

Role Training also examines the output data for each course/session which is then evaluated post-delivery. Where there is an apparent need to adapt materials or learning delivery method during the course, the trainer will ensure that a variety of options are available. This can be in the form of more visual and practical exercises or increased interaction between the course attendees. Where delegates have learning impairments such as (But not limited to) dyslexia, ADHD, ADD or Autism, provisions will be made to ensure that one to one attention or appropriate assistance is made available.

It is as part of the commitment of being able to provide an environment of full equality that Role Training would ask any potential Delegate or their Employer to confirm any known hearing impairments prior to the session taking place. This will allow Role Training to make the necessary arrangements to fully support the delegate/s by which ever means required to attain competence.

A non-safety critical qualified scribe will be made available if required. In addition, we will also have learning aids such as coloured slides available. The company will ensure that where a delegate attending PTS, Lookout and/or Track Induction training has declared difficulties with reading and/or writing, a reasonable adjustment is provided by a secondary individual fulfilling the role of reader and/or scribe, as required. This second individual shall not hold the Competence being assessed. Where this has taken place, the name and signature of the reader and/or scribe shall be recorded and retained within the training and/or assessment pack.

Appeals

Delegates will be provided with an appeals procedure that gives them the right to appeal against assessment decisions post session/course. If an appeal is lodged, it will be fully reviewed by the Training Manager, the reason/s for the negative result communicated to the individual and their Sponsor/Employer.

If there is still further dispute on the outcome of assessment results, the escalation procedure would then be to have the appeal investigated by Role Training Internal Verifier or an independent assessor / verifier.

If it is found that the result should be overturned, then the training materials and delivery strategy of the training materials would be reviewed and amended if required.

Appeals/Complaints

Role Training Limited provides a high-quality training solution. However, we recognise that problems, disagreements, and disputes can occur. To ensure that these events are resolved promptly Role Training have the following appeals policy in place.

Role Training welcomes all comments, suggestions and feedback about our programmes, systems, staff, and associates, whether this is positive or negative. Role Training takes feedback, complaints and appeals seriously and will investigate and provide a response promptly. Role Training will use complaint and feedback data to improve our service to learners to identify trends and patterns to inform and support our quality assurance process and the quality of our programmes and services.

Regular survey questionnaires for feedback will be requested from learners, chosen at random. This feedback will be used as part of the annual self-reporting process, and to facilitate changes or improvements as necessary.

All learners will be made aware of the Role Trainings appeals procedure at the start of their course or qualification.

All appeals shall be submitted in writing to Role Training within 30 days of the occurrence which prompts the appeal.

Role Training will acknowledge receipt of the appeal within 5 working days.

The usual appeal process within the Role Training, will follow:

- Appeal with Trainer, if not resolved:
- Move to an independent Trainer/Internal Quality Assurer

Role Training Limited will then conduct an investigation into the circumstances of the appeal. The Appellant shall be notified in writing as to the outcome of that investigation within 15 working days from the date of acknowledgement.

The individual will be informed if

- If the complaint or appeal is upheld Role Training will explain how the decision is justified based on the evidence
- If the complaint or appeal is not upheld Role Training will explain why the evidence does not justify the claim
- Role Training will explain the follow up action to be taken although this will vary according to the nature of the complaint or appeal
- In the case of a learner not being satisfied once the Role Training procedure has been exhausted, the learner can escalate the matter to the awarding body, following their published complaints and appeals process.
- The awarding body's decision will be final

A detailed record of the investigation will be maintained by the centre as this will be monitored through the centre's own self-assessment process.

Complaints Process

Complaints are generally accepted to be concern or dissatisfaction relating to Role Training customer service, systems and/or processes.

It is important that trust and goodwill is maintained between Role Training and learners so that any concerns can be resolved quickly and promptly at an appropriate level. Recourse to the formal complaint's procedure should be seen as a last resort.

Appeals Process

Appeals may be made against a range of issues relating to assessment of Role Training programmes:

- progression from one stage of a qualification programme to another
- assessment results – a decision made by the Trainer or Internal Verifier
- a decision to decline a request for a reasonable adjustment or special consideration
- a decision following an investigation into malpractice, maladministration, plagiarism and/or cheating

Appeals can be made regarding the results of Role Training programmes:

- training delivery being below the expected standard
- assessments, examinations, or tests conducted by Role Training

If the matter in question is not about one of the topics noted above, the Complaints Process should be used.

It is important that trust and goodwill is maintained between Role Training and learners so that any concerns can be resolved quickly and promptly at an appropriate level. Recourse to the formal appeals procedure should be seen as a last resort.

It is important to bear in mind that it may not be possible to consider complaints appropriately without disclosure of the identity of the complainant or appellant. If privacy and confidentiality is desired this must be stated clearly, otherwise Role Training will assume permission has been granted to disclose any information provided as deemed appropriate and necessary.

The complaints and appeals procedure should not be deliberately misused or abused. If a complaint or appeal is found to be either frivolous or vexatious it will be dismissed, and Role Training will notify the reasons for the decision.

Legitimate concerns may be raised by learners without fear of being disadvantaged. However, a complaint or appeal can only be escalated to the awarding body once Role Training's procedures have been followed properly.

An escalation of a complaint must relate to customer service, systems and/or processes that learners were led to believe would be provided or that they could reasonably expect to be provided. A complaint cannot be entertained where the subject is that an assessment decision is in question – this would more properly be dealt with under Appeals Process. However, the complaint might also have had a direct impact on the learning experience or achievement of the qualification and should be taken in consideration with any Appeal.

A Complaint might include issues arising of:

- customer service
- unclear or misleading marketing information
- assessment, access to assessment and examinations
- equal opportunities
- registration
- certification

An Appeal may only be made against a range of issues relating to assessment of Role Training programmes, such as:

- progression from one stage of a qualification programme to another
- assessment results – a decision made by the and/or Role Training – formative or final
- a decision to decline a request for a reasonable adjustment or special consideration
- a decision following an investigation into malpractice, maladministration, plagiarism and/or cheating
- assessment, examinations, or tests conducted by Role Training

If the matter in question is not about one of the topics noted here, the Complaints process should be used

We will log, monitor, and evaluate all complaints and appeals and report on these periodically through our normal governance committee structure and self-assessment reporting process. The information will also be made available to awarding bodies, as required.

Training on this policy forms part of the induction process for all individuals who work for us, and updates will be provided using established methods of communication between the business and you.

Role Training commit to communicating this process to all suppliers, learners, and business partners at the outset of our business relationship with them and reinforced as appropriate thereafter.

Trainer & Assessor Observations (4.2.22-4.2.26)

Role Group shall put in place and maintain process to:

- monitor and support improvement of trainers and assessors.
- document and retain all appropriate records.
- ensure that direct observations take place in no less than three (3) events per annum, in relation to delivering training/assessment as part of their annual monitoring by an Individual with the required Trainer/Assessor qualifications.

Where the company systematic risk-based assessments identify a higher than '*low risk*' Trainer or Assessor, additional observations will be carried out.

Where an Assured Trainer or Assured Assessor delivers a specialised discipline only, and the demand to meet this requirement is not possible, Role Group shall contact the Assurance Organisation and seek written dispensation in advance

Role Training will also have processes in place to monitor and ensure that findings and records from observations are monitored in line with Continuous Professional Development (CPD) activities.

Where an Individual is both an Assured Trainer and an Assured Assessor, have processes in place to:

- monitor and support improvement.
- document and retain appropriate records; and
- ensure that on an annual basis direct observations of at least two (2) mandated training and two (2) mandated assessment events have taken place as outlined in the table below: