



# **CLOSE PROTECTION ACADEMY.**

## **POLICIES**

Policy Date: 01/12/2025

Review Due: 31/05/2026

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# APPEALS POLICY

Policy Date: 01.12.2025

## Introduction

**Close Protection Academy** provides a high-quality training solution. However, we recognise that problems, disagreements, and disputes can occur. To ensure that these events are resolved promptly **Close Protection Academy** has the following appeals policy in place.

All learners will be made aware of the **Close Protection Academy** appeals procedure at the start of their course or qualification.

## Procedure

### Informal Resolution

**1. Discuss with Tutor / Instructor** Before formally submitting an appeal, learners are encouraged to first seek an informal resolution by discussing the issue directly with the relevant instructor, trainer, or staff member involved. In many cases, concerns can be resolved through open communication and clarification. Learners must do this within **5 working days** of course completion.

If the issue remains unresolved after informal discussions, the learner can proceed with a formal appeal.

### Formal Resolution

**2. Escalation to Centre Manager** If the matter cannot be resolved with the instructor, the learner may escalate the appeal to the Centre Manager. The appeal must be submitted in writing within **10 working days** of course completion and should include:

- The learner's full name, course details, and contact information.
- A description of the issue and the decision being appealed.
- A summary of the discussion with the instructor (if applicable).
- Any supporting documents or evidence to substantiate the appeal.

The Centre Manager will review the appeal, and may:

- Meet with the learner to discuss the issue further.
- Gather additional information from the instructor or other relevant parties.
- Provide a response to the learner within **14 working days**, detailing the decision.

If the learner is not satisfied with the Centre Manager's response, they may escalate the appeal to the Internal Quality Assurer (IQA) or External Quality Assurer (EQA).

**3. Escalation to Internal Quality Assessor / External Quality Assessor** The learner must submit the appeal in writing to the IQA/EQA within **10 working days** of receiving the Centre Manager's response. The appeal should include:

- A clear explanation of why the learner believes the decision was unfair or incorrect.
- All relevant supporting documentation, including prior communications and responses.
- Any additional evidence that may support the learner's case.

The IQA/EQA will:

- Review the case impartially and ensure that all academy policies and procedures were followed correctly.
- If necessary, the IQA/EQA may conduct further investigations or re-assessments.
- Provide a written response to the learner within **14 working days**.

In the event that the learner is still dissatisfied with the decision from the Internal Quality Assurer (IQA) or External Quality Assurer (EQA), they can appeal to **Highfield/Qualsafe Awards**.

**4. Escalation to Highfield/Qualsafe Awards** If the issue remains unresolved after internal steps at **Close Protection Academy**, learners can escalate their appeal to **Highfield/Qualsafe Awards**. The formal appeal to **Highfield/Qualsafe Awards** must be submitted in writing within **14 working days** of receiving the Centre Manager's response or IQA/EQA response as appropriate. (Learners should refer to the Highfield/Qualsafe Awards website for their formal appeals procedure.)

**5. Escalation to Ofqual** If you are not satisfied with the outcome of the internal (**Close Protection Academy**) and external (**Highfield/Qualsafe Awards**) investigations, then you may escalate your complaint to **Ofqual**, however only once the above process has been completed. **Ofqual**'s decision will be final and binding.

#### **Outcome of Appeal**

The possible outcomes of an appeal include:

- **Appeal Upheld:** The appeal is accepted, and the learner's results, feedback, or certification may be revised accordingly.
- **Appeal Rejected:** The appeal is not upheld, and the original decision remains in place.
- **Alternative Resolution:** We may propose a different course of action, such as an additional assessment or support for the learner.

This policy was approved by: Nicholas Player and Jillian Robertson, **01/12/2025**

**Review Due 31/05/2026**

# COMPANY VALUES STATEMENT

Policy Date: 01.12.2025

## Our Commitment

Our values define how **Close Protection Academy** operates and the quality we promise to every learner, covering both essential security and vital first aid skills.

- **Commitment to Excellence:** Striving to become one of the UK's top training centres by consistently providing the highest quality **security and first aid training**.
- **Expertise and Leadership:** Founded by industry experts **Nicholas Player and Jillian Robertson**, leveraging extensive knowledge to equip learners for success in both the private security sector and critical first aid response roles.
- **High Standards & Compliance:** As a Highfield and Quallsafe Approved Centre, ensuring all courses meet the highest standards of quality, compliance, and regulatory requirements.
- **State-of-the-Art Facilities:** Utilising a purpose-designed academy in Stratford, East London, offering a modern classroom and practical training area with advanced technology for an engaging learning experience.
- **Comprehensive Training Programs:** Providing a diverse range of qualifications in security and first aid, tailored to meet current industry standards and demands across various sectors.
- **Innovative Assessment Methods:** Implementing modern assessment strategies, including e-assessments and immediate feedback, fostering a stress-free and efficient learning environment.
- **Practical Experience:** Offering hands-on training and multiple field exercises, ensuring learners gain real-world operational readiness through practical application in both security and first aid scenarios.
- **Flexible Learning Structure:** Courses are designed to accommodate learners' studying abilities, promoting better subject retention and reducing study intensity.
- **Personalised Learning Experience:** Recognising individual learning needs and preferences, using varied teaching methods to enhance understanding and engagement.
- **Provision of Resources:** Equipping students with all necessary training materials and equipment to facilitate effective learning, ensuring they are prepared for course requirements.
- **Supportive Environment:** Fostering a dynamic, supportive learning atmosphere that encourages aspiring **security professionals and first aid responders** to thrive.
- **Focus on Future Success:** Preparing students for rewarding careers in the evolving security and first aid industries, emphasising practical skills and industry-recognised qualifications.

This policy was approved by: Nicholas Player and Jillian Robertson, **01/12/2025**

**Review Due 31/05/2026**

# COMPLAINTS POLICY

Policy Date: 01.12.2025

## Introduction

This document sets out **Close Protection Academy** Complaints Policy and is aimed at customers, learners, and all interested parties who encounter a direct or indirect service from us. It covers complaints which learners, members of the public, or customers may wish to make a complaint in relation to the qualifications and associated services offered by **Close Protection Academy**. If you are unhappy about the way an assessment was managed and you suspect malpractice may have occurred, you should send your concern to us in accordance with the arrangements in our Malpractice and Maladministration Policy.

## How Should I Complain?

### Stage 1 - Informal

You should first try to sort out any problem at the earliest opportunity by speaking to the person who dealt with you, in most cases your trainer/assessor. If you are not satisfied with the way your initial complaint has been dealt with, you can then escalate the complaint to the formal stage.

### Stage 2 - Formal Stage

If you are not satisfied with the help provided informally, please send a written complaint addressing your complaint to the Centre Manager. Your complaint must be received in writing, normally within **one month** of the event you are complaining about and address it to us at the contact details outlined at the end of this policy.

## What Details Do I Give?

When you contact us, please give us your full name, contact details including a daytime telephone number along with:

- A full description of your complaint (including the subject matter and dates and times if known).
- The names of any of the people you have dealt with so far.
- What outcome you are seeking as a resolution.

## What Happens if my Complaint is Upheld?

If any part of your complaint is upheld, we will provide in writing, how and what part of your complaint has been upheld. In any case, at this stage you will be given 'Outcomes of your Complaint'.

If there are mistakes that have been made by the company, then we will apologise and give due consideration to how we can improve our service and arrangements. For example, by reviewing our procedures to assess the impact on our arrangements and assessment process (if relevant) or arranging for staff training. In extreme circumstances, disciplinary procedures may be exercised where the performance or behaviour of our staff is deemed inappropriate.

If the complaint is against other people, who are not employees of **Close Protection Academy**, such as learners, **Close Protection Academy** will consider what actions it will take in relation to their conduct, and this may also include disciplinary action where necessary.

## What if I Disagree, how can I Appeal?

The Appeals Procedure applies where you disagree with the 'Outcome of a Formal Stage of the Complaint'. You are required to Appeal the outcome in writing within **5 working days** of receipt of the response at the formal stage. The appeal will usually be heard by the Company Directors who have authority to review and change the original decision. The Appeal must be based on the complaints made and heard at the formal stage. Any new complaints need to be processed through the stages of this policy. For consistency, the Manager investigating the Appeal, will access all the paperwork and communications that you have had as part of their investigation, you are therefore not required to submit this again.

In your Appeal letter/email, please clarify:

1. Reference to the date of the Complaint Outcome letter and manager that dealt with your Complaint.
2. What is it about the 'Outcome of the Complaint' that you are dissatisfied with?
3. What outcome you were/are seeking that would satisfy you?

The Manager handling the Appeal will respond within **30 days** of the Appeal. The Outcome of the Appeal Process will form the final decision and concludes the formal procedure aligned to this Policy.

### **What if I Disagree?**

If you are still unhappy with the decision taken by **Close Protection Academy** in reviewing the complaint you can escalate the complaint to **Highfield/Highfield and Quallsafe Awards** (the awarding organisation). If you are still not satisfied with the outcome of the external complaints policy, you can also escalate this to **Ofqual** (however only once the internal and external complaints policy has been fully completed).

### **Contact Us**

If you've any queries about the contents of the policy, please contact us via email at **contact@closeprotectionacademy.co.uk**

### **Review Arrangements**

We will review the policy and its associated procedures annually as part of our self-evaluation arrangements and revise it as and when necessary, in response to customer, learner, or regulatory feedback.

This policy was approved by: Nicholas Player & Jillian Robertson **01/12/2025**

**Review Due 31/05/2026**

# DATA PROTECTION, DOCUMENT RETENTION AND SECURE STORAGE POLICY

Policy Date: 01.12.2025

## Introduction

**Close Protection Academy** collects, processes, and stores information about learners, corporate clients, and other data subjects for administrative, approval, and commercial purposes. As a legal requirement, **Close Protection Academy** is registered with the Information Commissioner's Office (ICO) and is fully compliant with all current legislation.

## Contact Information

**Data Controller:** Close Protection Academy

**Designated Data Controllers:** Nicholas Player & Jillian Robertson

## Definitions

- **"Close Protection Academy (CLOSE PROTECTION ACADEMY Ltd.)"** refers to all staff, tutors, instructors, assessors, and administrators who are employed or contracted directly with CPTA Ltd.
- **"Learners"** refers to all individuals who undertake a course of study with CPTA Ltd.
- **"Processing"** refers to any action involving personal information, including obtaining, viewing, copying, amending, adding, deleting, extracting, storing, disclosing, or destroying information.

## What information we collect, use, and why

When handling personal information, **Close Protection Academy** must comply with the 7 General Data Protection Regulation (GDPR) principles. Article 5 of the UK GDPR defines the 7 key principles as:

1. Lawfulness, fairness, and transparency
2. Purpose limitations
3. Data minimisation
4. Accuracy
5. Storage limitation
6. Integrity and confidentiality
7. Accountability

We will collect and/or use the following information for administrative purposes, to provide and improve services, to protect learners' welfare, and to comply with legal requirements:

- Name, address, contact details (including phone and email)
- Date of birth
- Birth gender and pronoun preference
- Marital status
- Occupation and employment history
- Health conditions / allergies
- Criminal record data
- Payment details
- Identification documents
- Emergency contact details
- Audio and Visual recordings
- EDI monitoring information
- Any other personal information required to comply with legal obligations

Our lawful bases for the collection and use of data in relation to administrative purposes, providing and improving services, protecting learners' welfare, and compliance with legal requirements:

- **Consent** - CLOSE PROTECTION ACADEMY Ltd. has permission from you after we gave you all the relevant information. All your data protection rights may apply, except the right to object. You have the right to withdraw your consent at any time.
- **Contract** - CLOSE PROTECTION ACADEMY Ltd. must collect and/or use the information so we can enter a learning contract with you. All your data protection rights may apply, except the right to object.
- **Legal obligations** - CLOSE PROTECTION ACADEMY Ltd. must collect and/or use your information to comply with the law. All your data protection rights may apply, except the right to erasure, the right to object, and the right to data portability.

## **Responsibilities**

All learners must:

- Ensure that all personal information which they provide to CLOSE PROTECTION ACADEMY Ltd. is accurate and up to date.
- Inform CPTA Ltd. of any changes to information (i.e., change of address, name change).
- Check the information which CLOSE PROTECTION ACADEMY Ltd. holds when it is made available through annual review. You must inform us of any errors or corrections. CLOSE PROTECTION ACADEMY Ltd. shall not be held responsible for errors of which it has not been informed.

## **Close Protection Academy must:**

- Ensure all personal data is obtained, processed, and stored in accordance with UK GDPR and the Data Protection Act 2018.
- Transport and store all exam documents in a locked box with access limited to Designated Data Controllers, Internal and external quality assurers, and **Highfield/Highfield and Quallsafe Awards**.
- Carry out an annual review of personal data to ensure it is current and correct.
- Only disclose information when legally required to do so to include the following: financial /fraud investigation authorities, HMRC, emergency services, regulatory authorities, or organisations we are legally obliged to share information with. Unauthorised disclosure may result in disciplinary action and/or escalation to gross misconduct.
- Ensure learners adhere to Data Protection Principles when processing personal information in relation to their course of study. Obtain subject matter consent for the collection of information for teaching purposes.

## **How long we keep information**

Section 388(4) (a) & (b) of the Companies Act sets out the document retention period as a minimum of **3 years**.

## **Rights to Access Information**

Learners have the right to ask CLOSE PROTECTION ACADEMY Ltd. for copies of information held about them. A Subject Access Request (SAR) must be made in writing to The Data Controller at **contact@closeprotectionacademy.co.uk**. CLOSE PROTECTION ACADEMY Ltd. will process your request in line with UK GDPR and compliance with legislation to reply within **30 days** of the receipt of initial request.

## **Compliance**

Compliance with UK GDPR and The Data Protection Act 2018 is the responsibility of CPTA Ltd. and all learners. Any deliberate or reckless breach of this Policy may lead to disciplinary action and/or legal proceedings. Any concerns or questions regarding how CPTA Ltd. collects, processes, and stores personal information must be addressed to The Designated Data Controllers. Further help and information can be obtained from the ICO ([www.ico.org.uk](http://www.ico.org.uk)).

This policy was approved by: Nicholas Player & Jillian Robertson on **01/12/2025**

**Review Due 01/06/2026**



# EQUALITY, DIVERSITY AND DISABILITY DISCRIMINATION POLICY

Policy Date: 01.12.2025

## Introduction

**Close Protection Academy** recognises that promoting equality and diversity is essential to deliver quality, culturally appropriate training and support services to all sections of the community for which we serve. We are committed to practices that offer **equality of opportunity** to all employees, learners, and service users in both **security and first aid** training.

## Indirect Discrimination in relation to Disability

We recognise that there are **physical requirements** to be met for awarding body assessment outcomes, and in certain circumstances, disability may prevent those learners from meeting those criteria (for example, door supervision practical demonstrations or specific first aid techniques). We will attempt wherever possible to provide **access arrangements** for delegates where disability occurs and will seek advice from the IQA and EQA to ensure full compliance of qualification requirements by ensuring that no unfair advantage is given.

## Direct Discrimination

**Close Protection Academy** embraces the diversity of its employees, learners, and service users and endeavours to support the individual needs wherever possible.

It is our policy that no applicant, learner, employee, or service user shall receive less favourable treatment on the grounds of their:

- **Race, Colour, Ethnicity or Origin**
- **Ability or Disability**
- **Gender, Gender Re-assignment Status**
- **Sexual Orientation**
- **Marital Status**
- **Religion**
- **Age**
- **Beliefs, Non-Beliefs**
- **Pregnancy and Maternity**

In some instances, the primary cause of inequality is direct discrimination. However, prejudice, hatred, oppressive practice, and lack of awareness are generally a more common contributor. This can lead to **institutional barriers** whereby the policies, procedures, systems, and processes of an organisation systematically restrict or have an adverse effect on people receiving fair and equitable treatment.

Each employee, learner, and service user of **Close Protection Academy** has a right to dignity, respect, and fairness, and this is extended across all the services that we deliver. We are committed to improving the working lives of employees, learners, and service users and will not tolerate **violence, abuse, or harassment**. We actively encourage employees and learners to report any incident, however trivial it may seem, so it can be investigated and action taken where found to be necessary.

This policy complements **Close Protection Academy's** values and beliefs and indicates our firm commitment to eradicate discrimination whether direct or indirect and to ensure equality of opportunity for all.

To achieve this, we will ensure that our employees, service users, and learners support, understand, and are responsive to objectives set out within this policy through appropriate challenge & support, training and development, and effective management. We will develop our supplier contracts through equalities briefing sheets and procurement criteria.

## Policy Statement

It is our policy that we will:

- Provide a non-discriminatory high standard of service to all our employees, service users, and learners and operate within legislation without compromise.
- Consult, develop, plan, and deliver services that are accessible to all our employees, service users, and learners and with reasonable adjustment, be responsive to their needs and preferences.
- Use influence to promote equality through all the services and practices and ensure that all forms of harassment and discrimination are challenged.
- Make informed and fair decisions in relation to recruitment, promotion, and training. The decisions are made in accordance with core competencies.
- Foster a culture where equality and human rights are valued and the skills and talents of our employees, service users, and members are used appropriately to the benefits of the community.
- Monitor and review all our employees, service users, and learners and develop initiatives, nurture applications from an expansive cross-section of the **security and first aid training community**.

## Legal Framework

- Equality Act 2010
- European Communities Act 1972
- Gender Re-Assignment Regulations 1999
- Gender Reconstruction Act 2004
- Gender Equality Duty 2007
- Religion/ Belief Employment Regulations 2003
- Disabled Persons (Employment) Act 1944 and 1958
- Rehabilitation Of Offenders Act 1974
- Human Rights Act 1998
- Public Interest Disclosure Act 1998

## General Procedures

### Leadership

**Close Protection Academy** has the responsibility for the development of strategies, resources, and structure to deliver the Equal Opportunities Policy through the leadership of **Close Protection Academy**. All decisions and proposed changes to services will consider the potential for adverse impact on **Close Protection Academy** and employees, service users, and learners' equality.

**Close Protection Academy** will review the views of employees, service users, and learners and will consider these in shaping and developing future services. This includes the provision of reasonable adjustment and communications.

**Close Protection Academy** and Company Directors have the responsibility for implementing and monitoring of our Policies within the scope of their role. Equality and diversity are an organisational function and employees, service users, and learners are responsible for ensuring the pro-active delivery and progress of equalities and diversity through communication and networking.

**Close Protection Academy** and Company Directors are responsible in addition to their individual responsibilities for ensuring:

- All employees, service users, and learners are aware of and comply with the standards expected within this policy.
- The measures of awareness, understanding, and delivery of our equality commitment.
- Dignity and respect for all employees, service users, and learners.
- That they confront and take appropriate action against incidents or behaviour that does not meet the standards of our policies.

## Staff Involvement

**Close Protection Academy** will involve all employees, service users, and learners and support them in the development and delivery of equalities and diversity. This may include consultation, email, verbal communication, internet, and networking sessions.

All employees, service users, and learners have a personal responsibility for ensuring that they work in a positive and non-discriminatory manner with all service users and colleagues. This responsibility is communicated and reinforced through the Equal Opportunity Policy, Discrimination Procedures and Harassment Procedures as well as through consultation, email, verbal communication, the World Wide Web, and networking sessions.

### **Training and Development**

**Close Protection Academy** and Company Directors recognise the value of all employees, service users, and learners and will support them to deliver the values and principles of equality, individuality, and diversity. We will identify the knowledge and skills required to deliver ethnic and culturally sensitive services across all aspects and where necessary provide training to enhance confidence and understanding. **Close Protection Academy** employees will receive training in our policies and procedures and acknowledge their responsibilities under these.

### **Monitoring and Review Arrangements**

**Close Protection Academy** and Company Directors recognise that continual monitoring of equal opportunities is essential to the continued review of the effectiveness of all policies. To this end **Close Protection Academy** and Company Directors will collate and monitor all information required by the laws of England and use this information to make decisions.

### **Harassment Procedures**

**Close Protection Academy** takes all allegations of harassment very seriously and has policies in place for the reporting and managing incidents of harassment, bullying intimidation, and discrimination. It is the right of all employees, service users, and learners to be treated with consideration and operate in an environment free from harassment, bullying, intimidation, and discrimination. This is made clear through written policies and respective training.

This policy was approved by: Nicholas Player & Jillian Robertson **01/12/2025**

**Review Due 31/05/2026**

# EXAM AND INVIGILATOR POLICY

Policy Date: 01.12.2025

## SCOPE AND PURPOSE

This policy gives details of the rules around exam invigilation and exam conduct that applies to all staff involved in preparing learners for exams and staff invigilating exams, as well as all learners, across all qualifications offered by **Close Protection Academy**

## THE ROLE OF THE INVIGILATOR

The examination invigilator at **Close Protection Academy** is the person in the examination room with responsibility for conducting a particular examination session in the presence of learners. Invigilators have a key role in upholding the integrity of the examination process.

The role of the invigilator is to ensure that examinations are conducted in accordance with regulatory requirements, in order to:

- Ensure that all learners have an equal opportunity to demonstrate their abilities.
- Ensure the security of the examination papers and completed response sheets, before, during, and after the examination.
- Prevent possible candidate malpractice.
- Prevent possible administrative failures.
- Ensure that **Awarding Organisation (Highfield/Highfield and Qualsafe Awards)** identity requirements are adhered to.

### Invigilators must:

- Be appropriately trained in their duties.
- Be able to observe each candidate in the examination room at all times.
- Be fully conversant with **Highfield/Highfield and Qualsafe Awards** requirements for confirming candidate identity.
- Inform the Centre Manager (Jillian Robertson) if they are suspicious about the security of examination papers, completed response sheets, or any other issue that threatens the integrity of the examination process. (In such cases, the Centre Manager must inform **Highfield/Highfield and Qualsafe Awards** immediately and send a full written report within five working days of the suspicion arising).

### Invigilators must not:

- Carry out any other task (for example, reading a book) in the examination room.

## WHO CAN INVIGILATE?

Approved Centres must ensure that invigilation is carried out by a person who has not prepared the learners for the examination. This means that the trainer cannot act as the exam invigilator and should not be present in the examination room. It is also inappropriate for invigilation to be carried out by a person related to a candidate sitting the examination.

It is the responsibility of the Quality Team to:

- Appoint exam invigilators, to make sure that the examination is conducted.
- Make sure all invigilators are responsible adults, appropriately trained in their duties.
- Make sure at least one invigilator must be present for groups of up to 30 learners for written examinations. When only one invigilator is present, they must be able to summon help easily, without leaving the examination room, and without disturbing learners.

## INVIGILATION REQUIREMENTS

### Starting the examination:

Before the examination starts, the examination invigilator must:

- Ensure that all exam papers are transferred to the centre in original sealed packages and within locked storage boxes. Access to the boxes should be given to the invigilator only. Record of the invigilator details are to be kept by **Close Protection Academy**
- Ensure the seating arrangements prevent all learners from overlooking (intentionally or otherwise) the work of others. The minimum distance in all directions from centre to centre of learners' chairs must be 1.25 metres.
- Ensure that all learners will face in the same direction.
- Ensure each candidate has a separate desk or table big enough to hold question papers and answer booklets. Learners who are not working at individual desks must be far enough apart so that their work cannot be seen by, and contact cannot be made with other learners.

Invigilators must ensure the following are prominently displayed:

- A poster advising learners that mobile phones should be switched off.
- Examination warning notice for learners.
- Centre Appeal Procedure Emergency/evacuation procedures.
- 'Examination in Progress' notices outside of the examination room.
- Ensure a board/flipchart/whiteboard should be visible to all learners showing the centre number, subject / Unit title and paper number; and the actual starting and finishing times of each examination.
- Ensure a reliable clock is visible to each candidate in the examination room. The clock must be big enough for all learners to read clearly.
- Ensure all display material (such as maps, diagrams, wall charts and projected images etc.) which might be helpful to learners is not visible in the examination room.
- Check all learners have the required identity documents and photograph, in line with **Highfield/Highfield and Quallsafe Awards** qualification examination requirements, and that the relevant section of the Candidate Information Sheet (where appropriate) has been completed.
- Advise learners who are unable to provide the required identity documents and photograph that they cannot sit the examination and that they must leave the examination room.
- Advise learners of emergency/evacuation procedure.
- Inform learners that they must follow the regulations of the examination.
- Ensure questions papers are never left unattended.
- Open the packets of examination papers, in the examination room in front of the learners, and distribute to learners.
- Check that learners have the correct paper.

The invigilator must advise learners that:

- They should write in blue or black ink.
- They should not use correction fluid.
- They should not make any marks on the examination paper.
- All mobile phones, or other electronic devices, should be switched off.
- They must not have access to items other than those stated in the instructions on the question paper, the stationery list, or the specification for that subject in the examination room.

Mobile phones, electronic communication or storage devices are not permitted including:

- iPods.
- MP3/4 players.
- Wrist watches which have a data storage device.
- Any other products with text or digital facilities.

This means that:

- All unauthorised items are left outside of the examination room.
- Any pencil cases taken into the examination room must be see-through.
- Any unauthorised items that have been taken into the examination room must be placed out of reach of the learners (and not under their desks) before the examination starts. This would normally be at the front of the examination room or a similar arrangement that enables the invigilator to control access to the items.
- Any course material should be removed from desks and placed at the front of the room.
- They should not ask for, and will not be given, any explanation of the questions and answers.
- If they leave the examination room, unaccompanied by a member of centre staff, they will not be able to return during the examination.

The invigilator must:

- Specify the length, start and finish time of the examination, and the earliest time that learners can leave the examination room.
- Read the Instructions on the front of response sheet to learners and demonstrate how to complete the response sheet and advise learners how to make changes to answers.
- Remind learners that they cannot communicate in any way with, ask for help from or give help to another candidate while they are in the examination room.
- Announce clearly to learners when they may begin.
- Be present in the examination room at all times.

The invigilator must not:

- Make any comment where a candidate believes that there is an error or omission on the question paper.
- However, in this situation, the invigilator must refer the matter to the Quality Team, who should send a report to **Highfield/Highfield and Qualsafe Awards**.
- Give any information to learners about possible mistakes in the question paper, unless there is an erratum notice, or permission has been given by **Highfield/Highfield and Qualsafe Awards**.
- Comment on the content of the question paper.
- Offer any advice or comment on the work of a candidate.

### **During the examination:**

Invigilators must supervise learners throughout the whole time that an examination is in progress. This means that:

- Invigilators must give complete attention to this duty at all times.
- Invigilators must be vigilant and remain aware of emerging situations, looking out for cheating and malpractice or learners who may be feeling unwell. Any irregularities must be recorded.
- Invigilators must not carry out any other tasks in the examination room (for example doing other work or using a mobile phone).
- Invigilators are required to move around the examination room quietly and at frequent intervals.
- Give regular time checks.

### **Summoning help during an examination:**

- When one invigilator is present in an examination, they must be able to summon help, in case of an emergency, without leaving the room or disturbing learners.
- A mobile phone may be used but must be switched to silent alert, so as not to disturb learners.

### **ID Checks:**

- All learners must be able to confirm their identity by presenting the ID documents that are accepted by the SIA (for security qualifications) or the relevant Awarding Body requirements. A recent list of accepted ID for SIA qualifications can be found on the SIA website.
- Any learner wearing a veil for religious reasons and who chooses not to remove it in the examination room should be given the opportunity to show their face to an invigilator of the same sex in a discrete location nearby.
- If no suitable invigilator is available, contact Jillian Robertson, the centre manager.

### **Learners who arrive late:**

- A candidate who arrives more than **ten (10) minutes** after the examination has started must not be allowed to enter the examination room. Arrangements will need to be made by the Centre to order examination papers for an alternative date.

### **Leaving the examination room:**

- Learners are not permitted to leave the examination room until at least twenty minutes examination time has elapsed (other than in an emergency/medical situation) and may not leave in the last 10 minutes of the examination.
- Learners who are allowed to leave the examination room temporarily must be accompanied by a member of centre staff.
- Where learners have completed their examination and are permitted to leave before the finish time, they should be instructed to do so quietly, without causing undue distraction to others.
- The invigilator must ensure that all relevant sections of the examination response sheet (including the box indicating the number of changes made) are fully completed and signed before learners leave the room. Those learners must not be allowed back into the room.

### **Toilet Arrangements**

- Learners who request a toilet visit during the examination should be accompanied by an Assistant Invigilator to the door of the nearest toilet (the location of which can be found on the Useful Information Sheet in each examination venue).
- Learners are not allowed to take any papers or notes out of the room during the examination. If the accompanying invigilator suspects a learner might have notes in their possession (e.g., if he or she is wearing a jacket with pockets), the learner should be asked to empty their pockets or to confirm they do not have any notes.
- Invigilators should not search or have any physical contact with the learner in this process.
- Toilets should be checked after each toilet break for written material which may benefit a learner using the toilets during the examination.

### **Ending the examination**

When ending the examination, invigilators should give sufficient notice to learners. This is usually achieved by giving a fifteen minute and five-minute warning prior to the published finish time of the examination.

At the end of the examination the invigilator should:

- Tell the learners to stop working and remind them that they are still under examination conditions.
- Collect all examination papers and examination response sheets to place in secure storage prior to submitting to **Highfield/Highfield and Quallsafe Awards** for marking.
- Collect all the scripts/objective test sheets before learners are allowed to leave the examination room. Do not allow learners to keep the examination papers or response sheets.
- Learners and invigilator to confirm number of changes on response sheets. This **MUST** be entered in words and not numbers.
- At no point should any indication be given to the learners as to whether it is believed that they have passed or failed the examination. This information can **ONLY** be confirmed by the Awarding Body.
- The marking of examination papers by the approved trainer/examination invigilator to pre-empt awards is seen as malpractice and could result in the withdrawal of Centre Approval.

## INVIGILATION ARRANGEMENTS FOR LEARNERS WITH ACCESS ARRANGEMENTS

- Those staff acting as an Oral Language Modifier, a practical assistant, a scribe or a Sign Language Interpreter are provided with the appropriate cover sheet prior to the examination commencing.
- **Oral Language Modifier** Learners who have difficulty with comprehension may be eligible for the help of an oral language modifier in the exams. The senior invigilator must listen carefully and observe the conduct of the Oral Language Modifier throughout the duration of the examination.
- The invigilator must countersign the cover sheet ensuring that it accurately reflects the actions of the Oral Language Modifier during the examination.
- **Practical Assistant** Learners using a practical assistant in externally set practical or written examinations may need to be accommodated separately, in which case a separate senior invigilator will be required.
- The invigilator must be made aware, prior to the examination, of the particular task(s) the practical assistant will be performing. Reader/Computer reader **Close Protection Academy** is responsible for ensuring that the learner and reader cannot be overheard by or distract other learners. (This will also apply if the learner uses a computer reader.)
- Where the learner and reader are accommodated separately, on a one-to-one basis, the invigilator may additionally act as the reader.
- Where learners require only occasional words or phrases to be read, three or four learners may share one reader.
- The learner will need to put up their hand or use a prompt card when he/she needs help with reading.
- If the group is accommodated separately a separate invigilator will be required.
- **Sign Language Interpreter** Learners requiring the use of a Sign Language Interpreter may need to be accommodated in another room, in which case a separate invigilator will be required.
- **Colour Blind** Invigilators cannot provide information or explanation to a learner who is colour blind. If the learner has been using a colour chart, he or she will be permitted to do so in written or practical exams.
- This arrangement is not permitted where the ability to identify colours forms part of the assessment objectives.
- **Prompters** A prompter can be used in an exam where a learner has little or no sense of time, or loses concentration easily, or is affected by an obsessive-compulsive disorder which leads them to keep revising a question rather than moving onto other questions.

## COLLECTION AND ADMINISTRATION OF COMPLETED SCRIPTS

- The Senior Invigilator will instruct the assistant invigilator to collect answer books, examination papers and any other material. It is very important that all answer books and supplementary sheets (whether used or not) are collected from each learner before learners' leave.
- In no circumstances are learners allowed to take answer books or paper from the examination room.
- Learners who have used supplementary sheets should attach them to their answer book with the tag provided.

## ADMINISTRATION OF COMPLETED SCRIPTS – PACKAGING THE PAPERS

Once answer books are reconciled with the attendance list, place the following documents into the exam box and return to the examination's office:

- Learners' examination scripts
- Spare copies of the examination paper
- The Senior Invigilator shall return the exams box to the Examinations Office immediately following the end of the examination session.
- Ensure that scripts are kept secure at all times.
- On no account shall completed answer books be photocopied or read before they are sent to the awarding body, unless the candidate has granted permission.

This policy was approved by: Nicholas Player and Jillian Robertson, **01/12/2025**

**Review Due 31/05/2026**



## APPENDIX 1 EXAM RULES FOR STUDENTS

### Admission to the Exam

Learners must:

1. Consult their exam timetable and arrive at the correct venue at least 20 minutes before the published start time.
2. Bring their ID to each exam. ID will be confirmed during the exam. If a veil is worn for religious reasons, the candidate will be taken to a discrete location near the exam room and will show their face to a single invigilator of the same sex.
3. Supply their own calculator, unless the use of a calculator is specifically prohibited in the exam instructions.
4. Place any books, notes and blank paper which are brought into the exam in the designated area as instructed by invigilators. **Close Protection Academy** is not responsible for the security of mobile phones, watches, electronic devices or other valuable items, left in the designated area.
5. Switch off mobile phones, including alarm functions, and place in the area designated for personal belongings.
6. Take to the exam desk pens, pencils and equipment necessary for completion of the exam only and place this equipment in a clear plastic bag or clear pencil case.
7. Learners may take a drink into the exam room. Labels must be removed from bottles.
8. Sit in the seat specified on the seating plan displayed at the venue.

Learners must not:

9. Impersonate another candidate or allow themselves to be impersonated.
10. Enter the exam room more than ten minutes after the exam has begun.

### During the Exam

Learners must:

11. Follow all instructions given by invigilators.

Learners must not:

12. Communicate with anyone except the Invigilator.
13. Have in their possession any books, notes, learning material or equipment not specifically authorised in the exam instructions or have access to unauthorised material by any means.
14. Look at the work or copy from another candidate or allow anyone to copy from them.
15. Pass off the work of another as their own. Although full referencing is not expected acknowledgements should be included where appropriate.
16. Remove official exam answer books or supplementary paper from an exam room nor bring such material into the exam room.
17. Have in their possession any electronic device or equipment apart from a calculator approved via **Close Protection Academy**
18. Have in their possession any headphones, communication or recording device.
19. Leave the room during the last thirty minutes of any exam except in the case of illness.

### Completion and Submission of Exam Answer Books

Learners must:

20. Write answers legibly in black ink.
21. Complete the front cover of the exam book fully and correctly.
22. Ensure their answer book, and any other material to be submitted, is collected by invigilators.

### At the end of the Exam

Learners must:

23. Remain seated and refrain from communicating with each other until such time the invigilator instructs them to leave. Exam conditions remain in place until the candidate has exited the examination room.

Learners must not:

24. Leave the exam room without the permission of the invigilator. Any learner leaving the room
25. unaccompanied while the exam is in progress will not be re-admitted.

# FEES POLICY

Policy Date: 01.12.2025

The information within this policy is accurate at the point of publication (**01st December 2025**) but may be subject to change in accordance with **Close Protection Academy** Terms and Conditions.

## 1. General

1.1. “**We / Us**” means **Close Protection Academy** 1.2. “**You**” means the learner undertaking a course of study with **Close Protection Academy** 1.3. We are committed to a fair and transparent policy in respect of charges made to all learners. 1.4. All fees and refunds are noted and calculated in **GB pound sterling**.

## 2. Course Fees

2.1. All course fees are shown on our website and are correct at time of publication. 2.2. Course fees are fully inclusive of charges for course instruction, workbooks, venue provision, examinations, first retake examinations, and applicable certificates (exceptions are listed in the section below). 2.3. Course fees are subject to change and promotions or discounts can be withdrawn without notice. 2.4. Any previous or future promotions / discounts will not apply at the time of booking. 2.5. **All fees must be paid in full at the time of booking.** The learner's place on the course will only be confirmed once payment is received and confirmation is issued from **Close Protection Academy**

## 3. Additional Fees

3.1. Costs not included in the course fees may include:

- **Additional retakes** of examinations (first retake is included in course fees). Cost of **£30 per exam** (as quoted in T&C section 7.3).
  - *Note: This differs from the original fee of £50. We have used the £30 fee from the T&C document provided.*
- **Laptop hire** if learner does not have access to one (all learners must have a laptop for the duration of the Level 3 Close Protection course). Cost of **£25 for duration of course**.
- Any other expenses incurred including (but not limited to) travel, accommodation, meals or clothing will not be covered by course fees and will be the sole responsibility of the learner.

## 4. Right to Cancel and Refunds

The right to cancel and refund terms are governed by the Consumer Contracts Regulations and are as follows (from the Terms and Conditions Policy, section 4):

4.1. The Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 permits learners to **cancel any order of courses within 14 days of purchase**. A full refund of course fees will be issued to the learner. 4.2. **Cancellation after 14 days of purchase will result in loss of all course fees for the learner.** 4.3. All requests for cancellation must be submitted in writing to **contact@closeprotectionacademy.co.uk**. The date of cancellation is the date **Close Protection Academy** receives the cancellation request. 4.4. We shall not be liable to you if we are prevented or delayed in the performing of any of our obligations to you if this is due to any cause beyond our reasonable control including (without limitation): \* an act of God, explosion, flood, fire or accident; \* war or civil disturbance; \* strike, industrial action or stoppages of work; \* any form of government intervention; \* a third-party act or omission.

## 5. Rescheduling

Rescheduling terms are as follows (from the Terms and Conditions Policy, section 5):

5.1. Learners who cannot attend the specific course dates booked may request to reschedule onto a later course date. This must be the same course title and commence **within 6 months of the original course date booked**. 5.2. All requests to reschedule course attendance must be made in writing to **contact@closeprotectionacademy.co.uk**. 5.3. Rescheduling requests are only permitted **up to 14 days prior to the commencement of the booked course**. Any request submitted within the 14 days prior to course commencement will not be processed. 5.4. A **£30 administration fee** will apply to all rescheduled courses. The new course dates will only be confirmed upon receipt of this fee.

This policy was approved by: Nicholas Player and Jillian Robertson, **01/12/2025**



# FIRST AID POLICY

Policy Date: 01.12.2025

The aim of this policy is to ensure that there are sufficient numbers of competent first aid personnel available to deal with accidents and injuries occurring at work, across all activities of **Close Protection Academy**. Allied to this, is the provision of adequate training and equipment to ensure that the statutory requirements and needs of the organisation are met.

## 1. Introduction

People at work can suffer injuries or fall ill, irrespective of whether the injury or illness is caused by the work that they do. What is important is that they receive immediate attention and that an ambulance is called in serious cases. First aid can save lives and prevent minor injuries becoming major ones.

The five most common scenarios when people need first aid include:

- Severe bleeding
- Choking
- Heart attack.
- Unconscious but breathing.
- Unconscious and not breathing.

The Health and Safety (First Aid) at Work Regulations 1981 (as amended 2009) cover the arrangements that need to be made, with the key emphasis on suitable and sufficient cover.

The level of first aid cover needed should be determined by carrying out a risk assessment of the risk exposures within individual workplaces/training venues.

The arrangements do not include giving tablets or medicines to treat illness. In addition, the Regulations do not prevent staff who are specially trained (i.e. doctors, nurses, qualified personnel) from taking action beyond the initial management stage. This policy provides guidance to all **Close Protection Academy** staff and learners.

## 2. Definitions

- **First Aid:** Occasions or situations where a person will need help from a medical practitioner or nurse, treatment for the purpose of preserving life and minimising the consequences of injury and illness until such help is obtained. Treatment of minor injuries which otherwise receive no treatment, or which do not need treatment by a medical practitioner or nurse.
- **First Aider:** An employee who undertakes first aid duties associated with **Close Protection Academy** and who holds a valid certificate of competence (e.g. First Aid at Work [FAW] or Emergency First Aid at Work [EFAW]), issued by the organisation whose training and qualification are approved by the Health and Safety Executive (HSE).
- **Appointed Person:** An employee who takes charge of a situation if a serious illness/injury occurs in the unforeseen absence of a qualified First Aider and ensures that processes are in place to manage that situation.
- All course instructors have completed a minimum Level 3 First Aid at Work course and hold a relevant certificate of qualification attainment.

### 3. Responsibilities

- **Close Protection Academy instructors** are responsible for the safe undertaking of all aspects of work under their control.
- Where hazards and risks are identified, it is the Instructors' duty to take action to prevent harm occurring and to put in place such measures as are necessary.
- All instructors have a responsibility to risk assess within their areas of responsibility, in order to identify an appropriate level of first aid provision. If the assessment identifies a significant level of risk, it may be that the instructor who is an approved First Aider will be required to assist.
- The Health and Safety Policy places the responsibility for identification of health and safety training needs with the Instructor that is teaching the said training course.
- **Close Protection Academy management** must ensure that all employees are notified of first aid arrangements for the workplace and that the correct signage is displayed within it. Where the course is at a temporary training location, all learners should be made aware of the first aid kit location at the beginning of the course.

### 4. Instructors or Invigilators

Instructors (or invigilators when instructors are not present on the examination day) must ensure that learners are familiar with the identity of their nearest First Aider and location of the nearest first aid box.

Instructors/Invigilators must also ensure that first aid boxes are accessible at all times. The names and locations of first aid personnel and equipment must be displayed on the notice boards (in permanent training venues) and such information must be regularly updated to reflect any changes in location or personnel, which take place.

### 5. First Aiders

Qualified First Aiders (completing HSE approved training) must undertake refresher training at the required intervals in order to comply with current legislation and to ensure that their skills are maintained. All First Aiders are required to provide first aid in the event of an incident, in keeping with their level of training. All details following the incident should be entered onto the risk register. All items used from the first aid box should be replaced by the First Aider at the earliest opportunity.

### 6. Appointed Persons

**Close Protection Academy** has appointed the below persons as qualified First Aiders:

- **Jillian Robertson**
- **Nicholas Player**

They should also undertake a yearly update in order to comply with current legislation and to ensure that their skills are maintained. Appointed Persons are required to provide first aid in the event of an incident, in keeping with their level of training. Appointed Persons should routinely check first aid boxes (minimum of once a month). They should also check that they are adequately stocked, within the expiry date and order supplies, in liaison with their budget holder, through the correct procurement process.

The course instructor is responsible for all kit during training courses.

### 7. Risk Assessment

In assessing the first aid needs of their unit, instructors should consider:

- The risk of injury and ill-health in the training environment.
- Specific risks in the training environment, e.g. working at height, hazardous substances.
- Varying levels of risk in different areas of the training environment/venue.
- The size of the class.
- Shift patterns.
- Learners with disabilities or special health problems.
- The remoteness of any site from emergency medical services.
- The needs of travelling remote and learners on lone tasks. This is particularly relevant to Close Protection training.
- Members of the public visiting their training environment.
- Any other relevant factors.

Decisions as to what constitutes a sufficient number of First Aiders will be taken on the basis of the risk assessment completed for each course. If the assessment identifies a significant risk then the level of first aid provision should be increased to adequately control the risk.

## 8. First Aid Information

- The location of First Aid boxes is to be made known to all staff by way of a safety notice (in permanent venues). The safety notice includes the names of staff able to provide First Aid at work.
- All staff receive information regarding First Aid arrangements at induction.
- First Aid arrangements are to be reviewed regularly (yearly or as circumstances dictate) and, in the light of changes to working practices and staff movement.

## 9. First Aid Equipment

There is no mandatory list of items that should be included in the first aid box, but a normal stock would include items covered below:

- a leaflet with general guidance on first aid
- individually wrapped sterile plasters of assorted sizes
- sterile eye pads
- individually wrapped triangular bandages, preferably sterile
- safety pins
- large and medium-sized sterile, individually wrapped, unmedicated wound dressings
- disposable gloves

In addition:

- The size and contents of each of the boxes meets the HSE guidelines and are properly identifiable in a green box with a white cross.
- Responsibility for ensuring the boxes are maintained is delegated to the course instructor and **Close Protection Academy management.**

For training purposes of First Aid Level 2 and 3 courses, the equipment must be checked before the start of the course to ensure that all equipment listed in the qualification specification is available and ready to use.

## 10. Major Incidents

- Local arrangements are in place for summoning emergency services in the event of a major illness or life-threatening situation.

## 11. Reporting Arrangements

- All accidents / incidents where a First Aider provides assistance to a casualty, including when the problem was illness rather than an accident must be reported to the Centre Manager (Nick Player) via the below email address: **nick@firstaidtrain.co.uk**

In addition:

- Where the incident is identified as RIDDOR reportable (e.g. serious injury or death), the centre manager is responsible for ensuring that a RIDDOR report is notified to the HSE.
- The Care Quality Commission will also need to be informed. For further advice, please refer to guidance for reporting under RIDDOR.
- In the case of a serious accident / incident which may result in a potential negligence claim, immediately forward a copy of the incident / accident form to the centre manager via the email below: **nick@firstaidtrain.co.uk**

## 12. Drinking Water

- The instructor is responsible for ensuring that there is drinking water available at the start of each course before the course commences. This should be in the training room where possible, however if this is not possible the drinking water should be easily accessible near the training location.

### **13. Telephone**

- It is the responsibility of the instructor to ensure that in the case of an emergency, there is a telephone available to use to call for help.
- In areas where mobile reception is poor, a landline telephone should be available at the training venue.

This policy was approved by: Nicholas Player and Jillian Robertson, **01/12/2025**

**Review Due 31/05/2026**

# HEALTH AND SAFETY POLICY

**Policy Date: 01.12.2025**

## Introduction

**Close Protection Academy** is committed to pursuing excellence in the management of health and safety across all its operations, encompassing both security training (including physical intervention) and life-saving first aid instruction.

## General Principles

**Close Protection Academy** is committed to achieving high standards of health, safety, and environmental practice.

**Close Protection Academy** will ensure that each course is **risk assessed**, and advisory/internal procedures are created to mitigate risk. This includes **floor plans for practical physical intervention, medical declarations, and venue risk assessments**.

**Close Protection Academy** expects **staff, learners, visitors, contractors, and other employers** to share this commitment by complying with **Close Protection Academy** policies and procedures, and to understand that they also have legal and moral obligations to themselves and to one another.

**Close Protection Academy** intends to ensure the health and safety of all persons who may be affected by our activities by:

- Consulting with and involving our staff and learners in matters relating to their own health and safety.
- Providing, managing, and maintaining our workplaces, grounds, and properties so that they are, as far as reasonably practicable, safe and that risks to health are controlled.
- Providing adequate and appropriate facilities and arrangements for the welfare of staff and learners.
- Providing, managing, and maintaining equipment so that it is, so far as reasonably practicable, safe and that risks to health are controlled.
- Identifying hazards and conducting formal risk assessments when appropriate to minimise the risk for all activities undertaken by Close Protection Academy
- Ensuring that emergency procedures are in place, effective, properly used, monitored, and maintained.
- Implementing systems of work that are safe and where risks to health are controlled.
- Providing the information, instruction, and training as necessary to ensure that staff and learners are competent to undertake their activities and are aware of any related hazards and the measures to be taken to protect against them.
- Keeping up to date with best practice in relation to health and safety and complying with all relevant legislation and authoritative guidance.

**Close Protection Academy** will promote a positive health and safety culture. Wherever possible, information on health and safety legislation and standards applicable to a particular course will be included.

We undertake to continually review and develop our safety management systems, with the overarching aim of conducting our activities in a manner which does not affect the health and safety of any staff, learners, contractors or visitors, or adversely affect the environment.

## Responsibility for Health & Safety

Overall responsibility for Health & Safety within **Close Protection Academy** is held by:

- **Medical Director, Jillian Robertson**
- **Centre Manager, Nicholas Player**

This policy was approved by Nicholas Player & Jillian Robertson **01/12/2025**

**Review Due 31/05/2026**



# MALPRACTICE AND MALADMINISTRATION POLICY

Policy Date: 01.12.2025

## Statement of Purpose

The policy aims to protect the integrity of qualifications and centres by taking steps to identify and minimise the risk of malpractice by staff or learners, and to respond to any incident of alleged malpractice promptly, objectively, and fairly.

This policy also provides centres with an outline of actions that should be taken in the event that any malpractice and maladministration is identified by a centre and also actions that **Highfield/Highfield and Qualsafe Awards** will take to address those concerns.

## Scope

This policy covers actual or suspected malpractice or maladministration perpetrated by learners, centres (**Close Protection Academy**), or **Highfield/Highfield and Qualsafe Awards** members of staff.

## Definition of Malpractice

According to JCQ guidelines for "Suspected Malpractice in Examinations and Assessments"; "Malpractice which includes maladministration and non-compliance, means any act, default or practice which is a breach of regulations or which:

- Compromises, attempts to compromise, or may compromise the process of assessment, the integrity of any qualification or the validity of a result or certificate and / or
- Damages the authority, reputation or credibility of any awarding body or centre or any officer, employee or agent of any awarding body or centre."

## Examples of Malpractice

### At learner / candidate level:

- Copying of assessments from course mates.
- Presenting another learner's work as their own or plagiarism from external sources.
- Taking unauthorised materials into an examination room.
- Obtaining, receiving, exchanging, or passing on information related to an assessment or examination taking place by; talking, written paper or notes or any information passed on by electronic means.
- Unauthorised access to any **Highfield/Highfield and Qualsafe Awards** assessment or examination paper.
- Failure to follow the instructions of the invigilator.
- Knowingly / deliberately using AI in the creation of own work and presenting as their own.

### At centre staff level:

- Allowing candidates access to previous assessments or examination papers without approval.
- Assisting or prompting students with answers.
- Failing to supply an appropriate invigilator i.e. with no knowledge of the subject being assessed/examined.
- Failing to complete internal assessment, failing to record results in the prescribed way, failing to return completed work in accordance with awarding body regulations.
- Failing to conduct internal assessment using agreed assessment criteria.
- Failing to adhere to security regulations.
- Failing to comply with minimum Guided Learning Hours.
- Failing to comply with assessment or examination regulations, procedures or guidance documents.
- Allowing learners to access unauthorised materials during an assessment.
- Knowingly allow the use of AI in the creation of a learner's work.

**At awarding organisation level:**

- Providing coaching or training to training providers and / or candidates using material from confidential external assessments.
- Allowing certification on the basis of incomplete or incorrect assessment records.
- Assisting or prompting students with answers.
- Failing to comply with awarding organisation regulations and procedures.
- Failing to attend to operational requirements in accordance with policies and procedures.
- Showing a consistent lack of punctuality.

**Prevention of Malpractice**

Centres should seek to avoid potential malpractice by:

- Explaining roles and responsibilities of learners in the learning and assessment process; and unacceptable practice.
- Informing learners of the potential penalties for attempted and actual incidents of malpractice.
- Showing learners the appropriate formats to acknowledge sources and record cited texts/other materials and information sources.
- Asking learners to declare that their work is their own.
- Ensure adherence to all company and awarding body policies and procedures in relation to suspected / confirmed malpractice.
- Identify any areas of concern or instances of suspected / actual malpractice and notify the awarding body.
- Hold a clear and transparent policy that is accessible to all learners and can be actioned in the event of malpractice.
- Utilise tools in order to recognise and prevent the production of learners work from sources of AI.

**Definition of Maladministration**

Maladministration is essentially any activity or practice that results in non-compliance with administrative regulations and requirements, including the application of persistent mistakes or poor administration.

**Examples of Maladministration****At learner / candidate level:**

- Impersonating other candidates, or allowing themselves to be impersonated during an assessment, or colluding in the act of impersonation.
- Claiming false accreditation of prior learning.

**At centre staff level:**

- Photocopying assessments or examination papers without approval.
- Changing the date of an assessment/examination without approval.
- Obtaining unauthorised access to assessment material prior to an assessment or examination.
- Failing to keep completed assessments or examination scripts secure.
- Failing to send completed assessments or examination scripts to **Highfield/Highfield and Qualseafe Awards** on the prescribed day.

**At awarding organisation level:**

- Failing to keep assessments and examination paper contents secure.
- Failing to keep logs and database contents secure e.g. Data Protection Act.
- Failing to send results and paperwork in accordance with policies and procedures.
- Failing to keep assessment records, scripts and other materials secure.
- Failing to send papers and other assessments to assessors in accordance with policies and procedures.
- Failure of assessors, examiners and verifiers to retain, provide and return documents in accordance with policies and procedures.
- Inappropriate correspondence with centres and prospective centres.

## Prevention of Maladministration

Centres should seek to avoid potential maladministration by:

- Explaining roles and responsibilities of learners in the learning and assessment process; and ensure they are aware of the correct administrative processes.
- Informing learners of the potential penalties for attempted and actual incidents of maladministration.
- Follow all regulatory policies and procedures to ensure administration is carried out within the required parameters.
- Identify any areas of concern or instances of suspected / actual maladministration and notify the awarding body.
- Hold a clear and transparent policy that is accessible to all learners and can be actioned in the event of maladministration.

## Suspected Malpractice or Maladministration at Centre or Learner Level

If the centre has reason to believe that malpractice or maladministration has occurred:

- The centre should report the occurrence to the **Highfield/Highfield and Qualseafe Awards'** Quality Assurance team as soon as practicable. Where applicable, centre staff may notify **Highfield/Highfield and Qualseafe Awards** through their Whistle Blower Policy.
- The accused should be made fully aware of any breach of **Highfield/Highfield and Qualseafe Awards** regulations in writing as soon as possible, with the possible consequences of their alleged actions.
- The Head of Centre should submit a full written report of the case with supporting evidence to **Highfield/Highfield and Qualseafe Awards**.
- The person accused of malpractice must be given the opportunity to respond to the accusation in writing.
- In serious cases, a director will have the power to suspend a member of staff, with full pay, pending investigation of the allegations. Suspension in these circumstances does not constitute disciplinary action.
- Learners should be made aware of the enquiries and appeals process if malpractice is established by the learner.
- If an interview with the accused is required, it must be conducted in the presence of the Head of Centre or other appropriate senior staff member. The Centre should ensure that two people are present, that an accurate record of the meeting is made and forwarded to **Highfield/Highfield and Qualseafe Awards** as part of the supporting evidence. The accused must be given the opportunity to be accompanied by a person of their choice and should sign the record to indicate its accuracy.
- Any further action will be in the form of a detailed investigation and report from the centre, implemented by the Head of Centre. The report should contain:
  - Statement of circumstances and facts surrounding the investigation.
  - Written statements from all staff concerned.
  - A written statement from the learner(s) concerned.
  - Any extenuating circumstances e.g. medical reports.
  - Details of centre's procedure for informing learners of **Highfield/Highfield and Qualseafe Awards** regulations.
  - Any unauthorised materials found during assessment / examination.
  - Learner's work or assessment materials relevant to the investigation.
  - Relevant registers or other records of attendance (copies).
  - Relevant schemes of work (copies).
  - A written record of any interviews that have taken place.

In dealing with cases of malpractice, centres should be cognizant of any potential conflicts of interest that may be accrued. **Highfield/Highfield and Qualseafe Awards'** Quality Assurance team reserve the right to observe or conduct any of the above actions, or to conduct its own investigation in to the matter where it feels that it is necessary.

## Notification to Relevant Organisations

In line with conditions of recognition, **Highfield/Highfield and Qualsafe Awards** will inform:

- The relevant regulatory authorities where any event has occurred or is likely to occur that could have an adverse effect.
- The centre, where malpractice, maladministration or any other occurrence may affect a centre undertaking any part of the delivery of a qualification which **Highfield/Highfield and Qualsafe Awards** makes available.
- Another awarding organisation, where malpractice, maladministration or any other occurrence may affect that awarding organisation.

Where criminality is suspected, **Highfield/Highfield and Qualsafe Awards** will also report the matter to the police or other relevant statutory agency.

## Application of Sanctions

All factors will be considered in determining whether any sanction should be levied. The least severe sanction or penalty will be considered first. Sanctions may be decided by **Highfield/Highfield and Qualsafe Awards**.

### Learner Sanctions

Learner sanctions could include, but are not limited to:

- The learner is issued with a warning.
- The learner may lose all marks related to that particular assessment.
- The learner may lose all marks related to that particular unit.
- The learner may be disqualified from the whole qualification.
- The learner may be periodically barred from registering on qualifications / training.
- The learner may be banned from registering on qualifications / training.
- In the case of significant malpractice, the incident may be reported to other awarding bodies, their regulators and/or the police.

### Staff Sanctions

Please refer to the Disciplinary Policy. In general, staff sanctions could include, but are not limited to:

- The member of staff being issued with a written warning.
- The member of staff being issued a final written warning.
- The member of staff must be supervised by another member of staff for a set time period.
- The member of staff is required to undertake further training prior to conducting further responsibilities.
- The member of staff is suspended for a period of time.
- The member of staff may be banned from being involved in the delivery of **Highfield/Highfield and Qualsafe Awards** qualifications.
- The member of staff being demoted.
- The member of staff being dismissed.

### Centre Sanctions

Centre sanctions could include, but are not limited to:

- The centre is issued a written warning.
- The centre may be required to produce an action plan or to address specific action points.
- The centre is required to take specific steps to rectify any issues arising from the occurrence.
- The centre may have direct claims status removed for some or all approved qualifications.
- The centre may have its approval status removed for some qualifications, or some centre staff.
- The centre may be required to operate under specific conditions, i.e. requiring all examinations to be invigilated by an external party nominated by **Highfield/Highfield and Qualsafe Awards**.
- The centre's approval status is suspended and is not allowed to register or certificate any further learners temporarily.
- The centre may have its centre approval status removed.

### **Suspected Malpractice by a Highfield/Highfield and Qualsafe Awards Employee**

The centre should report this to **Highfield/Highfield and Qualsafe Awards** immediately, in line with **Highfield/Highfield and Qualsafe Awards** Whistle Blower's Policy if necessary. The enquiry will be dealt with the Investigation Policy and Procedure, **Highfield/Highfield and Qualsafe Awards'** Disciplinary Procedure or other applicable policy/procedure as necessary.

### **Outcome of Highfield/Highfield and Qualsafe Awards Employee Investigations**

**Highfield/Highfield and Qualsafe Awards** will not normally disclose the outcome of internal investigations relating to **Highfield/Highfield and Qualsafe Awards** members of staff. However, where decisions are made arising out of those investigations that impacts the centre's status or learner achievements, **Highfield/Highfield and Qualsafe Awards** will advise the centre on those impacts and decisions accordingly.

### **Decisions**

The outcomes of any alleged malpractice investigations are to be communicated as soon as possible after the decision has been made, unless it is not practical to do so. If the decision is referred to **Highfield/Highfield and Qualsafe Awards**, **Highfield/Highfield and Qualsafe Awards** will make the decision known to the nominated party at the centre.

It is the responsibility of the centre to communicate those decisions to staff, learners and any other individuals affected by the decision. Where the centre has ceased working with **Highfield/Highfield and Qualsafe Awards**, decisions may be communicated directly to learners.

### **Investigation Timelines and Summary Process**

We aim to action and resolve all stages of the investigation within **10 working days** of the receipt of the allegation. The fundamental principle of all investigations is to conduct them in a fair, reasonable and legal manner, ensuring that all relevant evidence is considered without bias.

Where a member of **Close Protection Academy** is under investigation, we may suspend them or move them to other duties until the investigation is complete.

### **Investigation Report**

After any investigation, **Close Protection Academy** will produce a draft report for the parties concerned to check the factual accuracy. Any subsequent amendments will be agreed between the parties concerned and ourselves.

If it were an independent/third party that originally notified us of the suspected or actual case of malpractice, **Close Protection Academy** will also inform them of the outcome (normally within 10 working days of making our decision). In doing so, we may withhold some details if disclosing such information would breach a duty of confidentiality or any other legal duty.

If it is an internal investigation against a member of staff acting on behalf of, or representing, **Close Protection Academy**, the report will be agreed by the managing director or a person of similar responsibility, along with the relevant internal managers, and appropriate internal disciplinary procedures will be implemented.

In addition to the above, **Close Protection Academy** will record any lessons learnt from the investigation and pass these onto relevant internal colleagues to help prevent the same instance of maladministration or malpractice from reoccurring.

If the relevant party or parties wish to appeal against our decision to impose sanctions, please refer to our **Appeals Policy**.

This policy was approved by: Nicholas Player & Jillian Robertson **01/12/2025**  
**Review Due 31/05/2026**

# QUALITY ASSURANCE POLICY

Policy Date: 01.12.2025

## Our Commitments:

**Close Protection Academy** has in place a **Quality Management System** to ensure that the services provided to its customers consistently meet or exceed their expectations. The company operates a system that regularly evaluates its processes and customer needs and has set quantifiable objectives with plans in place for continual improvement.

It is the policy of **Close Protection Academy** to maintain, on a continual basis, an effectively managed Quality Assurance programme, which will assure customers that the services supplied conform to the laid down procedures or disciplines of the company, and which will ensure that the learners' needs and expectations are fully met. The management of the company is firmly committed to the systems, procedures and controls, and the total participation of all personnel is mandatory.

We will support learners by:

- Providing **current and up-to-date information** in relation to the qualifications that we offer.
- Identifying the **correct qualification** for their needs.
- Offering points of **referral** for any needs that we are unable to meet.
- Providing a clear and transparent **fees list**.
- Providing any pre-course information or guidance in good time.
- Ensuring delivery staff, assessors and quality assurers are **occupationally competent**.
- Ensuring learners are aware of the **assessment requirements** of the qualification.
- Ensuring learners have **fair access to assessment**.
- Ensuring learners are aware of the process where competence has not been shown.
- Ensuring learners are aware of our **appeals and complaints procedures**.
- Ensuring successful learners receive **certificates within good time**.

## Promoting Our Regulated Qualifications

To ensure learners are not misled into undertaking an unregulated course when a regulated qualification is required, we ensure transparency in the following areas:

### Titling:

All our regulated qualifications are identified by their official title, constructed as follows: **Highfield/Highfield and Qualsafe Awards / LEVEL / TYPE / SUBJECT / (FRAMEWORK)**.

- **Example:** *Highfield/Highfield and Qualsafe Awards Level 3 Award in First Aid at Work (RQF)*

We avoid using similar terms for unregulated courses.

### Use of Logos:

We ensure correct use of logos to accurately reflect accreditations:

- Do not use **regulator logos** on any of our materials (e.g., Ofqual, CCEA, Qualifications Wales).
- Do not use any other logos protected by Crown copyright (e.g., HSE).
- Do not use logos of memberships or associations that are not directly linked to the qualifications.
- Ensure the **Highfield/Highfield and Qualsafe Awards** logo only appears on web pages or promotional materials promoting **Highfield/Highfield and Qualsafe Awards** qualifications or on generic webpages such as "contact us" or "home".

### Access to Qualification Specifications:

Qualifications are awarded by **Highfield/Highfield and Qualsafe Awards**. We ensure learners have access to the **qualification specifications** by having a downloadable copy on our website and/or emailing a copy on request.

## Fees:

To ensure transparency, our fees list outlines costs associated with:

- Undertaking the qualification
- Cancellations
- Late payments
- Learner registration
- Assessments
- Certification
- Equipment (e.g., course manual)
- Appeals
- Replacement certificates

## Logistical Information:

We ensure prospective learners are made aware of the **logistical information** (location, times, dates, and required attendance duration) prior to accepting bookings to avoid issues with non-attendance.

## Booking Confirmation and Pre-Course Information:

Once bookings are made, we confirm the learner's place and reconfirm the details of the venue, dates, and times. Where required by the qualification, we ensure learners receive copies of any course materials in reasonable time for sufficient preparation.

## Staff Competence

We are committed to ensuring our delivery, quality assurance, and office staff are competent and conversant in our products and services.

- We record customer queries to inform **Highfield/Highfield and Qualsafe Awards** of any trends and to update our staff with correct, current information.
- We ensure that those involved in the delivery, assessment, and quality assurance are suitably qualified and experienced and meet at least the minimum requirements outlined in the **Highfield/Highfield and Qualsafe Awards** delivery manuals.
- Our Directors (**Nicholas Player & Jillian Robertson**) are responsible for ensuring that we retain copies of CVs, certificates, and activity logs for our delivery, assessment, and IQA staff. These are available on request to **Highfield/Highfield and Qualsafe Awards**.

## Staff Responsibilities

Role	Key Responsibilities
Centre Manager (CM)	Planning and auditing course delivery; Monitoring the IQA Strategy; Liaising with the <b>Highfield/Highfield and Qualsafe Awards</b> EQA; Ensuring compliance.
Lead Internal Quality Assurer (IQA)	Compiling the overall IQA Strategy; Leading the IQA team planning; Monitoring and observing IQAs; Reporting issues and trends to the CM.
Internal Quality Assurer (IQA)	Monitoring the assessment practice of assessors; Verifying the accuracy, consistency, and quality of assessors' decisions; Maintaining personal CPD records.
Trainer/Assessor	Planning, managing, and delivering courses; Conducting formative and summative assessment; Providing guidance and support to learners; Maintaining personal CPD records.

## Assessment

Assessment is a key area for quality assurance. We ensure that all assessments, whether created by **Highfield/Highfield and Qualsafe Awards** or within **Close Protection Academy**, remain compliant with the principles of **VCARS**:

- **Valid**
- **Current**
- **Authentic**
- **Reliable**
- **Sufficient**

We use assessment failures as a prompt to review our systems (e.g., was the teaching appropriate, was the learner aware of criteria, were reasonable adjustments considered?).

## Quality Assurance of Assessment

The **Assessor** ensures quality by:

- Planning and facilitating formative assessment throughout the course.
- Planning and facilitating summative assessment as per **Highfield/Highfield and Qualsafe Awards** guidelines.
- Ensuring all learner papers are marked correctly.
- Maintaining the confidentiality and safety of assessment papers and portfolios.

The **Internal Quality Assurer (IQA)** ensures quality by:

- Verifying the suitability of lesson plans and assessment tools.
- Sampling the work of trainer/assessors from each stage of the process.
- Observing trainer/assessors' performance.
- Sampling candidate work.

## Risk Rating Assessor/IQAs

We assess assessment and quality assurance staff on a risk basis using a **"traffic light" system** (Green=Low, Red=High) to determine the required frequency and depth of IQA sampling.

- **High Risk:** Newly appointed staff, staff with no recorded CPD, or staff with frequent remedial actions.
- **Medium Risk:** Qualified, experienced assessors new to the centre, or staff with few remedial actions.
- **Low Risk:** Staff who consistently demonstrate up-to-date practice with rare remedial actions.

## Final Learner Processes

### Dealing with Learners That Are Not Yet Competent:

Learners who are not yet competent will be provided with **feedback** on their weaknesses, and suitable support will be provided for a reassessment.

### Appeals and Complaints:

Learners may appeal assessment decisions via our **Appeals Policy**, which is available on request and via our website.

### Processing of Certificates:

We ensure the swift registration of results onto the **Highfield/Highfield and Qualsafe Awards** system. Once received, certificates are signed and distributed as soon as possible. Replacement certificate requests are processed with **Highfield/Highfield and Qualsafe Awards** within 5 working days of verifying the candidate's identity.

## Quality Assurance Activities

The Directors are responsible for ensuring the following quality assurance activities are undertaken annually or following significant change:

- Website audit
- Marketing materials audit
- Customer service audit
- Fees list audit
- Staff records audit
- Policy audit



### **IQA Planning and Sampling**

- The Lead IQA produces a risk-based sampling plan.
- **IQA Activity Plans** are shared with the assessor and Lead IQA a minimum of **48 hours** in advance.
- IQA sampling methods include observation, sampling learner work, learner interviews, and verification of lesson plan validity.
- Sampling volume is comparative to the assessor's risk rating (e.g., High-Risk = 100% review, Low-Risk = 25% sample).
- **Audit Trail Colour Coding:** Assessors use blue/black ink; IQAs use red ink; EQAs use green ink.

This policy was approved by: Nicholas Player & Jillian Robertson **01/12/2025**

**Review Due 31/05/2026**

# REASONABLE ADJUSTMENT POLICY

Policy Date: 01.12.2025

## Introduction

This policy is primarily aimed at learners who are delivering/registered on or have taken a qualification or unit delivered by **Close Protection Academy**. It is also for use by our staff to ensure they deal with all reasonable adjustment and special consideration requests in a consistent manner and in accordance with the relevant awarding organisation requirements, including those of **Highfield/Highfield and Qualseafe Awards**.

Each awarding organisation will have specific guidelines to follow when applying for reasonable adjustments for individual learners and what can be automatically approved by centres.

## Centre Responsibility

**Close Protection Academy** is committed to ensuring the following:

- Every learner is given the opportunity to achieve the qualification/unit without changing the assessment criteria or achievement standards.
- Identification of learners who require reasonable adjustments **prior to delivery of the course**.
- Where identification of a learner who requires reasonable adjustments occurs, **Close Protection Academy** will apply to the relevant awarding organisation (e.g., **Highfield/Highfield and Qualseafe Awards**) for approval if required, as per individual guidance provided by different awarding organisations.
- Where reasonable adjustment is approved, make necessary provision, however ensuring that **assessment demand is not lowered**.
- Inform the Internal Quality Assurer (IQA) of learners on a qualification that is completing the assessment using a particular reasonable adjustment method.
- Maintain accurate records of learners with reasonable adjustments as this will be monitored through the External Quality Assurance system (EQA) of **Highfield/Highfield and Qualseafe Awards**.
- Supply information to the relevant awarding organisation on the use of reasonable adjustments with learners as requested.

## Review Arrangements

We will review the policy annually as part of our self-evaluation arrangements and revise it as and when necessary in response to customer and learner feedback, changes in our practices, actions from the regulatory authorities or external agencies, or changes in legislation.

This policy was approved by: Nick Player, **01/12/2025**

**Review Due 31/05/2026**

# RECOGNITION OF PRIOR LEARNING (RPL) POLICY

Policy Date: 01.12.2025

## Definition

**Recognition of Prior Learning (RPL)** is a method of assessment that considers whether a learner can demonstrate that they meet the assessment requirements for a unit through knowledge, understanding, or skills they already possess and do not need to undertake a full course of learning.

## Introduction

**Close Protection Academy** seeks to enable learners to avoid the duplication of learning and assessment. This will be achieved through two primary pathways:

- The opportunity to **transfer credits**, i.e., to recognise previously accredited achievement from within or outside the Regulated Qualifications Framework (RQF) to count towards other qualifications.
- For individuals with learning or achievements that have not been certificated/accredited, it may be possible to assess and validate these through the **RPL process**. These achievements may then count towards a qualification.

## Audience

The intended audience for this document is:

- External Verifiers/Quality Reviewers (**Highfield/Highfield and Qualseafe Awards** EQA)
- Internal Verifiers/Quality Assurers (IQA)
- Assessors
- **Close Protection Academy** staff

The policy and procedure will apply to:

- **Regulated Qualifications Framework (RQF)** qualifications.
- Approved Units of Assessment.

## Policy

In order to achieve RPL, a learner must produce **valid and reliable evidence** of learning to support any claims based on experience. A learner may claim RPL against a whole unit or several units. It is not possible to award part units, but where the RPL evidence does not fully meet the needs of a complete unit, the missing information may be provided via the same assessment processes that are undertaken by a taught group of learners.

In order to achieve recognition of achievement there are two options open to the learner:

- **Assessment Only:** Undertake the same assessments as those following the formal course of learning and assessment that lead to the desired unit or qualification. These assessments may be undertaken without attending the teaching sessions.
- **Portfolio Submission:** Submit a portfolio of evidence based on previous learning, skills and / or competence cross-referenced to the learning outcomes and assessment criteria of the unit or units for which RPL is being sought (where accepted by **Highfield/Highfield and Qualseafe Awards**).

Under some circumstances there may be a limit to the proportion of a qualification that can be achieved by either credit transfer or RPL. Full details of these requirements will be identified in the rules of combination for any qualifications offered by **Highfield/Highfield and Qualseafe Awards**.

Learners wishing to avail themselves of this method of accreditation must negotiate the procedure with **Close Protection Academy** and/or **Highfield/Highfield and Qualseafe Awards** if they wish to claim the award of credit.

The learner must play an **active role** in the process as s/he must produce evidence and map it to the learning outcomes and assessment criteria of all units they wish to claim. Appropriately trained staff from **Close Protection Academy** will be available to give specialist advice on this process.

## Principles of RPL

RPL must adhere to the following principles:

1. **Validity:** RPL is a valid method of enabling individuals to claim credit for units and qualifications of the RQF, irrespective of how the learning took place. There is no difference between the achievement of the required standards through prior learning and through a formal programme of study.
2. **Rigor & Transparency:** RPL must comply with all regulatory requirements for assessment. RPL policies, processes, procedures, practices, and decisions should be **transparent, rigorous, reliable, fair, and accessible** to individuals and stakeholders.
3. **Learner-Centred:** RPL is a voluntary process. The individual should be offered advice on the nature and range of evidence considered appropriate to support a claim and be given guidance and support to make his or her claim.
4. **Quality Assurance:** The process of RPL is subject to the **same standard of quality assurance and monitoring processes** as any other form of learning and assessment (Internal Quality Assurance and External Quality Assurance by **Highfield/Highfield and Qualsafe Awards**).
5. **Assessment Fit for Purpose:** Assessment methods for RPL must be of **equal rigour** as other assessment methods, must be fit for purpose, and relate directly to the evidence of learning. An individual may claim RPL for any whole unit unless the assessment criteria of a unit states otherwise (e.g., if an external exam sets the standard, the learner must pass that external assessment).

This policy was approved by: Nick Player, **01/12/2025**

**Review Due 31/05/2026**

# TRAINING ROOM RISK ASSESSMENT

- **Company:** Close Protection Academy
- **Risk Assessment Focus:** Training Room (5.6m x 10.6m)
- **Assessment Completed By:** Nicholas Player & Jillian Robertson
- **Date of Assessment:** 01.12.2025
- **Next Review Date:** 30.11.2026

## Room Overview

The training room is designed for **security and first aid instruction**. It contains fixed and movable furniture, electrical infrastructure, instructional equipment, and storage for training materials. The layout includes both glass walls and conventional walls with fixtures and fittings.

## Hazard Identification & Risk Assessment

Below is the risk assessment detailing potential hazards, current controls, and necessary further actions.

- **Hazard: Glass entrance and far wall**
  - **Potential Risks:** Impact or collision injuries.
  - **People at Risk:** All occupants (staff, learners, visitors).
  - **Existing Controls:** Safety film on glass; decals to improve visibility.
  - **Further Actions Needed:** Ensure visibility markings are intact and meet legal standards.
- **Hazard: Protruding pillars (25cm x 50cm)**
  - **Potential Risks:** Bumping or injury during movement.
  - **People at Risk:** Staff, learners.
  - **Existing Controls:** Clearly visible, positioned midway along the room.
  - **Further Actions Needed:** Apply soft-edge protectors or highlight edges with reflective tape.
- **Hazard: Power outlets every 2m**
  - **Potential Risks:** Trip hazard from cables or electrical shock.
  - **People at Risk:** All occupants.
  - **Existing Controls:** Regular **PAT testing**; cable management used.
  - **Further Actions Needed:** Maintain tidy cable use; conduct regular visual inspections.
- **Hazard: Television (55") mounted on wall**
  - **Potential Risks:** Falling risk, collision.
  - **People at Risk:** All occupants.
  - **Existing Controls:** Securely wall-mounted by professionals.
  - **Further Actions Needed:** Regular inspection to ensure mounting remains secure.
- **Hazard: Chairs with wheels**
  - **Potential Risks:** Slipping or instability when seated.
  - **People at Risk:** Learners, staff.
  - **Existing Controls:** Stable flooring, quality chairs.
  - **Further Actions Needed:** Encourage safe sitting practice; replace any faulty wheels.
- **Hazard: Desks (wood/metal)**
  - **Potential Risks:** Minor collision/bruising risks.
  - **People at Risk:** Learners, staff.
  - **Existing Controls:** Positioned with appropriate spacing.
  - **Further Actions Needed:** Reposition if layout changes cause congestion.
- **Hazard: Metal display unit (4m)**
  - **Potential Risks:** Impact or sharp edge injury.
  - **People at Risk:** All occupants.
  - **Existing Controls:** Located along wall under TV, out of major walkways.
  - **Further Actions Needed:** Check for sharp edges; pad if necessary.

- **Hazard: Wooden cabinets (locked)**
  - **Potential Risks:** Sharp edges or access to restricted materials.
  - **People at Risk:** Learners, unauthorised persons.
  - **Existing Controls:** Kept locked when not in use.
  - **Further Actions Needed:** Key control procedures in place.
- **Hazard: Power distribution unit (2m height)**
  - **Potential Risks:** Electric shock or obstruction.
  - **People at Risk:** Instructors, maintenance staff.
  - **Existing Controls:** Mounted securely out of reach.
  - **Further Actions Needed:** Regular safety checks.
- **Hazard: First Aid kit & key lock box (wall-mounted)**
  - **Potential Risks:** Obstruction, tampering.
  - **People at Risk:** All occupants.
  - **Existing Controls:** Secure and accessible in emergencies.
  - **Further Actions Needed:** Label clearly and inspect regularly.
- **Hazard: Loose plastic bin**
  - **Potential Risks:** Trip hazard.
  - **People at Risk:** All occupants.
  - **Existing Controls:** Positioned to the side.
  - **Further Actions Needed:** Secure bin in designated location with floor markings if needed.
- **Hazard: Picture frames (command strips)**
  - **Potential Risks:** Falling hazard.
  - **People at Risk:** All occupants.
  - **Existing Controls:** Lightweight, non-glass, securely mounted.
  - **Further Actions Needed:** Check adhesive integrity quarterly.
- **Hazard: Overhead fluorescent lights (2.5m high)**
  - **Potential Risks:** Eye strain, bulb failure or falling fixture.
  - **People at Risk:** All occupants.
  - **Existing Controls:** Regular lighting maintenance.
  - **Further Actions Needed:** Replace flickering tubes promptly; check mounting fixtures.
- **Hazard: General layout (desks/chairs)**
  - **Potential Risks:** Congestion, blocked exits.
  - **People at Risk:** All occupants.
  - **Existing Controls:** Adequate spacing maintained.
  - **Further Actions Needed:** Keep walkways and fire exits clear at all times.
- **Hazard: Hard wooden flooring**
  - **Potential Risks:** Slips, trips & falls.
  - **People at Risk:** All occupants.
  - **Existing Controls:** Padded floor mats used for ground work (e.g., during first aid practical's or physical intervention training).
  - **Further Actions Needed:** Ensure integrity of mats and replace if needed.

## Fire & Emergency Considerations

- **Fire exits:** Clearly marked and unobstructed.
- **Fire extinguisher location:** Opposite training room entrance.
- **Assembly point:** Front of building.
- **Evacuation route:** Stairwell outside of the training room, clearly marked.
- **Emergency lighting:** Installed and tested regularly.

### **General Safety Controls**

- Daily visual room checks by instructor.
- Weekly maintenance review (cables, equipment, wall fixtures).
- Bi-annual formal risk review.
- Accident/incident log kept and reviewed monthly.

### **Summary & Recommendations**

The training room is overall a safe and well-equipped learning environment. Minor adjustments such as **improving visibility of the pillars**, securing the plastic bin, and maintaining wall-mounted items will further reduce risk. Instructors are advised to maintain regular inspections and respond promptly to any identified issues.

This policy was approved by: Nicholas Player & Jillian Robertson **01.12.2025**

**Review Due: 30.11.2026**

# SAFEGUARDING POLICY

Policy Date: 01.12.2025

## 1. Introduction and Policy Statement

**Close Protection Academy** is committed to providing a **safe and positive learning environment** for all individuals. Our safeguarding policy outlines our commitment to protecting all learners, particularly **children, young people, and vulnerable adults**, from harm, abuse, or neglect. As a provider of security and first aid training, we recognise our duty of care to ensure the well-being of everyone who engages with our services, whether they are learners, staff, or visitors.

This policy applies to all employees, sub-contractors, and volunteers and is underpinned by the principles of the Care Act 2014, the Children Acts 1989 and 2004, and the Mental Capacity Act 2005, among other relevant legislation.

## 2. Safeguarding Principles

Our safeguarding approach is based on the following key principles:

- **Zero Tolerance:** We have a zero-tolerance policy towards any form of abuse, including physical, emotional, and sexual abuse, as well as neglect and radicalisation.
- **Prevent Duty:** We will adhere to the **Prevent duty** by actively identifying and addressing any signs of radicalisation or extremism among our learners and staff, in line with the Counter-Terrorism and Security Act 2015.
- **Duty of Care:** We have a legal and moral responsibility to protect all individuals from harm. We will act promptly and appropriately on any concerns raised.
- **Confidentiality:** All safeguarding concerns will be handled with the utmost confidentiality, on a **need-to-know basis**, to protect the privacy of the individuals involved.

## 3. Roles and Responsibilities

Safeguarding is a **collective responsibility**, and every member of our team has a role to play.

- **Designated Safeguarding Leads (DSL): Nicholas Player & Jillian Robertson** are our designated safeguarding leads. Their responsibilities include:
  - Acting as the first point of contact for all safeguarding concerns.
  - Providing advice and support to staff members.
  - Liaising with external agencies, such as local authority children's services and the police.
  - Maintaining confidential records of all reported concerns.
- **All Staff:** All employees, including sub-contractors, must:
  - Read and understand this safeguarding policy.
  - Report any safeguarding concerns **immediately** to the Designated Safeguarding Leads.
  - Be vigilant and aware of the signs of abuse, harm, or neglect.
  - Complete mandatory safeguarding and Prevent training.

## 4. Recognising and Responding to Concerns

All staff should be aware of the signs of potential abuse or neglect. These can be physical, behavioural, or verbal and can include:

- **Physical signs:** Unexplained bruises, cuts, or injuries.
- **Behavioural changes:** Becoming withdrawn, anxious, or aggressive.
- **Verbal cues:** Disclosing abuse or making statements that suggest they are at risk.
- **Signs of radicalisation:** Expressing extremist views, showing sympathy for terrorist acts, or attempting to recruit others.

If a concern is raised or a disclosure is made, staff should **listen carefully, reassure the individual, and not make promises of confidentiality**. The most important step is to report the concern to the Designated Safeguarding Lead **immediately**. Staff should not attempt to investigate the matter themselves.



## 5. Training and Review

**Close Protection Academy** is committed to ensuring all staff receive appropriate **safeguarding and Prevent training**. This training will be provided upon induction and regularly refreshed. This policy will be reviewed **annually** by the Designated Safeguarding Leads to ensure its effectiveness and compliance with current legislation and best practices.

## 6. Legal Framework

This policy operates in accordance with the following UK legislation and guidance:

- The Children Act 1989 and 2004
- The Care Act 2014
- The Mental Capacity Act 2005
- The Counter-Terrorism and Security Act 2015 (**Prevent Duty**)
- Working Together to Safeguard Children (HM Government)

This policy was approved by: Nicholas Player & Jillian Robertson **01/12/2025**

**Review Due 31/05/2026**

# STUDENT FEEDBACK STATEMENT

**Close Protection Academy** considers learner feedback essential for maintaining and improving the high quality of all our **security and first aid** training courses. To this end, all learners are **required to complete and submit a Student Feedback Form** at the end of every course. This submission helps drive our Quality Assurance process.

## Form Identification Details

The form begins by capturing essential logistical data to ensure the feedback can be traced and reviewed against specific course delivery details:

- Learner's **Name**.
- The **End Date** of the course.
- The **Instructor** who delivered the training.
- The **Venue** where the course was held.
- The **Course** title itself.

## Structured Feedback Criteria

Learners are asked to evaluate the course experience by selecting an option from a four-point scale (**Strongly Disagree, Disagree, Agree, Strongly Agree**) across the following criteria:

- **Training Objectives:** Whether the stated goals of the training were met.
- **Instructor Engagement:** The effectiveness and interest level of the instructors.
- **Presentation Materials:** The relevance of the materials used.
- **Content Organization:** Whether the course content was structured logically and easy to follow.
- **Instructor Preparation:** Whether the instructors were well-prepared and capable of answering questions.
- **Course Length:** Whether the duration of the course was appropriate.
- **Practical Application:** Whether the exercises and role-play activities were helpful and relevant.
- **Venue Suitability:** The appropriateness of the training venue for the course delivered.

## Open-Ended Commentary and Recommendations

The form encourages comprehensive qualitative feedback through several open-ended questions:

- "What was the **most enjoyable element** of the training?"
- "Were there any elements of the training you **did not find enjoyable**?"
- "Are there any **changes you would recommend** for the training?"
- "Would you **recommend the course to others**? (YES / NO)" with an option to expand on the answer.
- "Any other comments?"

## Mandatory Attendance Confirmation

To ensure compliance with awarding body requirements (e.g., **Highfield/Highfield and Quasafe Awards**) regarding contact hours, the form includes a final section where the learner must affirm their full attendance:

- Learners must **sign** to confirm they have attended the **set guided learning hours** for the course.
- The Learner must print their **Name** and provide their **Signature** for this mandatory attendance confirmation.

This policy was approved by: Nicholas Player & Jillian Robertson **01/12/2025**

**Review Due 31/05/2026**

# TERMS AND CONDITIONS

Policy Date: 01.12.2025

## 1. General

- “Close Protection Academy” is a Trading name of “Close Protection Academy Ltd.”
- “Learner” means the person named on the registration form submitted to Close Protection Academy Ltd.
- “Course” means the course of study to be provided by the Close Protection Academy Ltd. as referred to by course title in the learner's registration form.
- “Registration Form” means the document completed by the learner accepting a place on a named course and agreeing to pay the required fees.
- “You” means any current or future learner.
- “Us / Our / We” means Close Protection Academy Ltd.

- 1.1 These terms, together with the acceptance of course fees and completion of the registration form, govern the relationship between the learner and Close Protection Academy Ltd. By accepting the fees and booking a course, learners agree to be bound by these Terms and Conditions and confirm they have read and accepted Close Protection Academy's Privacy Policy (available at [www.closeprotectionacademy.co.uk](http://www.closeprotectionacademy.co.uk))
- 1.2 Our company website and training services are operated by Close Protection Academy Ltd. and the following terms and conditions provide regulations for their use. By using the website and/or accepting a place on a training course you agree to comply with and be bound by the following terms and conditions.
- 1.3 The content of our website is for your general information and use only. It is subject to change without notice. Close Protection Academy do not provide any warranty or guarantee as to the accuracy, timeliness, performance, completeness or suitability of the information and materials found or offered on this website for any particular purpose. You acknowledge that such information and materials may contain inaccuracies or errors, and we expressly fully exclude liability for any such inaccuracies or errors permitted by law.
- 1.4 Your use of any information/materials on our website is entirely at your own risk, for which we shall not be liable. It shall be your own responsibility to ensure that any services or information available through our website meet your specific requirements.
- 1.5 Our website contains material which is owned by or licensed by Close Protection Academy Ltd. This material includes, but is not limited to, the design, layout, look, appearance and graphics. Reproduction is prohibited other than in accordance with the copyright notice, which forms part of these terms and conditions.
- 1.6 From time to time our website may also include links to other websites. These links are provided for your convenience to provide further information. They do not signify that we endorse the website(s). We have no responsibility for the content of the linked website(s).
- 1.7 Your use of our website and any dispute arising out of such use of the website is subject to the laws of England, Northern Ireland, Scotland and Wales.

## 2. Course Availability

- 2.1 All courses offered by Close Protection Academy will be advertised on our websites ([www.firstaidtrain.co.uk](http://www.firstaidtrain.co.uk) and [www.closeprotectionacademy.co.uk](http://www.closeprotectionacademy.co.uk)).
- 2.2 Each course will have a maximum capacity of up to 12 learners per instructor, this will be allocated on a first-come basis.
- 2.3 Close Protection Academy reserve the right to amend, change and cancel the course available if deemed necessary.

### **3. Course Bookings and Payments**

- 3.1 Bookings can be made electronically via our secure website or by contacting us directly by email to request a place on a course.
- 3.2 A maximum of 1 place per learner is available on each course. You are unable to book multiple learners under a single name.
- 3.3 Course fees are as stated at the time of booking. Any previous / future promotions or discounts will not be applied.
- 3.4 Course fees are payable in full at the time of booking and can be made via our secure online website. Course bookings will not be accepted without full payment of fees.
- 3.5 Close Protection Academy reserve the right to change course fees without notice.

### **4. Cancellations and Refunds**

- 4.1 The Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 permits learners to cancel any order of courses within 14 days of purchase. A full refund of course fees will be issued to the learner.
- 4.2 Cancellation after 14 days of purchase will result in loss of all course fees for the learner.
- 4.3 All requests for cancellation must be submitted in writing to [contact@closeprotectionacademy.co.uk](mailto:contact@closeprotectionacademy.co.uk) The date of cancellation is the date Close Protection Academy receives the cancellation request.
- 4.4 We shall not be liable to you if we are prevented or delayed in the performing of any of our obligations to you if this is due to any cause beyond our reasonable control including (without limitation):
  - an act of God, explosion, flood, fire or accident;
  - war or civil disturbance;
  - strike, industrial action or stoppages of work;
  - any form of government intervention;
  - a third-party act or omission.

### **5. Rescheduling**

- 5.1 Learners who cannot attend the specific course dates booked may request to reschedule onto a later course date. This must be the same course title and commence within 6 months of the original course date booked.
- 5.2 All requests to reschedule course attendance must be made in writing to [contact@closeprotectionacademy.co.uk](mailto:contact@closeprotectionacademy.co.uk)
- 5.3 Rescheduling requests are only permitted up to 14 days prior to the commencement of the booked course. Any request submitted within the 14 days prior to course commencement will not be processed.
- 5.4 A £30 administration fee will apply to all rescheduled courses. The new course dates will only be confirmed upon receipt of this fee.

## **6. Course Materials / Copyright / Privacy**

- 6.1 Course materials are provided to learners who participate in a course of training with Close Protection Academy. The course materials provided may not be stored, reproduced, adapted, translated, distributed or transmitted in any form or by any means, including photocopying, recording or other electronic or mechanical methods, without the prior written permission of Close Protection Academy of the course materials in courses, classes, trainings and seminars and other forms of instruction and demonstration without explicit permission of Close Protection Academy is strictly forbidden.
- 6.2 Close Protection Academy has made every effort to ensure all information contained in the course materials, including additional support materials and workbook is correct. However, we cannot guarantee the accuracy or reliability of such information. Under no circumstances shall Close Protection Academy accept liability for any direct or indirect damage, loss or inconvenience arising from the use of the information or from decisions based on the information contained in the course materials.
- 6.3 We use online tools and digital recording (video) to evidence learners' outcomes. Video recording is only used for the purpose of course assessment and is held/submitted in line with our privacy policy. We respect the rights and privacy of all learners and those who do not consent to video recording must make their instructor aware prior to commencement of the course.

## **7. Assessments / Examinations / Results**

- 7.1 Practical assessments will be carried out by a qualified instructor and video recordings may be used to evidence learners' competence. All practical assessment criteria must be achieved to regulated standards set by the awarding body (Highfield) to fulfil course requirements.
- 7.2 Formative theoretical examinations will be undertaken by paper assessment and/or via our e-learning platform. Learners will receive instant notification of the examination outcome for specific courses.
- 7.3 If a learner does not achieve the required pass mark, they can retake the exam again once on the same day for no additional fee. If the learner requires any further attempts at obtaining the required pass marks, then an additional fee of £30 per exam is payable.
- 7.4 Completion of workbooks must be carried out in accordance with standards set by the awarding body (Highfield and Qualsafe). Failure to complete workbooks will result in the learner not completing the required course content and will be unable to obtain a pass mark.

## **8. Conduct / Behaviour**

- 8.1 Close Protection Academy will ensure all staff are compliant with company policy and Instructors provide only professional regulated training course.
- 8.2 We remain committed to providing a safe, appropriate and professional learning environment that complies with current industry standards and regulations.
- 8.3 All learners are required to act in a way that does not cause offence or harm to others. Learners will adhere to the required dress code as set out by the instructor. Learners are not permitted to wear any sports colours (football shirts, team kits, etc.) or offensive / potentially offensive clothing.
- 8.4 Learners progress and well-being are a key priority for Close Protection Academy. All learners are entitled to a training environment that enables them to achieve their personal and professional goals, therefore, we reserve the right and obligation to remove from a course any learner whose conduct is alleged to impede the progress and goal attainment of the group.
- 8.5 Should concerns arise regarding a learner's conduct; we will assess the circumstances of the individual case to find a solution that satisfies both the group and the learner whose conduct is questioned. Final decisions in such situations are made by Close Protection Academy Ltd. Directors.

- 8.6 If a learner's behaviour is deemed to be unacceptable or causes damage, the course may be terminated, and the learner may be asked to leave the premises. The registration form and contact details will be retained pending further enquiry. No whole or part refunds will be made under these circumstances.

## **9. Quality of Service**

- 9.1 We will use reasonable skills and care in providing the services to you. We will do so according to the qualification content set out in the agreement. We do not make any commitment to you that the content of the services will meet any specific requirements that you have (except to the extent that your requirements match the course description which is given in more detail on the Website). We expect you to take reasonable care to make sure that the course you have chosen will meet your needs.
- 9.2 We do not make any commitment to you that you will obtain any particular result from your undertaking of any courses. We do not make any commitment to you that you will obtain any qualification from your course of study.
- 9.3 All representations, warranties and/or terms and/or commitments not expressly set out in these Terms (whether implied by law, conduct, and statute or otherwise) are hereby excluded to the maximum extent permissible at law.

This policy was approved by: Nicholas Player and Jillian Robertson, 01/12/2025

Review Due 31/11/2026

This policy was approved by: Nicholas Player and Jillian Robertson, **01/12/2025**

**Review Due 31/11/2026**