

STUDENT HANDBOOK



EUROPEAN
PERSONAL TRAINING INSTITUTE

WEB: WWW.EUROPEANPTI.COM

TEL: (UK) 0044 20 3769 1106 (SPAIN) 0034 633 094 619

EMAIL: INFO@EUROPEANPTI.COM

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WELCOME

**WELCOME TO THE EUROPEAN PERSONAL
TRAINING INSTITUTE!**

**WE HOPE THAT YOU ENJOY YOUR TIME
WITH US AND ALL YOUR EXPECTATIONS
ARE EXCEEDED. WE WISH YOU EVERY
SUCCESS WITH THIS QUALIFICATION.**

GOOD LUCK!

MISSION STATEMENT

EUROPEAN PERSONAL TRAINING INSTITUTE (EPTI) AIMS TO PROVIDE A PROFESSIONAL, KNOWLEDGEABLE AND ENJOYABLE TRAINING EXPERIENCE FOR OUR STUDENTS.

WE WISH TO ENHANCE THE CAREERS OF THOSE ALREADY WORKING IN THEIR DESIRED ROLES, AND TO EQUIP NEW LEARNERS WITH THE KNOWLEDGE AND SKILLS TO EMBARK ON A NEW AND SUCCESSFUL CAREER.

STUDENT SUPPORT/ INDIVIDUAL NEEDS

PLEASE CONTACT OUR HEAD OFFICE FOR ANY INDIVIDUAL NEEDS THAT MAY AFFECT YOUR LEARNING. THIS MAY INCLUDE A PHYSICAL DISABILITY, DYSLEXIA, OR EVEN FINANCIAL DIFFICULTIES. THIS LIST IS NOT EXHAUSTIVE.

WE ARE HERE TO HELP IN ANY WAY WE CAN AND YOUR DETAILS AND CIRCUMSTANCES WILL BE DEALT WITH COMPLETE CONFIDENTIALITY.

WE CAN ASSIGN YOU A PERSONAL TUTOR THAT CAN SUPPORT YOU FOR DISTANCE LEARNING. WE HAVE ONLINE FACILITIES SUCH AS SKYPE WHERE WE CAN LIAISE WITH STUDENTS AND HELP THEM WITH THEIR STUDIES.

WE CAN FACILITATE ONLINE TEACHING SESSIONS TO SUPPLEMENT YOUR STUDIES. YOU WILL BE INFORMED EITHER BY EMAIL OR TELEPHONE OF ANY ONLINE TEACHING SESSIONS FROM ONE OF OUR TUTORS, AND GIVEN ACCESS DETAILS TO THESE SESSIONS.

ONE OF TUTORS WILL KEEP IN REGULAR CONTACT DURING YOUR DISTANCE LEARNING TO OFFER SUPPORT AND GUIDANCE, THIS MAY BE BY EMAIL OR TELEPHONE AND IN SOME CIRCUMSTANCES, A FACE TO FACE MEETING CAN BE ARRANGED.

STUDENT CODE OF CONDUCT

RESPECT- OUR STAFF WILL NOT ACCEPT DISRESPECTFUL BEHAVIOUR FROM ANYBODY; THIS INCLUDES, STUDENTS, MEMBERS OF THE PUBLIC AND OTHER EMPLOYEES.

SAFETY- ANY BEHAVIOUR WHICH COMPROMISES SAFETY IN ANY SHAPE OR FORM IS UNACCEPTABLE AND WILL NOT BE TOLERATED. EVERYBODY HAS A RIGHT TO WORK WITHIN A SAFE AND SECURE ENVIRONMENT.

UNACCEPTABLE BEHAVIOUR - EPTI TAKES SERIOUSLY ANY BREACHES OF THE LEARNING AGREEMENT AND MAY LEAD TO DISMISSAL FROM THE COURSE AND FORFEITING ALL FEES. THIS CAN BE USED IN CASES WHERE STUDENTS ARE INVOLVED IN:

THREATENING BEHAVIOUR, THEFT, DAMAGE TO COMMERCIAL OR PERSONAL PROPERTY, CONSUMPTION OF ALCOHOL, USE OF ILLEGAL SUBSTANCES (INCLUDING POSSESSION), CHEATING, PLAGIARISM AND FORGERY.

THE LIST ABOVE IS NOT EXHAUSTIVE.

PERSONAL PROPERTY

YOU SHOULD TAKE CARE OF YOUR PERSONAL PROPERTY. EPTI DO NOT ACCEPT RESPONSIBILITY FOR THE SAFETY AND SECURITY OF PERSONAL PROPERTY. IT IS IMPORTANT THAT YOU LOOK AFTER YOUR OWN POSSESSIONS DURING YOUR TIME ON A COURSE. WHERE POSSIBLE, LOCKERS ARE AVAILABLE ON PRACTICAL COURSES, DEPENDENT ON THE LOCATION AND FACILITIES AVAILABLE.

MOBILE PHONES

MOBILES PHONES MUST BE SWITCHED OFF DURING YOUR COURSE OR ASSESSMENT, UNLESS YOU ARE EXPECTING AN EMERGENCY CALL. YOU MUST INFORM THE TUTOR IF THIS IS THE CASE. PLEASE BE AWARE THAT TAKING MOBILE PHONES INTO AN EXAMINATION IS AGAINST AWARDING BODY REGULATIONS AND YOU MAY BE ASKED TO LEAVE THE COURSE

CATERING

YOU ARE RESPONSIBLE FOR YOUR OWN CATERING DURING YOUR COURSE. THERE MAY BE LOCAL FACILITIES ONSITE BUT EPTI TAKE NO RESPONSIBILITY FOR THESE FACILITIES.

SMOKING

EPTI OPERATES A NON-SMOKING POLICY DURING YOUR TRAINING, FOR EXAMPLE DURING OUTSIDE ACTIVITY SESSIONS. THERE WILL BE ADEQUATE WELFARE BREAKS THROUGHOUT YOUR COURSE, AND STUDENTS ARE EXPECTED TO FOLLOW LOCAL REGULATIONS REGARDING SMOKING ONSITE. DESIGNATED SMOKING AREAS WILL BE POINTED OUT DURING YOUR COURSE INDUCTION.

GAMBLING

GAMBLING IS PROHIBITED DURING TRAINING.

EQUALITY

EPTI IS COMMITTED TO ENSURING EQUALITY OF OPPORTUNITY FOR STUDENTS AND STAFF. WE ARE OPPOSED TO ANY HARASSMENT OR DISCRIMINATION ARISING FROM GENDER, SEXUALITY, RELIGION, ETHNICITY, DISABILITY, AGE OR RELIGION.

HEALTH & SAFETY

RESPONSIBILITY FOR HEALTH & SAFETY IS SHARED BY EVERYONE. YOUR TUTORS ARE RESPONSIBLE FOR YOU DURING SESSIONS AND ACCIDENTS MUST BE REPORTED IMMEDIATELY.

YOU ARE ALSO RESPONSIBLE FOR HEALTH & SAFETY; YOU MUST NOT ACT IN A MANNER THAT MAY ENDANGER YOURSELF, OR THOSE AROUND YOU.

EVERYBODY MUST COMPLY WITH OUR HEALTH & SAFETY POLICY AND FOLLOW GUIDELINES GIVEN FOR YOUR SAFETY DURING THE COURSE, EXAMPLES OF THIS INCLUDE WEARING THE CORRECT CLOTHING, REPORTING ANY DEFECTS ON SITE, AND BEING FAMILIAR WITH FIRE EVACUATION PROCEDURES.

FIRST AIDERS WILL BE POINTED OUT TO YOU ON YOUR INDUCTION, ALONG WITH LOCAL FIRE SAFETY PROCEDURES.

COURSE TIMETABLES

YOU WILL RECEIVE YOUR COURSE TIME TABLE BEFORE YOUR COURSE COMMENCES, THIS WILL USUALLY BE EMAILED TO YOU UPON BOOKING. FOR DISTANCE LEARNING COURSES YOUR SUPPORT TUTOR WILL DISCUSS WORKSHOPS AND PRACTICAL ASSESSMENT DATES WITH YOU.

COURSE MATERIAL

YOU WILL BE PROVIDED WITH ALL THE INFORMATION AND RESOURCES YOU NEED FOR YOUR COURSE. DEPENDING ON THE COURSE THIS MAY INCLUDE ONLINE ACCESS, A COURSE MANUAL, ASSESSMENT PORTFOLIOS AND HAND OUTS.

ASSESSMENT PLAN AND RECORD

ON ASSESSED COURSES, YOU WILL BE PROVIDED WITH AN ASSESSMENT PLAN AND RECORD SHEET TO MAKE THE ASSESSMENT PROCESS CLEARER AND TO RECORD YOUR ACHIEVEMENTS. THIS IS USUALLY IN YOUR LEARNER ACHIEVEMENT PORTFOLIO (LAP). PLEASE NOTE PHOTO ID IS REQUIRED, SUCH AS PASSPORT OR DRIVING LICENSE.

THEORY ASSESSMENTS

EPTI EXPECTS YOU TO ACT WITH HONESTY AND INTEGRITY IN YOUR STUDIES AND IN THE SUBMISSION OF ASSIGNMENTS, ASSESSMENTS AND EXAMINATIONS.

YOU WILL BE GIVEN ADEQUATE NOTICE FOR THE DATE AND LOCATION OF YOUR THEORY TESTS. WE AIM TO GIVE A MINIMUM OF TWO WEEKS' NOTICE FOR THEORY ASSESSMENTS; HOWEVER, THIS MAY NOT BE PRACTICABLE DEPENDENT OF WHEN YOU BOOK YOUR COURSE. PLEASE ARRIVE AT LEAST 15 MINUTES PRIOR TO YOUR THEORY ASSESSMENT START TIME, AND BRING SUITABLE PHOTO ID SUCH AS A DRIVING LICENSE OR PASSPORT.

MALPRACTICE

PLAGIARISM MEANS TO STEAL AND PASS OFF THE IDEAS OR WORDS OF ANOTHER AS ONE'S OWN WITHOUT PERMISSION.

CHEATING CAN INCLUDE COPYING SOMEBODY ELSE'S WORK AND PASSING IT OFF AS YOUR OWN. THIS CAN INCLUDE ALLOWING SOMEBODY TO COPY YOUR WORK. CHEATING CAN ALSO MEAN SOMEBODY IMPERSONATING AS SOMEONE ELSE AND DOING THE WORK FOR THEM.

ALL CASES OF SUSPECTED CHEATING, PLAGIARISM OR COPYING WILL BE INVESTIGATED AND, IF PROVEN, AWARDING BODIES MAY ALSO IMPOSE THEIR OWN SANCTIONS AND PENALTIES, INCLUDING DISQUALIFICATION.

PRACTICAL ASSESSMENTS

AT LEAST X3 WEEKS' NOTICE MUST BE GIVEN BEFORE COMMENCEMENT OF YOUR PRACTICAL ASSESSMENT, GIVING YOU ADEQUATE TIME TO PREPARE.

A LATE ARRIVAL MAY RESULT IN YOU NOT BEING ABLE TO TAKE YOUR PRACTICAL ASSESSMENT. NO EXPENSES WILL BE PAID FOR YOUR TRAVEL IF YOU MISS OR ARE LATE FOR ANY ASSESSMENT. PLEASE ARRIVE AT LEAST 15 MINUTES PRIOR TO YOUR PRACTICAL ASSESSMENT.

RETAKING ASSESSMENTS

EPTI PROVIDES OPPORTUNITIES FOR STUDENTS TO RE-SIT THEORY ASSESSMENTS AND RETAKE PRACTICAL ASSESSMENT OR RESUBMIT ASSIGNMENTS IF NEED BE. CURRENTLY THERE ARE NO FEES FOR ASSESSMENT RE-TAKES, ALTHOUGH THIS WILL BE REVIEWED YEARLY.

ASSESSMENT PORTFOLIOS

THERE ARE STRICT TIME FRAMES FOR ASSESSMENT PORTFOLIOS AND LATE ENTRIES MAY NOT BE ACCEPTED. ASSESSMENT PORTFOLIO'S (LAPS) NEED TO BE SUBMITTED X2 WEEKS PRIOR TO PRACTICAL ASSESSMENTS.

YOUR ASSESSOR WILL PROVIDE WRITTEN AND VERBAL FEEDBACK. WITHOUT YOUR PORTFOLIO, YOU WILL NOT BE ABLE TO TAKE PART IN PRACTICAL ASSESSMENTS.

PLEASE NOTE, WHERE IT IS AN AWARDDING BODY REQUIREMENT, YOUR PORTFOLIO MAY BE RETAINED FOR INTERNAL AND EXTERNAL VERIFICATION.

POLICIES & PROCEDURES

APPEALS PROCEDURES

ALL STUDENTS ARE ASSESSED AGAINST PUBLISHED MATERIAL. ACHIEVEMENT OF THESE CRITERIA IS DECIDED BY TRAINED AND QUALIFIED ASSESSORS AND/OR EXTERNAL ASSESSMENT (SUCH AS COURSEWORK OR EXAMS).

IT IS RECOGNISED THAT, IN EXCEPTIONAL CIRCUMSTANCES A STUDENT MAY WISH TO APPEAL AGAINST RECOMMENDATIONS OR DECISIONS RELATING TO ASSESSMENT.

THIS APPEALS POLICY AND PROCEDURE OUTLINES THE ACTION WHICH MAY BE TAKEN IN SUCH EXCEPTIONAL CIRCUMSTANCES.

APPEALS POLICY

EPTI HAVE PROCEDURES IN PLACE SHOULD A STUDENT WISH TO APPEAL AGAINST AN ASSESSMENT DECISION.

ALL STUDENTS ARE ASSESSED AGAINST THE AWARDDING BODIES' CRITERIA. ASSESSMENT DECISIONS ARE MADE BY APPROPRIATELY QUALIFIED TRAINERS/ASSESSORS FOR THAT PARTICULAR QUALIFICATION.

AREAS FOR APPEAL

LEARNERS CAN APPEAL AGAINST AN ASSESSMENT DECISION RELATING TO THE FOLLOWING:

- THE MARK FOR AN INDIVIDUAL ITEM OF COURSEWORK E.G. WORKSHEETS & CASE STUDIES**
- THE FINAL RESULT OF ANY ELEMENT OF ASSESSMENT E.G. PLANNING, TEACHING AND/OR EVALUATION**
- THE EXTERNAL ASSESSMENT (THEORY PAPER)**
- THE FINAL OVERALL INTERNAL/EXTERNAL ASSESSMENT DECISION FOR A QUALIFICATION**

GROUNDS FOR APPEAL

AN APPEAL MAY BE MADE IF:

- **THE ASSESSMENT WAS NOT CONDUCTED IN ACCORDANCE WITH EPTI/AWARDING BODY REGULATIONS**
- **MEDICAL OR OTHER MITIGATING CIRCUMSTANCES**
- **THERE WAS INAPPROPRIATE OR IRREGULAR BEHAVIOUR ON THE PART OF THE ASSESSOR**

APPEALS PROCEDURE

STAGE 1

- **THE STUDENT SHOULD FIRST DISCUSS THE REASON WITH THE APPROPRIATE PERSON (INTERNAL QUALITY ASSURER/ASSESSOR ON THE DAY**
- **IF THIS DOESN'T RESOLVE THE ISSUE THEN THE STUDENT SHOULD COMPLETE THE STUDENT APPEAL FORM AND SUBMIT IT TO THE INTERNAL QUALITY ASSURER WITHIN 5 DAYS OF THE ASSESSMENT & INCLUDE ANY SUPPORTING EVIDENCE (FORMS CAN BE REQUESTED BY EMAILING INFO@EUROPEANPTL.COM, SUBJECT 'APPEALS FORM'.**
- **THE INTERNAL QUALITY ASSURER WILL INVESTIGATE & RESPOND WITHIN 7 DAYS IN WRITING**

STAGE 2

- **IF THE LEARNER FEELS THAT THE OUTCOME IS UNSATISFACTORY THEY SHOULD COMPLETE THE RELEVANT SECTION OF THE STUDENT APPEAL FORM AND RE-SUBMIT TO THE INTERNAL QUALITY ASSURER**
- **EPTI WILL THEN NOTIFY THE EXTERNAL QUALITY ASSURER.**
- **IF THE EXTERNAL QUALITY ASSURER WAS NOT PRESENT OR IS UNABLE TO RESOLVE THE APPEAL ISSUE, THE LEARNER WILL BE DIRECTED TO THE THIRD STAGE OF THE APPEALS PROCESS**

STAGE 3

- **THE LEARNER SHOULD COMPLETE A WRITTEN APPEAL DIRECTLY TO THE LEAD EXTERNAL QUALITY ASSURER FOR THE AWARDING BODY, WHO WILL INVESTIGATE THE MATTER THOROUGHLY AND RESPOND IN WRITING WITHIN 21 WORKING DAYS**
- **IF THE LEARNER FEELS THAT THE LEAD EXTERNAL QUALITY ASSURER HAS BEEN UNABLE TO BRING THE MATTER TO A SATISFACTORY CONCLUSION, THE APPEAL MAY BE REFERRED DIRECTLY TO THE DIRECTOR OF AWARDING BODY.**

STAGE 4

- **THE LEARNER MAY BE OFFERED A FORMAL APPEALS HEARING. THIS WILL BE CONDUCTED WITHIN 6 WEEKS AND WILL BE CONDUCTED BY THE APPEALS PANEL**
- **PROVISION OF AN APPEALS HEARING WILL INCUR A NOMINAL FEE. THE FEE WILL BE REFUNDED IF THE APPEAL IS UPHELD**

ADDITIONAL NOTES

- **THE LEARNER HAS THE RIGHT TO VIDEO ANY ASPECT OF THEIR ASSESSMENT USING THEIR OWN VIDEO RECORDING EQUIPMENT PROVIDED IT DOES NOT INTERFERE WITH THE ASSESSMENT PROCESS, OTHER LEARNERS OR THE ASSESSOR'S ABILITY TO CARRY OUT THEIR ROLE(S)**
- **IT IS THE RESPONSIBILITY OF THE LEARNER TO ARRANGE A VIDEO OPERATOR**
- **IT IS THE RESPONSIBILITY OF THE LEARNER TO NOTIFY THE CENTRE WHERE THEIR ASSESSMENT IS TAKING PLACE OF ANY MEDICAL PROBLEM WHICH MAY AFFECT STUDENT PERFORMANCE ADVERSELY IN THE ASSESSMENT PROCESS, SO THAT A DECISION CAN BE MADE FOR DEFERRAL, PRIOR TO THE ASSESSMENT DATE**
- **THEORY PAPERS THAT ARE EXTERNALLY ASSESSED ARE MARKED ELECTRONICALLY AND SAMPLED REGULARLY**
- **APPEALS AGAINST REFERRALS IN THE EXTERNAL THEORY RESULT CAN RESULT IN THE FOLLOWING ACTION:**
 - 1. INVESTIGATION INTO THE CENTRE'S INVIGILATION PROCEDURES/DELIVERY**
 - 2. HAND MARKING OF THE THEORY PAPERS**
 - 3. INVESTIGATION INTO THE CONTENT OF THE THEORY PAPER BY ACTIVE IQ SENIOR QUALIFICATIONS MANAGER**

COMPLAINTS

COMPLAINTS POLICY

OUR RESPONSIBILITIES

EPTI ARE COMMITTED TO PROVIDING A HIGH QUALITY SERVICE FOR OUR LEARNERS, CLIENTS AND THE COMMUNITY WE SERVE.

WE WILL DEAL WITH LEGITIMATE COMPLAINTS IN A FAIR, PROMPT AND OBJECTIVE MANNER. COMPLAINTS WILL BE DEALT WITH WITHOUT RECRIMINATION AND LEARNERS WILL NOT BE DISADVANTAGED BY RAISING A COMPLAINT.

WE WILL BE FAIR IN THE TREATMENT OF ALL THOSE WHO COMPLAIN IRRESPECTIVE OF AGE, GENDER, ETHNICITY AND DISABILITY.

COMPLAINTS WILL BE DEALT WITH PROMPTLY AND CONSTRUCTIVELY. ALL COMPLAINTS WILL BE DEALT WITH IN CONFIDENCE BUT SHARED WITH ANY PERSON WHO MAY BE THE SUBJECT OF A COMPLAINT. THE OUTCOMES OF ANY COMPLAINT WILL BE SHARED WITH THE COMPLAINANT AND ANY STAFF INVOLVED. COMPLAINTS MADE WHICH, ON INVESTIGATION, TURN OUT TO BE MALICIOUS, MAY RESULT IN DISCIPLINARY ACTION.

THE HEAD OF CENTRE WILL BE RESPONSIBLE FOR THE MANAGEMENT OF THE COMPLAINTS POLICY AND ALL LEARNERS WILL BE INFORMED WHOM THE HEAD OF CENTRE IS

SCOPE OF COMPLAINTS PROCEDURE

THE PROCEDURE DEALS WITH COMPLAINTS ARISING FROM:

- **DELIVERY (OR LACK OF DELIVERY) OF SERVICES FOR EDUCATION AND TRAINING INCLUDING TEACHING, COURSE CONTENT, TUTORING, ASSESSMENT, FEEDBACK ON PROGRESS AND LEARNER SUPPORT DURING LEARNING PROGRAMMES**
- **INCORRECT OR MISLEADING INFORMATION ABOUT SERVICES PROVIDED BY THE CENTRE**
- **DELIVERY (OR LACK OF DELIVERY) OF SUPPORT SERVICES PROVIDED BY THE CENTRE INCLUDING ADMINISTRATION OF FEES, ENROLMENT PROCESSES, CENTRE ACCOMMODATION, HEALTH AND SAFETY AND LEARNER RESOURCE SERVICES**
- **UNACCEPTABLE ACTIONS OR BEHAVIOUR BY CENTRE STAFF AND/OR OTHER LEARNERS IN THE CENTRE**

SEPARATE PROCEDURES EXIST FOR:

- **LEARNER DISCIPLINE**
- **ASSESSMENT APPEALS**

HOW TO COMPLAIN

COMPLAINTS MUST BE MADE IN WRITING TO THE HEAD OF CENTRE.

SUPPORT CAN BE MADE AVAILABLE FOR ALL THOSE INVOLVED IN A COMPLAINT INCLUDING:

- **REPRESENTATION: PARENT, GUARDIAN, FRIEND OR SUPPORTER**
- **HELP WITH COMPLETING THE WRITTEN COMPLAINT**

INDUCTION WILL PROVIDE FURTHER DETAILS REGARDING THIS PROCESS.

INFORMAL RESOLUTION OF COMPLAINTS

MOST COMPLAINTS SHOULD BE ABLE TO BE RESOLVED BY DISCUSSION BETWEEN THE COMPLAINANT AND THE APPROPRIATE MEMBER OF STAFF. THE INITIAL COMPLAINT MAY BE MADE ORALLY OR IN WRITING AND THE MEMBER OF STAFF RECEIVING THE COMPLAINT SHOULD MAKE A RESPONSE WITHIN 10 WORKING DAYS, ORALLY OR IN WRITING. IT IS EXPECTED THAT STAFF ARE TACTFUL AND COURTEOUS IN DEALING WITH A COMPLAINT. IF THE COMPLAINANT IS DISSATISFIED WITH THE RESPONSE RECEIVED, THEY SHOULD THEN BE GUIDED TO USING THE FORMAL PROCEDURE.

FORMAL PROCEDURE

A FORMAL COMPLAINT SHOULD BE MADE IN WRITING WITHIN 15 WORKING DAYS OF AN INCIDENT OR ACTION FROM WHICH THE COMPLAINT ARISES, OR FROM THE DATE WHEN THE COMPLAINANT RECEIVED AN ORAL OR WRITTEN REPLY TO AN INFORMAL COMPLAINT (SEE ABOVE). IN EXCEPTIONAL CIRCUMSTANCES, A LONGER PERIOD WILL BE CONSIDERED. THE COMPLAINT SHOULD BE SENT TO THE HEAD OF CENTRE. IF THE COMPLAINT INVOLVES THE HEAD OF CENTRE AN ALTERNATIVE SENIOR MANAGER WILL BE APPOINTED TO MANAGE THE PROCESS. THE COMPLAINT WILL BE LOGGED AND ITS RECEIPT WILL BE ACKNOWLEDGED TO THE COMPLAINANT WITHIN 5 WORKING DAYS.

THE HEAD OF CENTRE WILL CARRY OUT AN INITIAL ASSESSMENT OF THE COMPLAINT WITHIN 5 WORKING DAYS. IN MOST CASES, COMPLAINTS WILL BE REFERRED TO THE APPROPRIATE STAFF FOR INVESTIGATION AND REPORT. MORE SERIOUS OR UNUSUAL COMPLAINTS WILL BE INVESTIGATED PERSONALLY BY THE HEAD OF CENTRE.

AN APPROPRIATE CENTRE MANAGER WILL CARRY OUT AN INVESTIGATION OF THE COMPLAINT AND MAY INTERVIEW THE COMPLAINANT; THE RESPONDENT; WITNESSES TO THE MATTER OR EVENTS; AND ANYONE THEY BELIEVE MAY HAVE A ROLE IN ESTABLISHING OR DISPROVING THE COMPLAINT, AS NECESSARY. THEY WILL PREPARE A SUMMARY AND REPORT BACK TO THE HEAD OF CENTRE WITHIN 10 WORKING DAYS OF THE INITIAL ASSESSMENT.

THE HEAD OF CENTRE WILL RECORD THE OUTCOME OF THE COMPLAINT AND EITHER ARRANGES A MEETING TO DELIVER THE OUTCOME OR NOTIFY ALL THOSE INVOLVED IN WRITING AS APPROPRIATE. ALL OUTCOMES WILL BE CONFIRMED IN WRITING TO ALL THOSE INVOLVED.

IF THE COMPLAINT INVOLVES A LEARNER, THEY WILL BE OFFERED SUPPORT AT THE MEETING. ALL LEARNERS WILL BE ENCOURAGED TO BRING A SUPPORTER TO THE INTERVIEW. VULNERABLE ADULTS MUST HAVE THE SUPPORT OF THEIR CARE WORKER, OR A PERSON OF THEIR CHOICE, WHO CAN ACT AS THEIR ADVOCATE AND THE HEAD OF CENTRE MUST BE INFORMED.

THE FORMAL COMPLAINT SHOULD BE RESOLVED WITHIN 25 WORKING DAYS OF THE RECEIPT OF THE ORIGINAL FORMAL COMPLAINT. IF IT APPEARS THAT A DECISION WILL NOT BE REACHED WITHIN THE DUE PERIOD, THOSE INVOLVED WILL BE ADVISED OF THE NEED FOR A LONGER PERIOD.

THE DECISION MADE WILL BE FINAL BUT THIS DOES NOT AFFECT AN INDIVIDUAL'S LEGAL RIGHTS.

REVIEW OF THE COMPLAINTS POLICY AND PRACTICE

ONCE A YEAR THE CENTRE'S SENIOR MANAGEMENT TEAM WILL REVIEW THE COMPLAINTS POLICY AND PRACTICE TO INCLUDE:

- **NUMBER OF COMPLAINTS OF EACH TYPE**
- **TIME TAKEN TO PROCESS COMPLAINTS**
- **LIST OF OUTSTANDING COMPLAINTS**
- **OUTCOMES TO COMPLAINTS**
- **RESULTS OF APPEALS**
- **ANALYSIS OF COMPLAINTS AND OUTCOMES BY AGE, GENDER AND ETHNICITY OF COMPLAINANT**

IF CHANGES ARE REQUIRED THE COMPLAINTS POLICY WILL BE REWRITTEN AND ALL STAFF AND LEARNERS WILL BE INFORMED.

A RECORD OF ALL COMPLAINTS FOR 3 YEARS WILL BE AVAILABLE TO THE RELEVANT AUTHORITIES FOR AUDIT PURPOSES.

DATA PROTECTION POLICY

EPTI NEEDS TO KEEP CERTAIN INFORMATION ABOUT ITS LEARNERS IN ORDER TO ALLOW IT TO RECORD LEARNER ACHIEVEMENTS, EFFECTIVELY MANAGE CUSTOMER CORRESPONDENCE, MONITOR THE EFFECTIVENESS OF ITS QUALIFICATIONS AND COMPLY WITH AWARDDING BODY GUIDELINES. TO COMPLY WITH THE LAW, INFORMATION MUST BE COLLECTED AND USED FAIRLY, STORED SAFELY AND NOT DISCLOSED TO ANY OTHER PERSON UNLAWFULLY.

TO DO THIS, EPTI MUST COMPLY WITH THE DATA PROTECTION PRINCIPLES WHICH ARE SET OUT IN THE DATA PROTECTION ACT 1998 (THE 1998 ACT).

IN SUMMARY THESE STATE THAT PERSONAL DATA SHALL:

- **BE OBTAINED AND PROCESSED FAIRLY AND LAWFULLY AND SHALL NOT BE PROCESSED UNLESS CERTAIN CONDITIONS ARE MET;• BE OBTAINED FOR A SPECIFIED AND LAWFUL PURPOSE AND SHALL NOT BE PROCESSED IN ANY MANNER INCOMPATIBLE WITH THAT PURPOSE;**
- **BE ADEQUATE, RELEVANT AND NOT EXCESSIVE FOR THAT PURPOSE;**
- **BE ACCURATE AND KEPT UP TO DATE;**
- **NOT BE KEPT FOR LONGER THAN IS NECESSARY FOR THAT PURPOSE;**
- **BE PROCESSED IN ACCORDANCE WITH THE DATA SUBJECT’S RIGHTS;**
- **BE KEPT SAFE FROM UNAUTHORISED ACCESS, ACCIDENTAL LOSS OR DESTRUCTION;**
- **NOT BE TRANSFERRED TO A COUNTRY OUTSIDE THE EUROPEAN ECONOMIC AREA, UNLESS THAT COUNTRY HAS EQUIVALENT LEVELS OF PROTECTION FOR PERSONAL DATA.**

EPTI AND ALL STAFF WHO PROCESS OR USE PERSONAL INFORMATION MUST ENSURE THAT THEY FOLLOW THESE PRINCIPLES AT ALL TIMES.

EPTI WILL ADHERE TO THE ACT THROUGH THE FOLLOWING MEASURES:

- **FULLY OBSERVING CONDITIONS REGARDING THE FAIR COLLECTION AND USE OF INFORMATION;**
- **MEETING ITS LEGAL OBLIGATIONS TO SPECIFY THE PURPOSES FOR WHICH INFORMATION IS USED;**
- **COLLECTING AND PROCESSING APPROPRIATE INFORMATION ONLY TO THE EXTENT THAT IT IS NEEDED TO FULFIL OUR OPERATIONAL NEEDS OR TO COMPLY WITH ANY LEGAL REQUIREMENTS;**
- **ENSURING THE QUALITY OF INFORMATION USED;**
- **ENSURING THAT THE INFORMATION IS HELD FOR NO LONGER THAN IS NECESSARY**
- **ENSURING THAT THE RIGHTS OF PEOPLE ABOUT WHOM INFORMATION IS HELD CAN BE FULLY EXERCISED UNDER THE ACT (I.E. THE RIGHT TO BE INFORMED THAT PROCESSING IS BEING UNDERTAKEN, TO ACCESS ONE’S PERSONAL INFORMATION; TO PREVENT PROCESSING IN CERTAIN CIRCUMSTANCES, AND TO CORRECT, RECTIFY, BLOCK OR ERASE INFORMATION THAT IS REGARDED AS WRONG INFORMATION);**
- **TAKING APPROPRIATE TECHNICAL AND ORGANISATIONAL SECURITY MEASURES TO SAFEGUARD PERSONAL INFORMATION;**
- **ENSURING THAT PERSONAL INFORMATION IS NOT TRANSFERRED ABROAD WITHOUT SUITABLE SAFEGUARDS.**

EPTI STAFF ARE RESPONSIBLE FOR ENSURING THAT:

- **ANY PERSONAL DATA THAT THEY HOLD IS KEPT SECURELY;**
- **PERSONAL INFORMATION IS NOT DISCLOSED ORALLY, IN WRITING, VIA WEB PAGES OR BY ANY OTHER MEANS, ACCIDENTALLY OR OTHERWISE, TO ANY UNAUTHORISED THIRD PARTY.**

LEARNER INFORMATION

DETAILS OF LEARNERS’ PERSONAL DETAILS, REGISTRATIONS, ASSESSMENT RESULTS AND QUALIFICATION OR UNIT ACHIEVEMENTS ARE RETAINED BY EPTI FOR A MINIMUM OF 1 YEAR AND THE AWARDING BODY FOR A MINIMUM OF 6 YEARS UNLESS AUTHORISED BY A LEARNER THIS INFORMATION WILL NOT BE SHARED WITH OTHER PARTIES OTHER THAN EPTI AND THE AWARDING BODY.

LEARNERS WISHING TO ACCESS PERSONAL DETAILS IN RELATION TO AWARDING BODY QUALIFICATIONS WILL BE SUBJECT TO AN IDENTITY CHECK BEFORE ANY INFORMATION IS DISCLOSED.

IN ACCORDANCE WITH CONDITION D4.2 OF THE OFQUAL CONDITIONS OF RECOGNITION THE AWARDING BODY IS NOT OBLIGED TO DISCLOSE INFORMATION IF TO DO SO WOULD BREACH A DUTY OF CONFIDENTIALITY OR ANY OTHER LEGAL DUTY.

EQUALITY & DIVERSITY POLICY

INTRODUCTION

EPTI IS AN EQUAL OPPORTUNITY BUSINESS TAKING INTO ACCOUNT THE DIVERSITY WITHIN OUR WORKFORCE, CUSTOMERS AND LEARNERS.

WE BELIEVE THAT EVERYONE SHOULD BE TREATED EQUALLY, REGARDLESS OF THEIR RELIGION, BELIEFS, AGE, GENDER, RACE, DISABILITY OR SEXUAL ORIENTATION.

COMMITMENT TO EQUALITY & DIVERSITY

THE EQUALITY & DIVERSITY POLICY REQUIRES COMMITMENT FROM EVERYONE WITHIN THE COMPANY. OUR MANAGING DIRECTOR,

TOBY CLAY IS RESPONSIBLE FOR THE IMPLEMENTATION AND EFFECTIVE OPERATION OF THIS POLICY AND COPIES CAN BE OBTAINED UPON REQUEST.

THIS POLICY AND THE LEGISLATION IT REPRESENTS WILL BE TAKEN INTO ACCOUNT DURING THE DESIGN AND DEVELOPMENT OF ALL OUR MANUALS AND LITERATURE.

OUR RESPONSIBILITIES

AS AN EMPLOYER WE ENSURE THAT WE HAVE A WORKPLACE WHERE STAFF FEELS VALUED, RESPECTED AND INCLUDED. UPON COMMENCEMENT OF THEIR EMPLOYMENT, STAFF WILL BE INFORMED OF THE EXISTENCE OF THIS POLICY AND THE COMPANY'S EXPECTATIONS OF THEM UNDER ITS TERMS. HARASSMENT, EXCLUSION AND BULLYING WILL NOT BE TOLERATED ON ANY LEVEL. ALL STAFF SHOULD FEEL COMFORTABLE AT WORK AND ALWAYS BE TREATED WITH DIGNITY AND RESPECT.

WE WILL ENSURE THAT FAIR STANDARDS OF EMPLOYMENT PRACTICE AND PROPER RECORDS OF EMPLOYMENT DECISIONS ARE MAINTAINED.

WE WILL DELIVER TRAINING ON NEW AND REVISED LEGISLATION TO ALL OUR STAFF.

WE WILL TREAT ALL OUR BUSINESS PARTNERS, CUSTOMERS AND LEARNERS WITH RESPECT, COURTESY AND CONSIDERATION AT ALL TIMES.

EMPLOYEES' RESPONSIBILITIES

ALL OF OUR EMPLOYEES MUST ADHERE TO AND COMPLY WITH THIS POLICY AND THE SPIRIT IN WHICH IT IS WRITTEN.

EMPLOYEES MUST TREAT ALL COLLEAGUES AND CUSTOMERS WITH COURTESY, RESPECT AND CONSIDERATION AT ALL TIMES.

IF EMPLOYEES BELIEVE THAT ANY FORM OF DISCRIMINATION IS TAKING PLACE WITHIN THE WORKPLACE, WE EXPECT THEM TO REPORT THIS TO SENIOR MANAGEMENT IMMEDIATELY.

YOUR RIGHTS & RESPONSIBILITIES

YOU CAN EXPECT TO BE TREATED WITH RESPECT, COURTESY AND CONSIDERATION AT ALL TIMES BY OUR STAFF AND WE EXPECT YOU TO TREAT OUR STAFF IN THE SAME WAY.

YOU WILL NOT BE DISCRIMINATED AGAINST OR TREATED LESS FAVOURABLY IN ANY WAY ON THE GROUNDS OF YOUR RELIGION, BELIEFS, AGE, GENDER, RACE, DISABILITY, OR SEXUAL ORIENTATION.

RECRUITMENT

WHEREVER POSSIBLE ALL VACANCY ADVERTISEMENTS WILL INCLUDE AN APPROPRIATE SHORT STATEMENT ON EQUAL OPPORTUNITY AND DIVERSITY, AND STEPS WILL BE TAKEN TO ENSURE THAT KNOWLEDGE OF VACANCIES REACHES ALL AREAS OF THE COMMUNITY. WE WILL ALSO ENDEAVOUR TO ENSURE THAT ALL VACANCIES ARE ADVERTISED BOTH INTERNALLY AND EXTERNALLY SIMULTANEOUSLY.

THE SELECTION CRITERIA (JOB DESCRIPTION AND EMPLOYEE SPECIFICATION) FOR ALL ROLES WILL BE KEPT UNDER CONSTANT REVIEW TO ENSURE THAT THEY ARE ESSENTIAL FOR THE EFFECTIVE PERFORMANCE OF THE JOB.

REMUNERATION WILL BE SET FOR THE ADVERTISED POSITION BEFORE APPLICANTS ARE SEEN AND SELECTED.

WHEREVER POSSIBLE, MORE THAN ONE PERSON MUST BE INVOLVED IN THE RECRUITMENT AND SELECTION PROCESS. IN ADDITION, THE REASONS FOR THE SELECTION AND REJECTION OF APPLICANTS FOR VACANCIES MUST BE RECORDED.

EMPLOYEE TRAINING AND PROMOTION

WHILST ALL TRAINING AND EMPLOYMENT OPPORTUNITIES WILL BE OFFERED STRICTLY ON MERIT, WE WILL ENCOURAGE UNDERREPRESENTED GROUPS TO APPLY FOR THESE OPPORTUNITIES WITHIN OUR COMPANY.

WHEREVER POSSIBLE, EFFORTS WILL BE MADE TO IDENTIFY AND REMOVE UNNECESSARY OR UNJUSTIFIABLE BARRIERS AND PROVIDE APPROPRIATE FACILITIES AND CONDITIONS OF SERVICE TO MEET THE SPECIAL NEEDS OF DISADVANTAGED AND/OR UNDERREPRESENTED GROUPS.

OBJECTIVES OF THE POLICY

NO APPLICANT, EMPLOYEE OR CUSTOMER WILL RECEIVE LESS FAVOURABLE TREATMENT OR BE SUBJECTED TO ANY FORM OF DISCRIMINATION.

ALL EMPLOYEES AND CUSTOMERS WILL BE GIVEN THE HELP THEY NEED TO ATTAIN THEIR FULL POTENTIAL WHEREVER THAT IS POSSIBLE.

WE SECURE THE BEST EMPLOYEES FOR OUR NEEDS BY ACCESSING ALL SECTIONS OF THE COMMUNITY.

WE ACHIEVE AN ABILITY BASED WORKFORCE THAT IS IN LINE WITH THE WORKING POPULATION MIX.

FEEDBACK AND COMPLAINTS

WE WILL DEAL WITH ANY COMPLAINTS OF DISCRIMINATION QUICKLY AND IN A CONSTRUCTIVE MANNER.

ANY FEEDBACK OR COMPLAINTS THAT WE RECEIVE WILL BE DEALT WITH COMPASSIONATELY. WE APPRECIATE THAT THIS CAN BE A DIFFICULT SUBJECT TO RAISE AND INDIVIDUALS MAY FEEL UNCOMFORTABLE OR INTIMIDATED. WE ARE COMMITTED TO ENSURING THAT YOU FEEL ABLE TO COME FORWARD WITHOUT FEAR.

CONCLUSION

THIS POLICY RUNS THROUGH EVERY FUNCTION OF OUR BUSINESS. WE UNDERSTAND THE IMPORTANCE OF EQUALITY AND DIVERSITY AND WILL ENSURE THAT THIS POLICY IS BEING IMPLEMENTED BY ALL CONCERNED.

LEGISLATION

THIS POLICY TAKES INTO ACCOUNT THE FOLLOWING EXISTING LEGISLATION:-

- **THE EQUAL PAY ACT 1970**
- **HUMAN RIGHTS ACT 1988**
- **CIVIL PARTNERSHIP ACT 2004**
- **GENDER RECOGNITION ACT 2004**
- **THE REHABILITATION OF OFFENDERS ACT 1974**
- **THE EQUALITY ACT 2010**
- **THE ASYLUM & IMMIGRATION ACT 1996**

MONITORING & REVIEW

WE WILL MONITOR ALL OF THE FEEDBACK THAT WE RECEIVE IN RELATION TO THE ISSUES AFFECTED BY THE POLICY AND WILL AMEND THE POLICY AS NECESSARY.

THE POLICY WILL BE UPDATED WITH ANY AMENDMENTS TO EXISTING LEGISLATION OR NEW LEGISLATION.

IN ANY EVENT, THIS POLICY WILL BE REVIEWED ANNUALLY.

HEALTH & SAFETY POLICY STATEMENT

HEALTH & SAFETY AT WORK ACT 1974

OUR STATEMENT OF GENERAL POLICY IS:

- **TO PREVENT ACCIDENTS AND CASES OF WORK-RELATED ILL HEALTH AND PROVIDE ADEQUATE CONTROL OF HEALTH AND SAFETY RISKS ARISING FROM WORK ACTIVITIES;**
- **TO PROVIDE ADEQUATE TRAINING TO ENSURE EMPLOYEES ARE COMPETENT TO DO THEIR WORK;**
- **TO ENGAGE AND CONSULT WITH EMPLOYEES ON DAY-TO-DAY HEALTH AND SAFETY CONDITIONS AND PROVIDE ADVICE AND SUPERVISION ON OCCUPATIONAL HEALTH;**

- **TO IMPLEMENT EMERGENCY PROCEDURES – EVACUATION IN CASE OF FIRE OR OTHER SIGNIFICANT INCIDENT;**
- **TO MAINTAIN SAFE AND HEALTHY WORKING CONDITIONS, PROVIDE AND MAINTAIN PLANT, EQUIPMENT AND MACHINERY, AND ENSURE SAFE STORAGE/USE OF SUBSTANCES.**

THE DUTIES OF EMPLOYEES ARE TO:

- **TAKE REASONABLE CARE OF THEIR OWN HEALTH AND SAFETY, AND THAT OF OTHERS WHO MAY BE AFFECTED BY THEIR ACTS OF OMISSIONS AT WORK;**
- **CO-OPERATE WITH OTHERS WITHIN THE COMPANY TO FULFIL OUR STATUTORY DUTIES;**
- **NOT INTERFERE WITH, MISUSE OR WILFULLY DAMAGE ANYTHING PROVIDED IN THE INTEREST OF HEALTH AND SAFETY.**

MALPRACTICE/MALADMINISTRATION PROCEDURE

EPTI WILL INVESTIGATE INSTANCES OF ALLEGED OR SUSPECTED MALPRACTICE OR MALADMINISTRATION AND WILL TAKE APPROPRIATE ACTION WHERE REQUIRED TO MAINTAIN THE INTEGRITY OF UNITS AND QUALIFICATIONS. MALPRACTICE IS DEFINED AS ANY DELIBERATE ACTIVITY, NEGLIGENCE, DEFAULT OR OTHER PRACTICE THAT COMPROMISES THE INTEGRITY OF THE ASSESSMENT PROCESS, AND/OR THE VALIDITY OF CERTIFICATES.

MALADMINISTRATION IS ANY ACTIVITY, NEGLIGENCE, DEFAULT OR OTHER PRACTICE THAT RESULTS IN THE CENTRE NOT COMPLYING WITH THE SPECIFIED REQUIREMENTS FOR DELIVERY OF UNITS AND QUALIFICATIONS.

SHOULD AN ALLEGED MALPRACTICE/MALADMINISTRATION ARISE ON THE PART OF THE LEARNERS, CENTRE STAFF, OR OTHERS INVOLVED IN PROVIDING AN AWARING BODIES QUALIFICATION, EPTI:

- 1. REPORT IMMEDIATELY TO THE AWARING BODY ANY SUSPECTED CASE OF MALPRACTICE/MALADMINISTRATION ARISING AFTER LEARNERS HAVE BEEN REGISTERED.**
- 2. INVESTIGATE AND RECORD FULL DETAILS OF THE NATURE OF THE SUSPECTED MALPRACTICE/MALADMINISTRATION ISSUE, INCLUDING PERSONNEL INVOLVED AND ANY ACTION TAKEN.**

EXAMPLES OF LEARNER MISCONDUCT COULD INCLUDE:

- **NON-COMPLIANCE IN OBSERVING THE MANDATORY RULES OF CONDUCT DURING AN ASSESSMENT**
- **REPLICATION OF ANOTHER LEARNER’S WORK IN EITHER THE PRACTICAL, THEORETICAL OR PORTFOLIO ASPECT OF ASSESSMENT.**

MISCONDUCT PROCEDURE (LEARNERS)

WHERE AN ISSUE OF MISCONDUCT OCCURS AND IS DISCOVERED OR REPORTED THE FOLLOWING ACTION WILL BE TAKEN:

- **THE INVIGILATOR/CENTRE CONTACT IS EMPOWERED TO EXPEL A LEARNER FROM THE ASSESSMENT ROOM**
- **THE EXPELLED LEARNER’S ASSESSMENT PAPER WILL BE SECURELY RETAINED AND A REPORT FILED TO THE CENTRE CONTACT**

- **THE REPORT AND ASSESSMENT RECORD WILL BE AVAILABLE FOR SUBMISSION TO THE AWARDING BODY AND THE REGULATORY AUTHORITY (OFQUAL OR SQA) UPON REQUEST**

IF ANY OF THE RULES OF EXTERNAL ASSESSMENT ARE DEEMED TO HAVE BEEN BROKEN BY A LEARNER, INVIGILATOR OR OTHER PERSON INVOLVED IN THE ASSESSMENT PROCESS, THEN EPTI AND THE AWARDING BODY MAY DECLARE THE ASSESSMENT VOID.

EXAMPLES OF CENTRE MALPRACTICE/MALADMINISTRATION COULD INCLUDE:

- **FAILURE OF EPTI TO REPORT ANY SUSPECTED MALPRACTICE REPORTED TO THE AWARDING BODY FROM OTHER SOURCES**
- **FAILURE OF EPTI TO APPLY THE AWARDING BODY RECOMMENDED INVIGILATION PROCEDURES FOR EXTERNAL ASSESSMENT, THUS AFFECTING THE VALIDITY OF THE ASSESSMENT PROCESS**
- **FAILURE OF EPTI TO APPLY THE AWARDING BODY RECOMMENDED ASSESSMENT PAPERWORK AND PROCEDURES FOR INTERNAL ASSESSMENT, THUS AFFECTING THE VALIDITY OF THE ASSESSMENT PROCESS**
- **FAILURE OF EPTI TO APPLY THE AWARDING BODY RECOMMENDED SECURITY PROCEDURES AS IDENTIFIED WITHIN THE CENTRE APPROVAL DECLARATION**
- **FAILURE ON BEHALF OF EPTI TO COMPLY WITH AWARDING BODY GUIDANCE RELATING TO REASONABLE ASSESSMENT ADJUSTMENTS**
- **CLAIMS FOR CERTIFICATION BEING SUBMITTED BY EPTI FOR UNITS AND/OR QUALIFICATIONS THAT HAVE NOT BEEN APPROVED FOR DELIVERY BY THE AWARDING BODY**
- **DELIVERY AND ASSESSMENT OF UNITS AND/OR QUALIFICATIONS THAT HAVE NOT BEEN APPROVED BY THE AWARDING BODY**
- **CLAIMS FOR CERTIFICATION BEING SUBMITTED BY EPTI FOR LEARNERS THAT HAVE NOT BEEN REGISTERED WITH THE AWARDING BODY**
- **UNAUTHORISED REPLICATION OF (OR OTHER TAMPERING WITH) EXTERNALLY ASSESSED THEORY PAPERS AND/ OR E-ASSESSMENT**
- **EPTI BECOMES BANKRUPT OR INSOLVENT OR GOES INTO LIQUIDATION, OR UNDERGOES A VOLUNTARY OR COMPULSORY WINDING UP PROCEDURE.**

MALPRACTICE/MALADMINISTRATION PROCEDURE (CENTRES)

WHERE AN ISSUE OF MALPRACTICE OR MALADMINISTRATION OCCURS, IS DISCOVERED OR REPORTED EPTI WILL:

- **REPORT THE ISSUE TO THE AWARDING BODY LEAD QUALITY ASSURER WHO WILL INVESTIGATE THE SUSPECTED CASE OF MALPRACTICE/MALADMINISTRATION**
- **INVESTIGATE THE FACTS RELATING TO ALLEGATION/COMPLAINTS IN ORDER TO DETERMINE WHETHER ANY IRREGULARITIES HAVE OCCURRED**

CONCLUSIONS WILL BE BASED ON ESTABLISHED EVIDENCE. A COURSE OF PROPOSED ACTIONS WILL BE IDENTIFIED, AGREED, IMPLEMENTED AND MONITORED IN ASSOCIATION WITH THE AWARDING BODY. ALL RELEVANT EVIDENCE WILL BE CONSIDERED WITHOUT BIAS.

WEB: WWW.EUROPEANPTI.COM

TEL: 0034 966 400 878

EMAIL: INFO@EUROPEANPTI.COM