



Training Procedures and Internal Verification

A – Assessment Procedure

1.0 Introduction

Sirius Business Services Ltd takes its responsibility for ensuring the quality and reliability of assessment very seriously. It recognises that high quality assessment practices are very important to its clients, to the companies credibility and also an important element of the student experience.

2.0 Assessment methods

Courses are assessed through a variety of methods including practical and written assessments and examinations. Delegates will also be monitored during the progress of their course as many courses feature an element of ongoing tutor assessment, the tutor will keep records on this ongoing assessment which will form part of the formal records for the course.

All assessment records and course reports will be used for internal verification and quality monitoring. Records are also available to external verifiers who undertake assessment visits on behalf of awarding bodies and clients.

3.0 Assessment entitlement

You are entitled to:

- A fair and open assessment process
- Regular advice, counselling and guidance from course tutors
- Access to an open and fair appeals and complaints procedure
- Assessment outcomes being reported and recorded and/or written feedback

4.0 Assessment procedures:

You will be required to meet the standards set down by the awarding body

- You will be given the appropriate timescale for completion of written and practical assessments
- You will be given oral/written feedback on your work/assessment
- You will be given one opportunity to upgrade your work based on the feedback you will be given, before re-assessment by your tutor

5.0 Failure to meet the standard

If you fail to meet the agreed standard a review procedure will allow you to re-sit the assessment. If you still fail to meet the standard it will be recorded as a fail. In extenuating circumstances eg family crisis or bereavement the instructor will have some degree of discretion (evidence of such circumstances must be provided). Each circumstance will be assessed on its own merit.

6.0 Viva-voce assessment

There are many reasons why candidates do not pass assessments or examinations; examination nerves, illness on the day or miss reading questions. A verbal assessment (viva-voce), is one way checking whether the individual had a bad day or simply did not know. They should be seen as a legitimate part of the assessment process to be used when circumstances allow; they are not intended to be an entire re-run of the entire assessment.

The use of viva-voce assessments is discretionary, and may be by agreement between the tutor and yourself. Due account will be taken of your performance during the training and whether both parties feel that you would benefit from additional training before re-sitting the exam. It must be remembered that viva-voce assessments are used where students have not met the required standard, and may not be appropriate if there is an underlying weakness.

The viva-voce will seek to establish that you have sufficient knowledge and understanding to achieve the original pass mark. The assessment decision will be recorded appropriately. Once this has been recorded it will stand unless the internal verifier requires the outcome to be changed. Any changes can be appealed under the standard appeals procedure.

B - Internal Verification Procedure

1.0 Introduction

This procedure details how Sirius Business Services Ltd will monitor and verify the delivery of training services provided by the company to ensure a consistent quality delivery to all course delegates.

2.0 Process

Internal verification will be carried out by the managing director.

A random selection of course will be selected each year for verification, and this will be not less than 5% of the courses undertaken.

In addition any courses for which complaints are received from delegates will also be the subject of verification.

The verification process will be undertaken using a standard form (annex A) or a form required by certification bodies.

Remedial action from internal verification checks will be documented and monitored for action.

At the end of each year an annual review will be undertaken and documented which will review the performance of training provision.

3.0 Records

The following records will be produced.

- Internal verification form
- Annual review of training provision
- Course feedback forms
- Complaints

Records will be retained for 3 years.

4.0 Process review

This process will be reviewed annually.

C- Complaints Procedure

1.0 Definition of formal complaint

A formal complaint is an expression of dissatisfaction concerning The company's product or service, when the complainant has drawn his or her concern to the attention of one of the company's employees and is not satisfied with the response.

The company take all complaints extremely seriously and all staff are trained and committed to rectify any problem as soon as it is brought to their attention. It is recognized that a customer who has a complaint dealt with to their complete satisfaction is likely to become a more loyal customer.

2.0 Making a formal complaint

If you are dissatisfied with the way your problem has been dealt with by a front line member of staff, we encourage you to ask to speak to the manager for the section concerned. If the manager is unavailable, you should ask to speak to the Managing Director. You have the choice as to whether you wish to have your formal complaint dealt with by telephone or by letter, fax or e-mail.

If you prefer to have your complaint dealt with in writing. Please forward details of the complaint to the head office. You should include as much information as possible, including the nature of the problem, the date the problem occurred and details of who you have spoken to at the company about the problem. You should also tell us what you think we should do to resolve your complaint. Please remember to provide full details of the address where you would like the response to be sent.

Receipt of the complaint will be acknowledged on the same day that it is made by fax or e-mail. Letters will be sent out first class on the day of receipt.

We undertake to treat the complaint confidentially and to investigate it impartially and thoroughly. A written report will be sent within 10 working days, although every effort will be made to respond in five working days. Details of the investigation and our proposed remedial action will be included within the response.

Details of all complaints will be kept on the complaint file and used to assist staff training and annual performance appraisals.

If you are still unhappy with the response you receive from the department manager you may request that the Managing Director reviews your complaint and the way in which it was dealt with. The Director will ensure that your complaint has been dealt with fairly in line with our policies and procedures.

You will receive a further written response from the Managing Director within 10 working days of your appeal being received, although our target is 5 days.

3.0 Final right of appeal, accredited training

Every delegate on an accredited training course (eg Level 1, Level 2 or Level 3) has the final right of appeal to the awarding organisation under that organisations appeals and complaints procedure. The normal awarding organisations used by Sirius Business Services Ltd are as follows:

First Aid Awards Ltd, Tel 08458 333999

Highfield Awarding Body for Compliance, Tel 0845 2260350

D- Appeals Procedure

1.0 Introduction

The procedure and policy of Certifying Authorities relating to Academic Appeals define the circumstances under which a delegate may appeal against a recommended grade for any examination result.

It is the responsibility of a delegate to notify their Nominated Tutor at the earliest opportunity if there are any extenuating circumstances which might have a bearing on their examination performance, so that, wherever possible, this may be brought to the attention of the Board of Examiners at the appropriate time. It is also the delegate's responsibility to check his or her examination results.

A delegate wishing to appeal must make a written application to the Centre Contact in which they are registered. Please use the Centre appeals form. If an application is received within the specified time limits (i.e. within 14 days) but is insufficiently detailed to enable the Centre Contact to form a judgment, the delegate should be asked to provide the necessary additional information.

If after consulting with the Nominated Tutor, the Centre Contact is satisfied that no prima facie case is established, the delegate should be notified in writing of that decision.

2.0 Procedure for an Academic Appeals Committee

If the Centre Contact decides to establish an Appeals Committee, the delegate must first be given notice in writing of that decision and invited to opt either for the appeal to be dealt with: (a) on written submissions, or; (b) at an oral hearing.

3.0 Committee Procedure

Where the appeal is to be dealt with on written submissions, the delegate will be required to submit these by a specified date. Comments made by the Centre Contact should be supplied to the delegate, with an invitation to submit any response to those comments by a specified date.

Where there is to be an oral hearing, the delegate should be informed of the date, time and place of the hearing. They should be asked to confirm in writing not later than three days in advance of the hearing whether a friend or adviser will be present and, if so, to provide the name and status of that friend or adviser and an indication of whether or not they are legally qualified. The delegate should also notify the Centre Contact at least 3 days beforehand of the names of any witnesses they may wish to call. The Centre Contact should inform the delegate of the membership of the Committee (if applicable) in advance of the hearing. If the delegate objects to any member, the reasons

for that objection should be provided in writing to the Centre Contact. The Chairman of the Committee will then determine whether or not that member should be excluded from consideration of the case. If the delegate objects to the Chairman, the Centre Contact should be informed in writing and the members shall determine whether the delegate's objection should be upheld.

If the delegate fails to attend the hearing, the Committee may, if it is satisfied that due notice had been given, proceed in the delegate's absence on the basis of the material available to it, or may adjourn to a later date.

After the meeting of the Appeals Committee, the Centre Contact will notify the delegate in writing of the decision.

4.0 Recourse to Delegate Complaints Procedure

Where an academic appeal has not been resolved to a delegate's satisfaction, there is an opportunity to make application for a review under the Delegate Complaints Procedure.

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Annexe A – Training Internal Verification Form



Course No:	Venue:	Course title:	Date/s:
Instructor/s:	Assessor/s:	Internal Verifier:	Signature:

No	Item	Acceptable (✓) Not Acceptable (X)	Comment	Remedial Action	Complete
1	Booking confirmed to delegates/sponsoring company				
2	Course joining instructions despatched and complete				
3	H&S Info provided at start of course				
4	Correct training aids available				
5	Correct training aids used				

No	Item	Acceptable (✓) Not Acceptable (X)	Comment	Remedial Action	Complete
6	Correct audio/visual materials used				
7	Course delivered in accordance with course plan				
8	Students given opportunity to raise questions/issues throughout				
9	Appropriate information given in response to student question/issues				
10	Course delivery of appropriate standard				
11	Correct student forms issued				
12	Assessor/s of approved				
13	Assessment of acceptable standard				
14	Assessment paperwork completed satisfactorily				
15	Student feedback forms issued				

No	Item	Acceptable (✓) Not Acceptable (X)	Comment	Remedial Action	Complete
16	Correct course completion forms completed by trainer				
17	Certificates issued on payment of course fees				
18	Any issues raised on feedback forms followed up				