

Chris McAllister Limited

COMPLAINTS AND APPEALS PROCEDURE

1. Any candidate for assessment who wishes to appeal against an assessment decision should raise the matter with their Assessor within one month of the assessment decision, If they remain unhappy they are then entitled to approach the relevant Internal Verifier within a further seven days.
2. Finally, if the appellant remains dissatisfied, a third person shall be involved who will be deemed to be occupationally competent, but has not previously been involved with the candidate or the appeal. The decision of this arbitrator shall be final. An appeals panel shall meet within three months of the original assessment. The appellant shall be advised within 24 hours.
3. The Appeals Panel shall consist of, as a minimum: The candidate and/or his representative, the Internal verifier, and the independent Chairperson. The deliberations of the Panel shall be documented and held on file.
4. Complaints, on whatever grounds, shall be brought to the attention of the Director, and if not resolved amicably to the satisfaction of all parties, some form of arbitration shall be sought.
5. Where a complaint results in some form of legal action, English Law will be invoked in cases where the client is based in England, Wales or Northern Ireland. Scottish Law will be applied to clients based in Scotland.
6. The Director, associates and staff shall be aware of and promote the relevant legislation, statutory codes, recommendations and guidelines where appropriate.
7. Any staff member, associate or client who believes that he she has been unfairly treated in any sense associated with this policy, is entitled to raise the matter with the Director.

Chris McAllister Limited

Assessment Policy

Chris McAllister Limited specialises in the delivery of NVQs and SVQs, central to both of which is the Assessment process. In all cases the Candidate's Assessor will be the person (or persons) appointed by the Chris McAllister Limited Internal Quality Assurance Team. He or she will have the appropriate qualifications and occupational competence for the role.

Candidates for SVQs will each go through the following stages, supervised by the Assessor or some other suitably competent person:

1. Induction, including the explanation of the Complaints and Appeals and Data Protection procedures.
2. Registration, with a suitable awarding Body, for a qualification which is matched to the candidate's skill and knowledge, or for individual Units as selected.
3. Counselling and advice prior to assessment. Both of these processes will take place either on suitable premises, or by telephone, e-mail or postal correspondence as agreed.
4. Assessment planning, when ready for this
5. Choice of the most suitable assessment methods, including recorded professional discussion
6. Assessment when ready
7. Feedback on assessment outcomes
8. Submission of assessment judgments to QA procedures.
9. Outputting of portfolio, or other assessment documentation, by the Assessor OR the Candidate in the form chosen; i.e. hard copy, CD-ROM or other e-portfolio format, or a combination of these methods.
10. Certification by the Awarding Body and dispatch of certificates to Candidate using Special Postal Delivery
11. Submission of completed documentation to the Candidate, as approved
12. Copies of this documentation will be retained by Chris McAllister Limited for at least 5 years.
13. The Candidate will have access to Customer Support from Chris McAllister Limited as required.

Christopher E McAllister

Chris McAllister, Director

August 2006

Chris McAllister Limited

STATEMENT OF POLICY ON EQUAL OPPORTUNITIES AND ACCESS TO ASSESSMENT

1. Chris McAllister Limited is committed to provide equal opportunities for its staff, Limited and clients. It is committed to the promotion of good practice in the field of equal opportunities and to the elimination of unlawful or unfair discrimination on the grounds of gender, race, age, disability, particular needs, domestic circumstances, sexual orientation, colour, ethnic and national origin and religion.
2. Chris McAllister Limited is also committed to providing access to fair, reliable and flexible assessment to all candidates and clients, based on the TDLB value system which emphasises the need to have regard to individual choices, the needs of client organisations, the values of others within the system, effective communication and equal opportunities.
3. The Director will ensure that staff, associates and clients are aware of our policy on Equal Opportunities and Access to Assessment and that they promote, apply and take advantage of good practice.
4. The Director will ensure that all staff and Limited apply our policy in relation to Equal Opportunities and Access to Assessment in all employment practices and contractual agreements and documentation.
5. The Director will regularly monitor the operation of our policy on Equal Opportunities and Access to Assessment and review it periodically.
6. Staff, associates and clients will be aware of our policy on Equal Opportunities and Access to Assessment and will promote and apply good practice in all routine transactions, course documentation and discourses. They will ensure that all these are free of statements and stereotypes which might reasonably be expected to give offence on the grounds of gender, race, age, disability, particular needs, domestic circumstances, sexual orientation, colour, ethnic and national origin and religion. In addition, our documentation will continually emphasise the opportunities for flexible provision of training and assessment.
7. The Director, associates and staff shall be aware of and promote the relevant legislation, statutory codes, recommendations and guidelines where appropriate.
8. The Director, associates and staff will promote good practice and the elimination of unlawful or unfair discrimination on the grounds of gender, race, age, disability, particular needs, domestic circumstances, sexual orientation, colour, ethnic and national origin and religion, educational and employment background and organisational culture.
9. The Director, associates and staff will accept personal responsibility for assisting under-represented groups to develop and for eliminating unfair discrimination. In addition the use of inappropriate role models and examples of so-called good practice will be discouraged.
10. Any staff member, associate or client who believes that he she has been unfairly treated in any sense associated with this policy, is entitled to raise the matter with the Director.

Chris McAllister Limited

Internal Verification Policy

All Internal Verifiers will be D34 qualified. An Internal Verifier cannot verify their own assessment decisions. Internal verification will be conducted in accordance with D34 procedures supplemented as follows:

- * All stages of the Internal Verification process shall be documented.
- * Internal verification will take place in a suitable proportion of instances and 100% sampling may be justified in some cases.
- * The Assessor will provide a written report to the Internal Verifier (which may in some instances be combined with written feedback to the candidate or candidates)
- * The Internal Verifier will provide written or verbal feedback to the Assessor.
- * The Internal Verifier shall satisfy himself or herself that evidence is authentic, valid, reliable and sufficient and he or she will personally check the authenticity of performance assessments in a reasonable number of cases.
- * Improvements in the recording of assessed evidence may be required by the Internal Verifier.
- * The Centre Manager shall be responsible for ensuring that internal verification and formative assessment records are maintained in a suitable form.
- * The Centre's Appeals Procedure may require the involvement of the appropriate Internal Verifier or a substitute as shall be determined by the Director.

The three stages of Internal Verification will be conducted as follows:

1. Meetings with programme staff to review the requirements of any new Award. These meetings will consider planning the delivery, assessment, candidate induction, documentation and all other aspects of the qualification. These meetings will be documented.
2. The conduct of assessment monitoring as above, using either a 100% sample, or a smaller sample in the case of qualifications which have been running confidently for some time. Sampling shall embrace all sites, assessors and Units over a period of e.g. one year. Sampling methods, monitoring visits and feedback to assessors shall be documented.
3. The entire process will be reviewed and evaluated at suitable intervals, e.g, following a visit by the External Verifier. These review meetings will be documented.

Chris McAllister Limited

RECORD KEEPING (SQA)

On registration via the SQA-RED system, candidate details are entered on the SQA database of candidates.

First name
Surname
Address or other contact details
Workplace address and contact details;
Date of Registration
Programme (or Units) for which registered
Date of birth
Assessor(s) name;
Internal verifier(s) name;
Dates of any summary assessments
Dates of achievement of each Unit (multi-Unit programmes)
Date of internal verification
Date of external verification
Date certificate received.
Scottish Candidate Number
Gender
Ethnicity
Special Needs

Candidate assessment records detailing who assessed what and when, the assessment decision, the assessment methods used for each unit/component and the location of the supporting evidence;

Records of internal verification activity detailing who verified what and when, details of the sample selected and its rationale, records of internal verifier standardisation meetings, records of assessor support meetings, assessor and verifier competence records and monitoring records of assessor/internal verifier progress towards achievement of the relevant assessor and internal verifier qualifications;

Candidate evidence is deemed to belong to the candidate and will be returned to him or her following certification.

Records of certificates claimed including unit certificates)

Chris McAllister, August 2006

Chris McAllister Limited

SAFETY, HEALTH AND ENVIRONMENTAL POLICY

1. Chris McAllister Limited Health and Safety policy shall be based on current legislation and Approved Codes of Practice where appropriate.
2. Reasonable care shall be taken to ensure that all persons acting under the aegis of Chris McAllister Limited shall be aware of this policy and appropriate Health and Safety legislation, Approved Codes of Practice, Environmental legislation or similar.
3. Safe systems of work shall be used at all times.
4. Safe methods of working shall be used at all times.
5. All equipment shall be used in safe manner.
6. Particular care shall be taken when using: motor vehicles, electrical equipment operating at mains voltages, mobile phones (e.g. in cars and on garage forecourts)
7. Resources shall not be wasted: paper shall be recycled, old equipment disposed of correctly, electrical power shall be used sparingly, equipment turned off when not in use and maintained in a manner which will ensure continued economic working.

Chris McAllister, August 2006

Chris McAllister Limited: Training and Development

TERMS OF BUSINESS

Our commitment is to provide you with quality service in training, delivery of qualifications and consultancy.

These Terms of Business are intended to make clear, in as straightforward a manner as possible, the way we carry out work on your behalf. This benefits us both by setting out where we stand at the beginning of our relationship and should avoid any misunderstandings or uncertainty in the future. If you have any doubts or concerns about any of the following terms and conditions, please ask and we will be happy to explain.

1. **Contracting.** You will be liable to pay for any work carried out by us in good faith on your behalf and it will be your responsibility to ensure that any contract agreed between us, verbal or otherwise, is covered by appropriate official purchase orders, contract documents etc. If no such documents are provided to us, any work agreed between us and carried out by us for you in good faith shall still be deemed to be covered by such a contract.
2. **Detailed quotation.** We will provide you with a full quotation, giving a detailed breakdown of our charges, based on the work being discussed at the time. Subsequently, our invoice or invoices will reflect the charges quoted. If circumstances or your requirements alter, the subsequent invoices will reflect these changes pro rata.
3. **Bases of charging.** We can offer you a number of formulae on which our fees for professional services could be based; e.g.
 - a. Training individuals or groups at a daily rate or part thereof: currently £600
 - b. Carrying out deskwork, research or consultancy at a discounted daily rate
 - c. Providing follow-up assessment for individuals or groups at an agreed fee per group.
 - d. Providing follow-up assessment for individuals or groups at an agreed fee per candidate.
 - e. Travelling at an agreed mileage or other rate
 - f. Awarding Body charges at the rate in force at the time.
4. **Invoicing.** Invoices will be raised by us as soon as work with a particular individual group or qualification has commenced and will be due for settlement within 30 days.
5. **Cancellations and substitutions.** Invoices must be settled in full as above, notwithstanding any cancellations, substitutions or changes of programme originated by the client. The agreement of Chris McAllister Limited must be obtained before any one-for-one substitution of candidates can be permitted, and this will not be permitted where any work has commenced with the original candidate. The same will also apply to changes in the programme originated by the client and not agreed to by Chris McAllister Limited. In the case where a candidate fails to complete a programme for which the client has been invoiced, the invoice will remain payable as above.
6. **Discounting.** The rates quoted above may be discounted under certain conditions, including in all cases a

written undertaking by our clients to settle all invoices within 30 days. This undertaking may be in the form of a purchase order, contract etc. , but in the event of default we reserve the right to revoke and disallow any agreed discount forthwith.

7. **Third Party charges.** Notwithstanding the above, any third party charges such as those made by awarding bodies will be invoiced by us on the basis of charges and fees ruling at the time.
8. **Our work for you.** Chris McAllister Limited is a partnership of training consultants providing for clients a service consisting of one or more of the following: training of clients or their staff for the purpose of achieving National or Scottish Vocational Qualifications for the benefit of the client's staff or other clients, assessment of persons as required by the appropriate National Standards for this purpose, the provision of a verification, accreditation and certification service through an appropriate Awarding Body, consultancy, advice, research, development of training and assessment materials etc. .
9. **Time.** We will provide the services agreed by you and arrange for them to be completed within a reasonable timescale to your satisfaction or modified as circumstances dictate. You will make adequate time available to your trainees to enable them to complete the required tasks and exercises and also provide a minimum of facilities and resources for these purposes.
10. **Access to trainees.** You will allow us access to your trainees at all reasonable times, or as agreed, for the purpose of completing any required training or coaching, preparing assessments, etc. You will also allow the Verifiers or other officials appointed by the Awarding Body reasonable access to your trainees for the purposes of conducting the verification of the assessments carried out by us, and you will not hold either ourselves or the Awarding Body liable for any consequential loss.
11. **Premises.** Where we provide services such as training on your own premises or on third party premises, these premises and any equipment used therein for the purpose of providing training etc. shall be covered by a valid fire certificate and employer's liability insurance and shall also comply with all relevant Health and Safety legislation, particularly in relation to emergency escape routes, location and nature of fire precautions, etc. In addition such premises shall possess suitable seating, tables, adequate space per delegate plus other equipment required by us and agreed by you.
12. **Persons delivering our contract.** We will make every effort to deliver the agreed training using the consultant agreed, Chris McAllister himself or otherwise. In the unlikely event that this will not be possible we will give you as much warning as we can and seek your agreement to the provision of an alternative consultant.
13. **Confidentiality.** Information which we receive by way of your trainees is kept confidential by us and will not be disclosed to any third parties. Where we are obliged to ask your trainees to make available for purposes of assessment and certification, copies of documents of varying degrees of confidentiality, we will treat these in strict and complete confidence (except insofar as is required for purposes of verification) and return them to you or to your trainees when we have finished with them.
14. **Complaints.** You should refer any complaints to us in the first instance. It is our policy to try to resolve any complaints to your complete satisfaction.

15. **Equal opportunities.** We are committed to the promotion of good practice in the field of equal opportunities and to the elimination of unlawful or unfair discrimination on the grounds of gender, race, age, disability, particular needs, domestic circumstances, sexual orientation, colour, ethnic and national origin and religion. A copy of our policy on Equal Opportunities can be made available to you on request or consulted via our website; <http://www.chrismca.com/equal.pdf>
16. **Access to assessment.** We are also committed to the promotion of good practice in respect of access to assessment. A copy of our policy on access to assessment can be made available to you on request or consulted via our website; <http://www.chrismca.com/comapp.pdf>
17. **Appeals.** Appeals against assessment decisions will be dealt with in accordance with our policy on appeals, a copy of which can be made available to you on request or consulted via our website; <http://www.chrismca.com/comapp.pdf>
18. **Data Protection.** We only record such information on our candidates as would be required to provide an efficient service and to comply with the requirements of any Data Protection legislation in force at the time.
19. **Value Added Tax.** VAT will be added to all our invoices at the rate in force at the time.
20. **Payment of invoices.** Our invoice must be paid by you within 30 days. Please see Clause 4 above.

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