

Complaints, Malpractice, Withdrawal of Approval Policy

Policy and Procedure

Statement: Opps Training wishes to provide all stakeholders with a positive, supportive and successful experience when participating in the Company activities. It seeks to eliminate risk to the learner's progress and achievement by making them aware of how to raise concerns regarding the service offered by Opps Training and how Opps will ensure the continuity of service.

Complaints

Methodology

Learners are informed of the Complaints and Appeals procedure at induction. The Information Advice and Guidance documentation encourages learners and employers to contact Opps in order to resolve any grievance.

The learner may speak to the first line of contact (e.g. assessor/tutor) or choose to speak to the Quality Manager or Company director. The contact details of the Opps team are shared with learners at induction.

The employer may choose to speak to their main customer service link at Opps, a trainer or director.

An investigation is always opened within two days of receiving a complaint, whether the complaint is formal or informal. A senior member of staff will always conduct the process.

All parties are interviewed, by a senior member of staff. When an understanding has been reached as to the nature of the concern, this member of staff will take the appropriate action and feedback to all parties.

At all stages of activity, the degree of confidentiality will be secured with all members.

The senior member of staff must report to the Quality Improvement Group (QIG) who will monitor how the complaint was dealt with.

Appeals

Terms of reference: Appeals refers to the process specific to assessment whereby a learner can instigate a process if they do not agree with an assessment decision. An appeal can also be made by either individuals or a centre where the systems and procedures are deemed to have failed, or on the grounds of malpractice or maladministration.

Methodology

All learners are introduced to the Appeals Policy at their induction. This policy is revisited by the trainer throughout the programme delivery.

In the event of any appeal the Quality Manager will be informed at the earliest opportunity that an appeal is pending and will then advise the assessor and internal

verifier of any particular requirements according to the individual awarding body involved.

No appeal can be passed to the awarding body until the internal process has been exhausted.

If the internal process is not conclusive and acceptable to all parties, the awarding body will be asked to intervene and support a conclusion.

Malpractice

Terms of reference: Malpractice refers to any action which threatens the integrity of the qualification being undertaken. It can refer to actions by the learner, trainer or other Opps staff.

Methodology

Any member of Opps staff who suspects malpractice must raise their concerns at the earliest opportunity. Allowing assessment to continue when there are grounds for concern could be construed as misconduct. Malpractice concerns should be notified to a senior member of staff.

The allegation will be investigated internally by the Managing Director in association with the Quality Manager and the Operations Manager. If the allegation is upheld the decision will be made to take appropriate action which could involve suspension of the learner and/or staff member. The Quality Manager will inform the awarding body and ensure that any actions taken comply with the requirements of the awarding body. The Managing Director will take ultimate responsibility for the conclusion of the concern.

Withdrawal of Approval

Terms of reference: Withdrawal of approval refers to any instance whereby approval is withdrawn (whether voluntary or enforced) for any qualification(s) by the awarding organization.

Methodology

In the first instance attempts will be made to transfer learners to a consortium partner who has approval for the relevant qualification. If this is not possible then Opps will seek to find another training provider in the learner's location. Opps will assist with the transfer of the learner's registration, if applicable, to the new provider.

Policy published date	April 2010
Date of last review	March 2019
Next review date	March 2020
Person responsible for policy and review	Managing Director