

## **Appeals Reporting and Handling Procedure**

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

It is ultimately the responsibility of the Head of the Centre Paul Barnfather to ensure that this procedure is implemented, published and accessible to all personnel, learners and any relevant third parties.

However, the Centre Administrator (QC) and Course Tutor (CT) specific to each qualification are responsible for ensuring this information is fully understood by their qualification team and by the learners who commence courses.

In the event that the learner has exhausted this procedure and remain dissatisfied with the decision made by All For Sport, they may take their appeal to the 1st4sport.

### **Appeals Reporting Stage 1**

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

The assessor should explain the rationale for the decision that is being disputed. The assessor is required to record an overview of the appeal and the outcome of the discussion and forward this to the Head of the Centre within 48 hours who will retain this information with the centre's assessment and appeals records.

### **Appeals Reporting Stage 2**

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

The Head of the Centre will write to the learner to acknowledge receipt of the appeal within 7 working days and outline the course of action to be taken.

The Appeals Officer will carry out an investigation, ensuring that another appropriately qualified assessor and/or internal verifier is involved in the review.

The Head of the Centre will write to the learner within 14 working days with the findings and a decision as to whether the appeal was justified.

### **Appeals Reporting Stage 3**

If learners have followed Stage 1 and 2 of the appeals reporting procedure and remain dissatisfied with the outcome, they have the right to take their appeal to the awarding organisation (1st4sport Qualifications) within 14 working days of the decision being communicated to them by the recognised centre.

The 1st4sport procedure for Learner Appeals against Recognised Centre Decisions can be accessed online via **[www.1st4sportqualifications.com](http://www.1st4sportqualifications.com)**

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

All Stage 3 Appeals should be sent to:

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

Email: [IManagement@1st4sportqualifications.com](mailto:IManagement@1st4sportqualifications.com)

### **Appeals Reporting Stage 4**

If learners have followed Stage 1, 2 and 3 of this appeals procedure and are still dissatisfied with the outcome, they have the right to take their appeal to the appropriate regulator details of this information can be requested via 1<sup>st</sup>4sport or via the website below.

#### **Ofqual**

<http://ofqual.gov.uk/>

#### **CCEA**

<http://www.rewardinglearning.org.uk/>

#### **SQA Accreditation**

<http://www.sqa.org.uk/>

# **Complaints and Handling Procedure**

All For Sport needs to be clear about the difference between a concern and a complaint. Taking an informal concern seriously at the earliest stage will reduce the numbers that develop into formal complaints.

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

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

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

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

## **Stage 1**

Make your concern known to the Course Tutor or Centre Administrator who will deal with the concern following the guidelines below. The tutor/assessor will discuss the complaint with the learner and attempt to agree a way forward or a solution that suits both parties. Learners should allow the tutor/assessor sufficient time to investigate or remedy the grievance.

## **Stage 2**

If the complaint cannot be resolved informally to the satisfaction of learners, or if learners feel that they cannot make an informal complaint to their tutor/assessor, the complaint should be submitted in writing to the Head of the Centre David Rock, david@allforsport.co.uk who will deal with the complaint following the guidelines below.

Head of the Centre will write to learners to acknowledge receipt of the complaint within 7 working days and outline the course of action to be taken.

The Head of the Centre will carry out an investigation, which will involve the relevant Qualification Coordinator (where required) and other members of personnel, and will write to the learner within 14 working days with the findings and a decision as to whether the complaint was justified.

All For Sport will ensure that the following steps are taken in dealing with your concern / complaint.

### **Investigating Concerns & Complaints**

All For Sport will deal with the concern in an effective a quick manner where possible

- Establish what has happened so far, and who has been involved
- Clarify the nature of the concern and what remains unresolved
- Clarify what the concerned feels would put things right
- Interview those involved in the matter and/or those concerned of
- Conduct the interview with an open mind and be prepared to persist in the questioning (Keeping notes of the interview)

All written complaints will be dealt with following the steps above.

### **Resolving Concerns & Complaints**

All For Sport will resolve a concern or a complaint by offering one of the following solutions. In addition, it may be appropriate to offer one or more of the following:

- An explanation
- A written apology
- An admission that the situation could have been handled differently or better
- An assurance that the event concerned / complained of will not recur
- An explanation of the steps that have been taken to ensure that it will not happen again
- A solution that both All For Sport and the concerned/complainant agree on
- An undertaking to review All For Sport policies in light of the complaint

All For Sport will ensure that the above steps are dealt with as efficiently as possible.

### **Stage 3**

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

The 1st4sport procedure for Learner Complaints against Recognised Centre Services can be accessed online via [www.1st4sportqualifications.com](http://www.1st4sportqualifications.com)

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

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

Email:             [IManagement@1st4sportqualifications.com](mailto:IManagement@1st4sportqualifications.com)

### **Stage 4**

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

**Ofqual**

<http://ofqual.gov.uk/>

**CCEA**

<http://www.rewardinglearning.org.uk/>

**SQA Accreditation**

<http://www.sqa.org.uk/>

## **Equal Opportunities Policy**

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

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

- **Direct Discrimination**  
Where someone is treated less favourably than another person because of a protected characteristic.
- **Associative Discrimination**  
Direct discrimination against someone because they are associated with another person who possesses a protected characteristic
- **Discrimination by Perception**  
Direct discrimination against someone because others think that they possess a particular protected characteristic. They do not necessarily have to possess the characteristic, just be perceived to
- **Indirect Discrimination**  
Occurs when there is a rule or policy that applies to everyone but disadvantages a person with a particular protected characteristic.

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- **Harassment**  
Behaviour that is deemed offensive by the recipient. Employees can now complain of the behaviour they find offensive even if it is not directed at them.
- **Harassment by a third party**  
Employers are potentially liable for the harassment of their staff or customers by people they don't themselves employ, i.e. a contractor.
- **Victimisation**  
Occurs when someone is treated badly because they have made or supported a complaint or grievance under this legislation.

## Objectives

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

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

It is ultimately the responsibility of the Head of the Centre, David Rock to ensure that this policy is published and accessible to all personnel, learners and any relevant third parties. However, to further support effective implementation, Qualification

Coordinators (QCs) specific to each qualification are responsible for ensuring this information is fully understood by their qualification team and by the learners who commence courses in their area.

## **Access to Fair Assessment Statement**

### **Commitment**

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

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

### **Reasonable Adjustments**

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

### **Special Consideration**

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

## Objectives

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

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

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

### Equality and Access Appeals

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

### Equality and Access Complaints

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

## **Health and Safety Policy**

### **1.0 Statement of Intent**

Health and safety is an important consideration for our company. We will take reasonable steps to provide a safe and caring environment for children, staff and contractors.

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

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

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

### **Key Objectives**

All For Sport aims to promote health and safety, so far as reasonably practicable, by:

- 1.1 providing and maintaining safe equipment and environment, including a means of access in a condition that is safe and without risk to health
- 1.2 preventing accidents and cases of work-related ill health and safety hazards arising from work activities via effective risk identification, assessment and implementation of control measures
- 1.3 implementing regular emergency and evacuation procedures in case of a significant incident
- 1.4 protecting the health and safety and welfare of individuals and vulnerable learners via systematic risk management
- 1.5 engaging with learners, personnel and any related third parties, to provide providing relevant information, instruction, training and supervision, as is necessary to ensure health and safety

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- 1.6 providing adequate training and allocating appropriately qualified members of personnel to identify and control potentially hazardous situations or environments
- 1.7 complying with statutory regulation on health and safety and welfare of learners, personnel and any related third parties

## **2.0 Responsibilities**

The All For Sport directors and Head of Centre have overall responsibility for health and safety.

For its part All For Sport will:

- 2.1 Ensure health and safety has a high profile.
- 2.2 Ensure adequate resources for health and safety are available.
- 2.3 Consult contractors and highlight training opportunities.
- 2.4 Monitor and review health and safety.
- 2.5 Develop a health and safety culture throughout the company.
- 2.6 Take day to day operational decisions
- 2.7 Ensure staff (tutors, assessors, etc.), contractors and volunteers are aware of their responsibilities.
- 2.8 Draw up health and safety procedures.

All staff and contractors will:

- 2.10 Support the implementation of health and safety arrangements.
- 2.11 Take reasonable care of themselves and others.
- 2.12 Ensure as far as is reasonably practicable that their work area is safe.
- 2.13 Report shortcomings to the school directors and head of Centre so they can be recorded in Health and Safety Record Book.

## **3.0 General Health and Safety Arrangements**

The arrangements for health and safety have been drawn up following assessment of risk in accordance with the **Management of Health and Safety Regulations 1999**.

- 3.1 Smoking is not permitted at work.
- 3.2 When staff, contractors and learners are on site they are expected to follow company and school safety procedure. The site manager or head teacher will liaise with staff, contractors and learners as appropriate.
- 3.3 The directors to recommend appropriate training opportunities in relation to health and safety.
- 3.4 All new staff, contractors and volunteers, as part of their induction programme, will be advised on safety procedures and associated contingency plans by the school or club.
- 3.5 Staff and contractors to adhere to All For Sport Risk Assessments (see 14.0)

## **4.0 Monitoring and Review of Health and Safety Arrangements**

- 4.1 The yearly check will be used to prioritise need and to inform planning.
- 4.2 Health and Safety Record Book will be used to ensure immediate action is carried out when necessary.
- 4.3 All staff and contractors will carry out monitoring on a day to day basis.
- 4.4 The policy will be reviewed annually.

## **5.0 Equipment**

- 5.1 Any equipment in schools should be used safely and for its intended
- 5.2 All For Sport equipment identified as defective should be taken out of use immediately and labelled accordingly.
- 5.3 For school equipment, the site manager should be informed immediately in order that arrangements for repairs or replacements can be made swiftly.
- 5.4 All For Sport equipment is maintained so it is fit for purpose.

## **6.0 Clothing**

- 6.1 All children and learners will wear suitable clothing for the activity in which they will participate.
- 6.2 All staff, contractors and learners must wear appropriate clothing for physical activity.

## **7.0 Jewellery**

- 7.1 No jewellery is to be worn by any child during physical activity
- 7.2 No jewellery is to be worn by any staff, contractor or learner (except wedding band, wrist watch) during physical activity

## **8.0 The use of mobile phones in the work place (school buildings and grounds)**

- 8.1 Mobile phones MUST remain concealed (out of view) and “switched to silent mode” during teaching hours
- 8.2 Mobile phones may only be used for phone calls and text messaging, when in an appropriate adult environment, outside of teaching hours, and not in the presence of children. Coaches will adhere to any ‘local’ rules for mobile phone usage at any given School.
- 8.3 NO IMAGES are permitted to be taken using a mobile phone whilst on school premises in school teaching hours OR non-school teaching hour

## **9.0 Lifting and Moving**

9.1 Adhere to school / site policy

## **10.0 Fire Safety**

10.1 Adhere to school / site policy.

10.2 Fire procedure will be explain prior to the course / lesson commencing

## **11.0 First Aid**

All confirmed nominees are appropriately qualified first-aiders, holding current first-aid certificates. All First Aiders will be identified prior to the course or lessons commencing. Nominated first aiders are also provided with appropriate first-aid equipment the location of this will be identified prior to the course or lesson commencing.

## **Health and Accidents to Staff, Contractors, Children and Learners**

**All accidents or incidents should be reported to the Head of Centre OR an All For Sport director using the All For Sport Accident / Incident Report Form on the day of the incident by email**

11. 1 Staff and contractors are expected to take reasonable action as responsible adults, to deal with injuries, etc. that children or learners sustain, until the child or learner can, if necessary, receive professional medical treatment.

11.2 All For Sport staff and contractors will be first aiders, or know the designated first aider at the relevant school / site.

11.3 If a child receives a bump on the head, which causes concern, *report to school and should be noted in school accident book, adhere to school policy where applicable*. Serious accidents will also require an accident form to be completed and may require statements from staff or contractors involved. Accidents to staff or contractors must also be reported as in 1. and a record kept in the school and All For Sport accident book.

11.4 Where applicable accidents to children should be recorded in school accident book as well as the All for Sport accident Incident sheet.

**All course staff including course tutors and assessors have a copy of the All For Sport Accident / incident Report Form**

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## **12. 0 Medication and Allergies**

12.1 Adhere to school / site policy or individuals medical / action plan.

## **13. 0 Staff and Contractors Health and Welfare**

13.1 All staff, contractors and learners have a responsibility to be mindful of their own safety when setting up activities and moving equipment.

13.2 Staff, contractors, learners and children should take care when moving or lifting equipment. If in doubt seek help.

## **14.0 Risk Assessments**

14.1 All For Sport ensure that suitable and sufficient control measures are in place to reduce identified risks in the delivery of all courses.

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

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

## **Malpractice and Maladministration Policy**

It is important that Centre staff involved in the management, assessment and quality assurance of afPE and 1<sup>st</sup>4Sport qualifications' regulated qualifications, units or courses, and all registered learners, are fully informed of the contents of this policy. Our centre has in place arrangements to prevent and investigate instances of malpractice and maladministration.

Should an investigation be undertaken within a centre, the Head of Centre will:

- Ensure competent investigators who have no personal involvement in the incident or interest in the outcomes carry out the investigation.

- Ensure the investigation is carried out in an effective, prompt and thorough manner and that the investigator(s) look beyond the immediate reported issues.
- Respond to all requests relating to the allegation and/or investigation. Ensure staff cooperates fully with any investigation and/or request for information.

### **Definition of Malpractice**

Malpractice is defined as any deliberate activity, neglect, default or other practice that compromises the integrity of the internal and external assessment process, and/or the validity of certificates. 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.

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.

### **Definition of Maladministration**

Maladministration is defined as 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 a centre.

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

## **1. Malpractice by students**

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

**1.1.1** Obtaining examination or assessment material without authorisation.

**1.1.2** Arranging for an individual other than the student to sit an assessment or to submit an assignment not undertaken by the student.

**1.1.3** Impersonating another learner to sit an assessment or to submit an assignment on their behalf.

**1.1.4** Collaborating with another student or individual, by any means, to

complete a coursework assignment or assessment, unless it has been clearly stated that such collaboration is permitted.

**1.1.5** Damaging another learners work.

**1.1.6** Inclusion of inappropriate or offensive material in coursework assignments or assessment scripts.

**1.1.7** Failure to comply with published examination regulations.

**1.1.8** Disruptive behaviour or unacceptable conduct, including the use of offensive language, at centre or assessment venue (including aggressive or offensive language or behaviour).

**1.1.9** Producing, using or allowing the use of forged or falsified documentation

## **2. Malpractice by centre employees**

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

**2.1.1** Failure to adhere to the relevant CIPS regulations and procedures, including those relating to centre approval, security undertaking and monitoring requirements as set out by CIPS.

**2.1.2** Knowingly allowing an individual to impersonate a student.

**2.1.3** Allowing a student to copy another student's assignment work, or allowing a student to let their own work be copied.

**2.1.4** Allowing students to work collaboratively during an assignment assessment, unless specified in the assignment brief.

**2.1.5** Completing an assessed assignment for a student or providing them with assistance beyond that 'normally' expected.

**2.1.6** Damaging a student's work.

**2.1.7** Disruptive behaviour or unacceptable conduct, including the use of offensive language (including aggressive or offensive language or behaviour).

**2.1.8** Allowing disruptive behaviour or unacceptable conduct at the centre to go unchallenged, for example, aggressive or offensive language or behaviour.

**2.1.9** Divulging any information relating to student performance and / or results to anyone other than the student.

**2.1.10** Producing, using or allowing the use of forged or falsified documentation, Falsely obtaining by any means a CIPS certificate.

**2.1.11** Failing to report a suspected case of student malpractice i.e. plagiarism

## **3. Malpractice Sanctions**

**3.1** Following an investigation, if a case of malpractice is upheld, All For Sport

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may impose sanctions or other penalties on the learner(s) concerned. Where relevant we will report the matter to the regulation governing body i.e. afPE, 1<sup>st</sup>4Sport Qualifications or QCA. The governing body may impose one or more sanctions upon the learners(s) concerned. Any sanctions imposed will reflect the seriousness of the malpractice that has occurred.

### **3.2 Malpractice sanctions that may be applied to learners**

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

### **3.3 Malpractice sanctions that may be applied to employees / course staff**

- A written warning about future conduct.
- Imposition of special conditions for the future involvement of the individual(s) in the conduct, teaching, supervision or administration of students and/or examinations.
- Informing any other organisation known to employ the individual in relation to the course courses
- All For Sport may carry out unannounced monitoring of the working practices of the individual(s) concerned.
- Dismissal.

## **4. Reporting Procedure of Malpractice**

**4.1** A person making an allegation of malpractice or maladministration may wish to remain anonymous. Although it is always preferable to reveal your identity and contact details, if you are concerned about possible adverse consequences you may request All For Sport not to divulge your identity.

**4.2** This reporting procedure applies to, tutors, learners and other centre staff, and to any reporting of malpractice by a third party or individual who wishes to remain anonymous.

**4.3** Any case of suspected malpractice should be reported in the first instance to Head of the Centre Paul Barnfather, paul@allforsport.co.uk

**4.4** A written report should then be sent to the person identified in 4.3, clearly identifying the factual information, including statements from other individuals involved and / or affected, any evidence obtained, and the actions that have been taken in relation to the incident.

**4.5** Suspected malpractice must be reported as soon as possible to the person identified in 4.3, and at the latest within 48 hours from its discovery.

**4.6** Wherever possible, and provided other learners are not disrupted by

doing so, a learner suspected of malpractice should be warned immediately that their actions may constitute malpractice, and that a report will be made to the centre.

**4.7** In cases of suspected malpractice by centre staff, and any reporting of malpractice by a third party or individual who wishes to remain anonymous, the report made to the person in 4.3 should include as much detailed information as possible.

**4.8** In cases of suspected malpractice reported by a third party, or an individual who wishes to remain anonymous, All For Sport will take all reasonable steps to authenticate the reported information and to investigate the alleged malpractice.

## **5. Investigating Malpractice**

**5.1** All For Sport aims to action and resolve all stages of the investigation within 30 working days of receipt of the allegation. Please note that in some cases the investigation may take longer; for example, if a centre visit is required. In such instances, All For Sport will advise all parties concerned of the likely revised timescale

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

- a.** An investigation is going to take place, and the grounds for that investigation; details of all the relevant timescales, and dates, where known
- b.** That they have a right to respond by providing a personal written response relating to the suspected malpractice (within 14 working days of the date of that letter)
- c.** That if malpractice is considered proven, sanctions may be imposed either by All For Sport or the regulation governing body (see 3.1) reflecting the seriousness of the case
- d.** That if they are found guilty they have the right to appeal.
- e.** That All For Sport has a duty to inform regulation governing body (see 3.1) and other relevant authorities / regulators, but only after time for the appeal has passed or the appeal process has been completed.

**5.3** Where more than one individual is contacted regarding a case of suspected malpractice, for example in a case involving suspected collusion, we will contact each individual separately, and will not reveal personal data

to any third party unless necessary for the purpose of the investigation.

**5.4** The individual has a right to appeal against a malpractice outcome if they believe that the policy or procedure has not been followed properly or has been implemented to their detriment (within 14 days).

**5.5** Records of all malpractice cases and their outcomes are maintained by All For Sport for a period of at least five years, and are subject to regular monitoring and review.

## **Quality Assurance Policy**

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

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

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

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

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

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

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

The Internal Quality Assurance Aim

**The aim of Internal Quality Assurance is:**

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

Internal Quality Assurance Objectives

The objectives of internal verification fulfil a variety of quality assurance considerations. The list below outlines internal quality assurance objectives, which ensure that All For Sport

- Operates from this established quality assurance policy and related procedures which are consistently reviewed where required in accordance with generic quality control arrangements
- Ensures an effective induction is provided for all members of the assessment and verification teams, as required
- Ensures effective appraisal and continued professional development for all members of the assessment and verification teams
- Ensures that the assessment and verification teams understand and are able to follow and advise on all centre policies and procedures
- Ensures equality and diversity is embedded throughout the internal quality assurance and assessment activities
- Ensures quality via accurate and effective assessment of all learners

- Monitor and ensure consistency of assessment outcomes via appropriate interpretation of 1st4sport's specific qualifications and/or national requirements
- Reviews and evaluates the quality and consistency of assessment at different stages of the assessment process
- Maintain accurate and current records of internal quality assurance
- Standardise all components of the assessment where appropriate
- Carry out continuous improvement activities to ensure all corrective actions and best practice guidelines requested by awarding organisations and their moderation staff (including external verifiers) are complied with.

## **Safeguarding Children and Vulnerable Adults Policy**

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

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

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

### **Objectives**

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

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

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

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

## **1. Responsibility**

Our policy applies to all staff, contractors and volunteers working on behalf of All For Sport. There are five main responsibilities that those working on behalf of All For Sport must adhere to:

- 1.1** Ensure we practise safe recruitment in checking the suitability of staff, contractors and volunteers to work with children and vulnerable adults
- 1.2** Raise awareness of child and vulnerable adults protection issues and equipping children and vulnerable adults with the skills needed to keep them safe.
- 1.3** Developing and then implementing procedures for identifying and reporting cases, or suspected cases, of abuse.
- 1.4** Supporting children and vulnerable adults who have been abused in accordance with his/her agreed protection plan.
- 1.5** Establishing a safe environment in which children and vulnerable adults can learn.

All For Sport recognise that because of the day to day contact with children and vulnerable adults, staff, contractors and volunteers are well placed to observe the outward signs of abuse.

All staff and contractors working with young people, on behalf of All For Sport will attend a **Safeguarding and Protecting Workshop** and will be responsible to stay up

to date with Child and Vulnerable Adults Protection issues by attending workshops and courses every 3 years.

Staff and contractors working on behalf of All For Sport will follow best practice guidelines as laid down by Safeguarding and Protecting Children courses.

### **Personnel Recruitment Procedure**

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

Where applicants will take significant responsibility for safeguarding children during activities within All For Sport they will be required to complete a Disclosure and Barring Service (DBS) check.

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

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

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

## **2. Operations**

- 2.1** Establish and maintain an environment where children and vulnerable adults feel secure, are encouraged to talk, and are listened to.
- 2.2** Ensure children and vulnerable adults know that there are adults in the school whom they can approach if they are worried.
- 2.3** All For Sport will follow the procedures set out by the 1<sup>st</sup> 4 Sport and take account of guidance issued by the Department of Education and Skills to:

**2.31** Ensure we have a designated senior person for child and vulnerable adults protection who has received appropriate training and support for this role.

**2.32** Ensure every member of staff and contractors knows the name of the designated senior person responsible for child and vulnerable adults protection and their role.

**2.33** Ensure all staff and contractors understand their responsibilities in being alert to the signs of abuse and responsibility for referring any concerns to the designated senior person responsible for child and vulnerable adults protection

All For Sport will keep written records of concerns about children and vulnerable adults, even where there is no need to refer the matter immediately.

**2.4** Ensure all records are kept securely, and in locked locations.

**2.5** Develop and then follow procedures where an allegation is made against a member of staff or contractor.

**2.6** Ensure safe recruitment practises are always followed (see personal recruitment procedure).

**2.7** The use of mobile phones / personal IT equipment (including but not exclusive to, Laptops, Ipads and similar devices) in the work place (for anything other than administrative / reporting purposes is strictly forbidden).

**2.71** Mobile phones MUST remain concealed (out of view)

**2.72** Mobile phones may only be used for phone calls and text messaging, when in an appropriate environment, outside of teaching hours, and not in the presence of children or vulnerable adults.

**2.73** No images are permitted to be taken using personal IT equipment; smart phones, Ipads, laptops or similar devices.

**2.74** The use of mobile phones/ personal IT equipment (including but not exclusive to, Laptops, Ipads and similar devices) in the work place (School buildings and grounds) for anything other than administrative/reporting purposes is strictly forbidden. Mobile phones/ personal IT equipment (including but not exclusive to, Laptops, Ipads and similar devices) may not be used in the presence of children in school, unless,

- Using company IT equipment; smart phones, Ipads, laptops or similar devices
- With express permission of a Headteacher, and demonstrating purpose and learning benefits of such usage
- Any images (video or pictures) which are stored / saved must be done so on a school PC, under the strict supervision of a designated member of the school staff, and adhere to the schools data storage, policies

**ALL FOR SPORT LTD**

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## **Allegations Reporting Procedure**

Allegations of possible child and/or vulnerable adult abuse must be reported to:

**FAO: Paul Barnfather, Managing Director**  
**177 London Road**  
**Hertford Heath**  
**Hertfordshire**  
**SG13 7PN**

**[paul@allforsport.co.uk](mailto:paul@allforsport.co.uk)**

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

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

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

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

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

**[IManagement@1st4sportqualifications.com](mailto:IManagement@1st4sportqualifications.com)**

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