will provide you with information as to whether and what personal data we store about you. Individuals should inform Ad-Lib Training if their personal data is incorrect so it can be rectified, and Ad-Lib Training can continue to communicate with you effectively. You may revoke your consent for us to use your personal data, in whole or in parts at any time by emailing Ad-Lib Training's Data Protection Officer at [d.page@adlibtraining.com](mailto:d.page@adlibtraining.com)

Any questions regarding this privacy policy can be sent to Ad-Lib Training's Data Protection Officer at [d.page@adlibtraining.com](mailto:d.page@adlibtraining.com)

## Malpractice and Maladministration Policy

### Definition of Malpractice

Malpractice is essentially any activity or practice, which deliberately contravenes regulations and compromises the integrity of the internal or external assessment process and/or the validity of certificates and associated achievement. It covers any deliberate actions, neglect, default or other practice that compromises, or could compromise:

- The assessment process
- The integrity of a regulated qualification
- The validity of a result or certificate
- The reputation and credibility of Ad-Lib Training and Active IQ, or the qualification or the wider qualifications community

Malpractice may include a range of issues from the failure to maintain appropriate records or systems, to the deliberate falsification of records in order to claim certificates.

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

### Definition of Maladministration

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

### Process for making an allegation of malpractice or maladministration

Anybody who identifies or is made aware of suspected or actual cases of malpractice or

maladministration at any time must immediately notify the appropriate personnel at Ad-Lib Training and Active IQ. In doing so they should put them in writing/email and enclose appropriate supporting evidence. If the area of malpractice or maladministration involves Ad-Lib Training then the informant may bypass us as a centre and report straight to Active IQ.

All allegations must include (where possible):

- Centre's name, address and number
- Learner's name and Active IQ registration number (If known)
- Centre/Active IQ personnel's details (name, job role) if they are involved in the case
- Details of the Active IQ course/qualification affected or nature of the service affected
- Nature of the suspected or actual malpractice and associated dates
- Details and outcome of any initial investigation carried out by the centre or anybody else involved in the case, including any mitigating circumstances

#### Policy review

This policy is subject to review. Last updated May 2020.

