



## Anti Bribery Policy

### Purpose

The purpose of this document is to ensure learners are provided with the highest quality of service to learners and employers. Turtle CYP recognises that learners and employers have the right to raise an appeal. As part of our Quality Assurance Monitoring and Feedback, we have produced the Learners Appeals Policy and process which aims to evaluate the level of quality through the process of delivery of educational and training programmes, information advice guidance and gathering information on appeals.

### Scope

This policy applies to all learners and employers who use our services.

### Statement of Policy

All learners are be made aware of this procedure during initial learner contact. All appeals will be dealt with according to the individual merit of the appeal. If a satisfactory settlement of the appeal is not initially met through the IQA or management team, then the matter will be brought to the attention of the Director, and further to this, if a satisfactory outcome is not met referred to the appropriate professional organisation NOCN.

Turtle CYP agrees and operates an appeals procedure, which learners, assessors/tutors, IQAs and employers can use in the event that they wish to make an appeal in relation to their coursework marking. Turtle CYP have a responsibility to inform learners of their appeals policy. Any relevant partners can request to see evidence of the centre appeals procedure as part of their quality assurance monitoring. The appeals procedure will:

- Identify the person or process with whom the appeal is lodged

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- State the form in which the appeal is made
- Make clear the times within which appeals may be lodged and must be decided.

### Complaint and Appeal Process

We will take any concern, complaint or appeal made against the company or any member of staff seriously and will investigate it promptly, for resolution as quickly as possible. We will ensure that complaints are dealt with consistently, fairly and sensitively within clear time frames. We will listen carefully to complaints and treat complaints as confidential, where possible. Investigate the complaint fully, objectively and within the stated time frame. Notify the complainant of the results of the investigation and any right of appeal. A complaint is any expression of dissatisfaction by an individual, whether justified or not. An individual may make a complaint if they feel we have:

Failed to provide a service or an acceptable standard of service

Made a mistake in the way the service was provided

Failed to act in a proper way

Provided unfair service

There are three stages to the complaint's procedure:

Stage One - Informal

Stage Two – Formal

Stage Three - Appeal

### Appeals process

1. If the learner wishes to make a appeal, they first need to discuss the issue with the tutor (informal).
2. If no agreement is reached the training coordinator will deal with the complaint as appropriate or will appeal against a decision to the internal verifier as necessary (Formal)
3. If a satisfactory outcome is not met:
  - a. For complaints it will then be taken to the Manager of Turtle CYP
  - b. For appeals the Tutor, assessor and Internal verifier will meet to discuss the issue and decide appropriate course of action. The learner may attend meetings and is entitled to invite one other.
  - c. The panel will hear the learner's comments, look at all the evidence and inform the learner within 7 working days of their findings

### Malpractice

As with other instances of malpractice, malpractice by learners may be judged as misconduct, serious misconduct or gross misconduct.

Misconduct includes:

- Copying from other learners

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- Behaving in a way that disrupts other learners

Serious misconduct includes:

- Plagiarism
- Destruction of another learner's work
- Introduction of unauthorised or offensive material

Gross misconduct includes:

- Breach of copyright
- Producing material which incites prejudice or hatred

If a tutor receives a report of malpractice by a learner, the assessor will organise a meeting with the learner, the tutor and a designated manager to look at the evidence. The learner is encouraged to bring along a representative.

They will be informed within 10 working days of the results of that meeting.

The results could be that the learner will be asked to resubmit the work making the necessary amendments or will be asked to leave the course.

**Important notice:** All cases of suspected or actual malpractice or maladministration must be reported to NOCN before the investigation takes place.

To make an appeal, please see learner handbook on how to do this or to request a complaint form please contact the Centre.

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