

CLOSE PROTECTION ACADEMY.

CENTRE POLICIES

Policy Date: 01/12/2025

Review Due: 30/11/2026

The policies listed in the document, in the order that they appear, are:

- Appeals Policy
- Armed Forces Covenant Policy
- Company Values Statement
- Complaints Policy
- Data Protection, Document Retention And Secure Storage Policy
- Equality, Diversity And Disability Discrimination Policy
- Exam And Invigilator Policy
- Fees Policy
- First Aid Policy
- Health And Safety Policy
- Malpractice And Maladministration Policy
- Quality Assurance Policy
- Reasonable Adjustment Policy
- Recognition Of Prior Learning (RPL) Policy
- Sampling Strategy for Internal Quality Assurance (IQA)
- Training Room Risk Assessment
- Safeguarding Policy
- Student Feedback Statement
- Terms And Conditions

Contact Details

Below is the contact information for our centre, our awarding bodies Highfield (HABC)/Qualsafe Awards, and the regulator Ofqual, which learners may use to get in touch via email, telephone, or post should they require support or wish to escalate a matter.

Close Protection Academy

- **Company Name:** Close Protection Academy
- **Website:** www.closeprotectionacademy.co.uk
- **Email address:** contact@closeprotectionacademy.co.uk
- **Telephone number:** 0800 6226526
- **Address:** 213 Mirror Works, 12 Marshgate Lane, London, E15 2NH

Highfield Qualifications

- **Company Name:** Highfield Qualifications (Highfield Awarding Body for Compliance)
- **Website:** www.highfieldqualifications.com
- **Email address:** info@highfield.co.uk
- **Telephone number:** 01302 363277
- **Address:** Highfield ICON, First Point, Balby Carr Bank, Doncaster, DN4 5JQ

Qualsafe Awards

- **Company Name:** Qualsafe Awards
- **Website:** www.qualsafeawards.org
- **Email address:** info@qualsafeawards.org
- **Telephone number:** 0330 660 0899
- **Address:** City View, 3 Wapping Road, Bradford, BD3 0ED

Ofqual

- **Company Name:** The Office of Qualifications and Examinations Regulation (Ofqual)
- **Website:** www.gov.uk/ofqual
- **Email address:** public.enquiries@ofqual.gov.uk
- **Telephone number:** 0300 303 3344
- **Address:** Earlsdon Park, 53-55 Butts Road, Coventry, CV1 3BH

Appeals Policy

Policy Date: 01.12.2025

Scope and Purpose: To ensure that all problems, disagreements, and disputes regarding assessment or training are resolved promptly and fairly through a structured appeals process.

1. Introduction

- 1.1 Close Protection Academy provides a high-quality training solution. However, we recognise that problems, disagreements, and disputes can occur.
- 1.2 All learners will be made aware of the Close Protection Academy appeals procedure at the start of their course or qualification.

2. Informal Resolution

- 2.1 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.
- 2.2 In many cases, concerns can be resolved through open communication and clarification. Learners must do this within 5 working days of course completion.
- 2.3 If the issue remains unresolved after informal discussions, the learner can proceed with a formal appeal.

3. Formal Resolution - Escalation to Centre Manager

- 3.1 If the matter cannot be resolved with the instructor, the learner may escalate the appeal to the Centre Manager.
- 3.2 The appeal must be submitted in writing within 10 working days of course completion.
- 3.3 The submission should include the learner's full name, course details, contact information, a description of the issue, a summary of informal discussions, and any supporting evidence.
- 3.4 The Centre Manager will review the appeal and may meet with the learner or gather additional information from relevant parties.
- 3.5 A response will be provided to the learner within 14 working days, detailing the decision.

4. Escalation to Internal Quality Assessor (IQA)

- 4.1 The learner must submit the appeal in writing to the IQA within 10 working days of receiving the Centre Manager's response.
- 4.2 The appeal should include a clear explanation of why the learner believes the decision was unfair, along with all prior communications and evidence.
- 4.3 The IQA will review the case impartially to ensure all academy policies were followed correctly.
- 4.4 The IQA will provide a written response to the learner within 14 working days.

5. Escalation to Highfield (HABC)/Qualsafe Awards

- 5.1 In the event that the learner is still dissatisfied with the decision from the Internal Quality Assurer (IQA), they can appeal to Highfield (HABC)/Qualsafe Awards.
- 5.2 The formal appeal to Highfield (HABC)/Qualsafe Awards must be submitted in writing within 14 working days of receiving the IQA response.
- 5.3 Learners should refer to the Highfield (HABC)/Qualsafe Awards website for their specific formal appeals procedure.

6. Escalation to Ofqual

- 6.1 If you are not satisfied with the outcome of the internal and external Highfield (HABC)/Qualsafe Awards investigations, you may escalate your complaint to Ofqual.
- 6.2 This escalation can only occur once the above processes have been fully completed. Ofqual's decision will be final and binding.

7. Outcome of Appeal

7.1 Appeal Upheld: The appeal is accepted, and the learner's results, feedback, or certification may be revised accordingly.

7.2 Appeal Rejected: The appeal is not upheld, and the original decision remains in place.

7.3 Alternative Resolution: We may propose a different course of action, such as an additional assessment or support for the learner.

8. Contact Information

8.1 For all correspondence regarding appeals, please use the email contact@closeprotectionacademy.co.uk.

8.2 The telephone number for Close Protection Academy is 0800 6226526.

This policy was approved by:

Nicholas Player and Jillian Robertson for Close Protection Academy on 01/12/2025

Review Due by 30/11/2026

Armed Forces Covenant Policy

Policy Date: 01.12.2025

Scope and Purpose: To formalise Close Protection Academy's commitment to the Armed Forces Covenant. This policy ensures that Service personnel, veterans, and their families face no disadvantage in our services and receive special consideration in recognition of their military contribution.

1. Principles of The Armed Forces Covenant

- 1.1 Members of the Armed Forces Community should not face disadvantages arising from their service in the provision of public and commercial services.
- 1.2 In some circumstances, special provision may be justified, especially for those who have given the most, such as the injured or bereaved.
- 1.3 Close Protection Academy recognises that this obligation involves the whole of society, including private organisations and individuals.

2. Demonstrating our Commitment

- 2.1 We provide discounted training on our Close Protection and SIA security courses for veterans, reservists, and service leavers.
- 2.2 We support the transition from military to civilian life through career advice, employability workshops, and job placement support within the private security sector.
- 2.3 We actively promote our support for the Armed Forces community through our website, social media platforms, and within our training centre.
- 2.4 We welcome applications from the Armed Forces community for all roles within our organisation and ensure fair and inclusive recruitment practices.
- 2.5 We offer flexible training arrangements to meet the needs of serving reservists and military families.
- 2.6 We work with Armed Forces charities and veteran support networks to further opportunities for those we train.

3. Communication and Feedback

- 3.1 We will publicise these commitments through our literature and on our website, setting out how we will seek to honour them.
- 3.2 We invite feedback from the Armed Forces Community and our customers on how we are performing against these commitments.
- 3.3 All correspondence regarding this commitment should adhere to the standards of Highfield (HABC)/Qualsafe Awards where applicable.

4. Contact Information

- 4.1 For all correspondence regarding our Armed Forces commitments, please use the email contact@closeprotectionacademy.co.uk.
- 4.2 The telephone number for Close Protection Academy is 0800 6226526.

This policy was approved by:

Nicholas Player and Jillian Robertson for Close Protection Academy on 01/12/2025

Review Due by 30/11/2026

Company Values Statement

Policy Date: 01.12.2025

Scope and Purpose: To define the core principles and operational standards of Close Protection Academy. These values guide our commitment to training excellence, student support, and our ethical responsibility to the wider community, including our support for those transitioning from uniformed service.

1. Commitment to Excellence and Leadership

- 1.1 We strive to remain one of the UK's top training centres by consistently providing the highest quality security and first aid training.
- 1.2 Founded by industry experts Nicholas Player and Jillian Robertson, we leverage extensive knowledge to equip learners for success in the private security sector and critical first aid roles.
- 1.3 As a Highfield (HABC)/Qualsafe Awards Approved Centre, we ensure all courses meet the highest standards of quality, compliance, and regulatory requirements.

2. Training Environment and Facilities

- 2.1 We utilise a purpose-designed academy in Stratford, East London, offering a modern classroom and practical training area with advanced technology.
- 2.2 Our courses provide a diverse range of qualifications tailored to meet current industry standards and demands across various sectors.
- 2.3 We implement innovative assessment methods, including e-assessments and immediate feedback, to foster an efficient learning environment.

3. Learner-Centred Practical Training

- 3.1 We offer hands-on training and multiple field exercises to ensure learners gain real-world operational readiness in both security and first aid scenarios.
- 3.2 Our flexible learning structure is designed to accommodate individual studying abilities, promoting better subject retention and reducing study intensity.
- 3.3 We recognise individual learning needs and use varied teaching methods to enhance understanding and engagement.
- 3.4 We equip students with all necessary training materials and equipment to ensure they are fully prepared for all course requirements.

4. Support for Ex-Service and Police Personnel

- 4.1 Close Protection Academy is a proud signatory of the Armed Forces Covenant and is dedicated to supporting the Armed Forces Community.
- 4.2 We actively support the transition of ex-service and police personnel into civilian careers through specialised training, career advice, and employability workshops.
- 4.3 We recognise the unique skills brought by veterans and reservists and provide discounted training rates on SIA and Close Protection courses to assist their professional development.
- 4.4 We foster a supportive environment that encourages aspiring security professionals and first aid responders from uniformed backgrounds to thrive.

5. Future Focus

- 5.1 Our primary focus is preparing students for rewarding careers in the evolving security and first aid industries.
- 5.2 We emphasise the attainment of industry-recognised qualifications that provide a solid foundation for long-term employment success.

6. Contact Information

6.1 For all correspondence with the academy regarding our values or training programs, please use the email contact@closeprotectionacademy.co.uk.

6.2 The telephone number for Close Protection Academy is 0800 6226526.

This policy was approved by:

Nicholas Player and Jillian Robertson for Close Protection Academy on 01/12/2025

Review Due by 30/11/2026

Complaints Policy

Policy Date: 01.12.2025

Scope and Purpose: This policy is aimed at customers, learners, and interested parties who encounter a direct or indirect service from the academy. It provides a structured process for handling complaints regarding qualifications and associated services.

1. Introduction

1.1 This document sets out the Close Protection Academy Complaints Policy for anyone wishing to make a complaint in relation to our qualifications and services.

1.2 If you are unhappy about the way an assessment was managed and suspect malpractice, please refer to the Malpractice and Maladministration Policy.

2. Stage 1 - Informal Resolution

2.1 You should first try to sort out any problem at the earliest opportunity by speaking to the person who dealt with you, which in most cases is your trainer/assessor.

2.2 If you are not satisfied with the way your initial complaint has been dealt with informally, you can then escalate the complaint to the formal stage.

3. Stage 2 - Formal Stage

3.1 If the matter is not resolved informally, please send a written complaint addressing your concern to the Centre Manager.

3.2 Your complaint must be received in writing, normally within one month of the event you are complaining about.

3.3 Correspondence should be sent to the contact details outlined at the end of this policy.

4. Required Details for Formal Complaints

4.1 When contacting us, please provide your full name and contact details, including a daytime telephone number.

4.2 Include a full description of your complaint, including the subject matter, dates, and times if known.

4.3 Provide the names of any people you have dealt with so far and specify what outcome you are seeking as a resolution.

5. Outcomes of a Complaint

5.1 If any part of your complaint is upheld, we will provide a written explanation of how and what part has been upheld.

5.2 If mistakes were made by the company, we will apologise and consider improvements such as staff training or procedure reviews.

5.3 In extreme circumstances involving staff, disciplinary procedures may be exercised.

5.4 If the complaint is against non-employees, such as other learners, the academy will determine appropriate actions, which may include disciplinary action.

6. Appeals Against Complaint Outcomes

6.1 If you disagree with the outcome of the formal stage, you are required to appeal in writing within 5 working days of receipt of the response.

6.2 The appeal will usually be heard by the Company Directors who have the authority to review and change the original decision.

6.3 The appeal must be based on the original complaint; any new complaints must be processed through the initial stages of this policy.

6.4 In your appeal, clarify the date of the original outcome letter, the manager involved, why you are dissatisfied, and your desired resolution.

6.5 The manager handling the appeal will respond within 30 days, and this decision concludes the internal formal procedure.

7. Escalation to Awarding Bodies and Regulators

7.1 If you remain unhappy with the decision taken by Close Protection Academy, you can escalate the complaint to Highfield (HABC)/Qualsafe Awards.

7.2 If you are still not satisfied after the awarding body investigation, you may escalate to Ofqual once both internal and external processes are fully completed.

8. Contact Information and Review

8.1 For all correspondence with the academy, use the email contact@closeprotectionacademy.co.uk.

8.2 The telephone number for Close Protection Academy is 0800 6226526.

8.3 We will review this policy and associated procedures annually as part of our self-evaluation arrangements.

This policy was approved by:

Nicholas Player and Jillian Robertson for Close Protection Academy on 01/12/2025

Review Due by 30/11/2026

Data Protection, Document Retention and Secure Storage Policy

Policy Date: 01.12.2025

Scope and Purpose: To outline how Close Protection Academy collects, processes, and stores information about learners and clients to ensure full compliance with the Information Commissioner's Office (ICO) and current UK legislation.

1. Introduction

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

2. Definitions

- 2.1 "Close Protection Academy" refers to all staff, tutors, instructors, assessors, and administrators who are employed or contracted directly with the academy.
- 2.2 "Learners" refers to all individuals who undertake a course of study with Close Protection Academy.
- 2.3 "Processing" refers to any action involving personal information, including obtaining, viewing, copying, amending, adding, deleting, extracting, storing, disclosing, or destroying information.

3. Data Protection Principles

- 3.1 Close Protection Academy must comply with the 7 General Data Protection Regulation (GDPR) principles: Lawfulness, fairness, and transparency; Purpose limitations; Data minimisation; Accuracy; Storage limitation; Integrity and confidentiality; and Accountability.
- 3.2 We collect information such as name, contact details, DOB, gender, occupation, health conditions, criminal record data, and identification documents for administrative and legal purposes.

4. Lawful Bases for Processing

- 4.1 Consent: We have permission from you after providing all relevant information. You have the right to withdraw consent at any time.
- 4.2 Contract: We must collect and/or use the information so we can enter a learning contract with you.
- 4.3 Legal obligations: Close Protection Academy must collect and/or use your information to comply with the law.

5. Learner Responsibilities

- 5.1 Ensure that all personal information provided to Close Protection Academy is accurate and up to date.
- 5.2 Inform Close Protection Academy of any changes to information, such as change of address or name.
- 5.3 Check the information held by the academy during annual reviews and inform us of any corrections.

6. Academy Responsibilities

- 6.1 Ensure all personal data is obtained, processed, and stored in accordance with UK GDPR and the Data Protection Act 2018.
- 6.2 Transport and store all exam documents in a locked box with access limited to Designated Data Controllers, Quality Assurers, and Highfield (HABC)/Qualsafe Awards.
- 6.3 Carry out an annual review of personal data to ensure it is current and correct.
- 6.4 Only disclose information to legal authorities, such as HMRC or regulatory bodies, when required. Unauthorised disclosure may result in disciplinary action.

7. Retention and Access

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

7.2 Learners have the right to a Subject Access Request (SAR) to receive copies of information held about them.

7.3 SAR requests must be made in writing to the Data Controller at contact@closeprotectionacademy.co.uk and will be processed within 30 days.

8. Contact Information

8.1 The Designated Data Controllers are Nicholas Player and Jillian Robertson.

8.2 For all correspondence, please use the email contact@closeprotectionacademy.co.uk.

8.3 The telephone number for Close Protection Academy is 0800 6226526.

9. Compliance

9.1 Compliance with UK GDPR is the responsibility of Close Protection Academy and all learners.

9.2 Any deliberate or reckless breach of this policy may lead to disciplinary action or legal proceedings.

9.3 Further information can be obtained from the ICO website.

This policy was approved by:

Nicholas Player and Jillian Robertson for Close Protection Academy on 01/12/2025

Review Due by 30/11/2026

Equality, Diversity and Disability Discrimination Policy

Policy Date: 01.12.2025

Scope and Purpose: To ensure equality of opportunity for all employees, learners, and service users. This policy outlines our commitment to eradicating discrimination and promoting a culture of dignity, respect, and fairness across all security and first aid training services.

1. Introduction

- 1.1 Close Protection Academy recognises that promoting equality and diversity is essential to deliver quality, culturally appropriate training and support services.
- 1.2 We are committed to practices that offer equality of opportunity to all employees, learners, and service users in both security and first aid training.
- 1.3 This policy indicates our firm commitment to eradicate discrimination and ensures that our staff and learners are responsive to the objectives set out herein.

2. Direct and Indirect Discrimination

- 2.1 Close Protection Academy embraces diversity and ensures no applicant, learner, or employee receives less favourable treatment based on race, colour, ethnicity, origin, ability, disability, gender, sexual orientation, marital status, religion, age, beliefs, or pregnancy.
- 2.2 We recognise that physical requirements for Highfield (HABC)/Qualsafe Awards assessment outcomes may present barriers for some learners.
- 2.3 We will attempt to provide access arrangements and reasonable adjustments where disability occurs, seeking advice from the IQA and EQA to ensure compliance without giving unfair advantage.
- 2.4 We acknowledge that prejudice and lack of awareness can lead to institutional barriers, and we commit to challenging these systematically.

3. Policy Statements

- 3.1 Provide a non-discriminatory high standard of service and operate within legislation without compromise.
- 3.2 Consult, develop, and deliver services accessible to all, using reasonable adjustments to be responsive to individual needs.
- 3.3 Use influence to promote equality and ensure all forms of harassment and discrimination are challenged.
- 3.4 Make informed and fair decisions regarding recruitment and promotion based on core competencies.
- 3.5 Foster a culture where human rights are valued and monitor participation from an expansive cross-section of the community.

4. Legal Framework

- 4.1 This policy operates under the Equality Act 2010 and the Human Rights Act 1998.
- 4.2 Other relevant legislation includes the Rehabilitation of Offenders Act 1974, the Gender Reconstruction Act 2004, and the Public Interest Disclosure Act 1998.

5. General Procedures and Responsibilities

- 5.1 Close Protection Academy leadership is responsible for the development of strategies and resources to deliver this policy.
- 5.2 All decisions and proposed changes to services will consider the potential for adverse impact on equality.
- 5.3 Company Directors are responsible for ensuring all employees and learners are aware of and comply with the standards expected within this policy.
- 5.4 Directors must confront and take appropriate action against incidents or behaviour that do not meet these standards.

6. Staff Involvement, Training and Development

- 6.1 We will involve all employees and learners in the development of diversity initiatives through consultation, email, and networking.
- 6.2 All individuals have a personal responsibility to work in a positive, non-discriminatory manner.
- 6.3 We will identify the skills required to deliver culturally sensitive services and provide training to enhance confidence and understanding.
- 6.4 Employees will receive specific training on these procedures and acknowledge their responsibilities.

7. Harassment and Monitoring

- 7.1 Close Protection Academy takes all allegations of harassment, bullying, or intimidation very seriously.
- 7.2 Every individual has the right to operate in an environment free from discrimination; any breach should be reported for investigation.
- 7.3 Continual monitoring of equal opportunities is essential to review the effectiveness of this policy.
- 7.4 We will collate and monitor information as required by law to inform future decision-making.

8. Contact Information

- 8.1 For all correspondence regarding equality or diversity matters, please use the email contact@closeprotectionacademy.co.uk.
- 8.2 The telephone number for Close Protection Academy is 0800 6226526.

This policy was approved by:

Nicholas Player and Jillian Robertson for Close Protection Academy on 01/12/2025
Review Due by 30/11/2026

Exam and Invigilator Policy

Policy Date: 01.12.2025

Scope and Purpose: This policy ensures the integrity and security of all qualifications offered by Close Protection Academy. It defines the standards for exam preparation, room setup, invigilator conduct, and candidate management to meet the requirements of awarding bodies and the SIA.

1. Personnel Roles and Eligibility

- 1.1 The invigilator is responsible for conducting the session in accordance with Highfield (HABC)/Qualsafe Awards and SIA requirements.
- 1.2 Invigilators must be appropriately trained, fully observant at all times, and are prohibited from carrying out other tasks such as reading or phone use.
- 1.3 Conflict of Interest: A trainer who prepared the learners cannot invigilate their exam, and no person related to a candidate may invigilate that candidate.
- 1.4 Staffing ratios must be maintained at a minimum of 1 invigilator per 30 learners for written or tablet exams.
- 1.5 The Centre Manager must be notified immediately of suspected malpractice and must report this to the Highfield (HABC)/Qualsafe Awards body within 5 working days.

2. Preparation and Room Setup

- 2.1 Learners must face the same direction with a minimum distance of 1.25 metres between the centres of chairs.
- 2.2 All wall charts, maps, or diagrams that could assist candidates must be removed or covered.
- 2.3 A reliable clock, Centre Number, Subject Title, and Start/Finish times must be clearly visible to all learners.
- 2.4 Required signage, including "Mobile Phones Switched Off," "Examination in Progress," and official warning notices, must be prominently displayed.

3. Candidate Admission and Identity

- 3.1 Learners must arrive at least 20 minutes before the start time; anyone arriving more than 10 minutes after the start will not be admitted.
- 3.2 All learners must present valid Photo ID as per SIA and Highfield (HABC)/Qualsafe Awards requirements.
- 3.3 If religious headwear (such as a veil) is worn, a private ID check will be conducted in a discrete location by a staff member of the same sex.
- 3.4 Prohibited items, including bags, notes, and electronics (smartwatches, phones), must be left in a designated area.
- 3.5 Only see-through pencil cases are permitted, and all labels must be removed from water bottles.

4. Conduct During the Examination

- 4.1 Silence must be maintained, and learners must remain seated until instructed to leave.
- 4.2 Learners must use black or blue ink and are prohibited from using correction fluid.
- 4.3 Learners are not permitted to leave the room in the first 20 minutes or the last 10 minutes of the exam.
- 4.4 Temporary absences (e.g., toilet breaks) must be supervised 1:1, and facilities must be checked for notes after use.
- 4.5 For E-Assessments (Tablets), learners must follow specific login instructions and are strictly prohibited from accessing other apps or camera functions.

5. Access Arrangements

- 5.1 Scribes or modifiers must be monitored by a Senior Invigilator, and all cover sheets must be countersigned.
- 5.2 Readers may be shared by up to 4 learners if only occasional assistance with words is required.
- 5.3 Prompters are permitted for learners with documented concentration or OCD-related needs.

6. Ending the Examination 6.1 Invigilators must provide a 15-minute and 5-minute warning before the session ends.
6.2 When the "Stop" order is given, all learners must stop writing immediately or submit their tablet assessment.
6.3 On paper response sheets, the "number of changes" must be confirmed in words (e.g., "Zero" or "Two"), not numbers.
6.4 All scripts and tablets must be collected and reconciled with the attendance list before any learners leave the room.
6.5 Results are only official when confirmed by Highfield (HABC)/Qualsafe Awards; staff must never provide informal "Pass/Fail" opinions.

7. Contact Information 7.1 For all correspondence regarding examination procedures, please use the email contact@closeprotectionacademy.co.uk.
7.2 The telephone number for Close Protection Academy is 0800 6226526.

This policy was approved by:

Nicholas Player and Jillian Robertson for Close Protection Academy on 01/12/2025
Review Due by 30/11/2026

Fees Policy

Policy Date: 01.12.2025

Scope and Purpose: To provide a fair and transparent framework regarding course charges, additional fees, cancellations, and rescheduling for all learners undertaking a course of study with the academy.

1. General Principles

- 1.1 "We / Us" means Close Protection Academy and "You" means the learner undertaking a course of study.
- 1.2 We are committed to a fair and transparent policy in respect of charges made to all learners.
- 1.3 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 the 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.
- 2.3 Course fees are subject to change, and promotions or discounts can be withdrawn without notice.
- 2.4 Any previous or future promotions or 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 will only be confirmed once payment is received and confirmation is issued.

3. Additional Fees

- 3.1 Additional retakes of examinations (beyond the first included retake) are charged at £30 per exam.
- 3.2 Laptop hire is available for £25 for the duration of a course for learners who do not have their own access (required for Level 3 Close Protection).
- 3.3 Any other expenses, including travel, accommodation, meals, or clothing, are the sole responsibility of the learner.
- 3.4 This policy and its fee structure adhere to the requirements of Highfield (HABC)/Qualsafe Awards.

4. Right to Cancel and Refunds

- 4.1 Per the Consumer Contracts Regulations 2013, learners may cancel any order within 14 days of purchase for a full refund.
- 4.2 Cancellation after 14 days of purchase will result in the loss of all course fees.
- 4.3 All requests for cancellation must be submitted in writing to contact@closeprotectionacademy.co.uk.
- 4.4 We shall not be liable for delays or failures caused by events beyond our reasonable control, such as acts of God, war, strikes, or government intervention.

5. Rescheduling

- 5.1 Learners may request to reschedule to a later course date of the same title, provided it commences within 6 months of the original date.
- 5.2 Requests to reschedule 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.
- 5.4 A £30 administration fee applies to all rescheduled courses, and new dates will only be confirmed upon receipt of this fee.

6. Contact Information

- 6.1 For all correspondence regarding fees or cancellations, please use the email contact@closeprotectionacademy.co.uk.
- 6.2 The telephone number for Close Protection Academy is 0800 6226526.

This policy was approved by:

Nicholas Player and Jillian Robertson for Close Protection Academy on 01/12/2025
Review Due by 30/11/2026

First Aid Policy

Policy Date: 01.12.2025

Scope and Purpose: To ensure that sufficient numbers of competent first aid personnel, equipment, and training are available to handle accidents and injuries across all activities of the academy, meeting all statutory requirements under the Health and Safety (First Aid) at Work Regulations 1981.

1. Introduction

- 1.1 First aid can save lives and prevent minor injuries from becoming major ones by providing immediate attention before professional medical help arrives.
- 1.2 The level of first aid cover is determined by risk assessments of individual workplaces and training venues.
- 1.3 These arrangements do not include the administration of tablets or medicines to treat illness.
- 1.4 This policy provides guidance to all Close Protection Academy staff and learners regarding first aid protocols.

2. Definitions

- 2.1 First Aid refers to treatment for preserving life and minimising consequences of injury until professional medical help is obtained, as well as treatment for minor injuries.
- 2.2 First Aider is an employee holding a valid certificate of competence (FAW or EFAW) issued by an organisation whose training is approved by the HSE.
- 2.3 Appointed Person is an employee who takes charge of a serious situation in the unforeseen absence of a First Aider.
- 2.4 All course instructors must have completed a minimum Level 3 First Aid at Work course.

3. Responsibilities

- 3.1 Instructors are responsible for the safe undertaking of all work under their control and must identify appropriate first aid provision via risk assessment.
- 3.2 If a significant level of risk is identified, the instructor (as an approved First Aider) will be required to assist.
- 3.3 Academy management must ensure all employees are notified of first aid arrangements and that correct signage is displayed.
- 3.4 For temporary locations, all learners must be made aware of the first aid kit location at the beginning of the course.

4. Instructors and Invigilators

- 4.1 Personnel must ensure learners are familiar with the identity of the nearest First Aider and the location of the nearest first aid box.
- 4.2 First aid boxes must be accessible at all times, and contact information must be displayed on notice boards in permanent venues.

5. First Aiders and Appointed Persons

- 5.1 Qualified First Aiders must undertake refresher training at required intervals to maintain skills and comply with legislation.
- 5.2 The academy has appointed Nicholas Player and Jillian Robertson as qualified First Aiders.
- 5.3 Appointed Persons should routinely check first aid boxes at least once a month to ensure they are adequately stocked and within expiry dates.

6. Risk Assessment and Equipment

- 6.1 Instructors must consider injury risks, class size, disabilities, and the remoteness of the site (especially for Close Protection training) when assessing needs.
- 6.2 First aid boxes must meet HSE guidelines and be identifiable as a green box with a white cross.
- 6.3 For First Aid Level 2 and 3 courses, all equipment listed in the Highfield (HABC)/Qualsafe Awards qualification specification must be checked and ready before the course starts.

7. Reporting Arrangements

7.1 All incidents where a First Aider provides assistance must be reported to the Centre Manager via contact@closeprotectionacademy.co.uk.

7.2 The Centre Manager is responsible for notifying the HSE if an incident is RIDDOR reportable.

7.3 Serious incidents involving potential negligence claims must be forwarded to the Centre Manager email immediately.

8. Venue Facilities

8.1 The instructor is responsible for ensuring that drinking water is available and easily accessible at the start of each course.

8.2 The instructor must ensure a telephone is available for emergencies; in areas with poor mobile reception, a landline must be available at the venue.

9. Contact Information

9.1 For all correspondence regarding first aid or incident reporting, please use the email contact@closeprotectionacademy.co.uk.

9.2 The telephone number for Close Protection Academy is 0800 6226526.

This policy was approved by:

Nicholas Player and Jillian Robertson for Close Protection Academy on 01/12/2025

Review Due by 30/11/2026

Health and Safety Policy

Policy Date: 01.12.2025

Scope and Purpose: To establish a commitment to excellence in health and safety management across all operations, including security training, physical intervention, and first aid instruction. This policy ensures the protection of staff, learners, and visitors through rigorous risk mitigation and compliance with legal obligations.

1. General Principles

- 1.1 Close Protection Academy is committed to achieving high standards of health, safety, and environmental practice.
- 1.2 We will ensure that each course is risk assessed and that internal procedures are created to mitigate risk, including floor plans for physical intervention and medical declarations.
- 1.3 Staff, learners, visitors, and contractors are expected to share this commitment by complying with all academy policies and procedures.
- 1.4 All individuals associated with the academy must understand their legal and moral obligations to themselves and one another.

2. Operational Safety Commitments

- 2.1 We will consult with and involve staff and learners in matters relating to their own health and safety.
- 2.2 We will provide and maintain workplaces and equipment so that they are, as far as reasonably practicable, safe and controlled.
- 2.3 Adequate and appropriate facilities and arrangements for the welfare of staff and learners will be provided.
- 2.4 Hazards will be identified and formal risk assessments conducted to minimise risk for all activities undertaken by the academy.
- 2.5 Emergency procedures will be implemented, monitored, maintained, and kept effective.
- 2.6 Safe systems of work will be established where risks to health are controlled.
- 2.7 We will provide necessary information, instruction, and training to ensure staff and learners are competent and aware of hazards.
- 2.8 The academy will keep up to date with best practice and comply with all relevant legislation and authoritative guidance from Highfield (HABC)/Qualsafe Awards.

3. Safety Culture and Review

- 3.1 Close Protection Academy will promote a positive health and safety culture by including relevant legislation and standards within specific courses.
- 3.2 We undertake to continually review and develop our safety management systems to prevent adverse effects on people or the environment.
- 3.3 Overall responsibility for Health and Safety is held Nichols Player and Jillian Robertson.

4. Contact Information

- 4.1 For all correspondence regarding health and safety matters, please use the email contact@closeprotectionacademy.co.uk.
- 4.2 The telephone number for Close Protection Academy is 0800 6226526.

This policy was approved by:

Nicholas Player and Jillian Robertson for Close Protection Academy on 01/12/2025
Review Due by 30/11/2026

Malpractice and Maladministration Policy

Policy Date: 01.12.2025

Scope and Purpose: This policy aims to protect the integrity of qualifications by identifying and minimising risks of malpractice or maladministration. It ensures that Close Protection Academy responds to all allegations promptly, objectively, and fairly, in alignment with Highfield (HABC)/Qualsafe Awards requirements.

1. Definitions and Examples

- 1.1 Malpractice refers to any act or default which breaches regulations or compromises the assessment process, integrity of a qualification, or the reputation of the awarding body.
- 1.2 Learner malpractice examples include plagiarism, using unauthorised materials in exams, communicating during assessments, or knowingly using AI to create work presented as their own.
- 1.3 Centre staff malpractice examples include assisting students with answers, failing to adhere to security regulations, or failing to comply with minimum Guided Learning Hours.
- 1.4 Maladministration refers to activity that results in non-compliance with administrative regulations, such as poor record-keeping or failing to send exam scripts to Highfield (HABC)/Qualsafe Awards on time.

2. Prevention Strategies

- 2.1 Instructors must explain the roles and responsibilities of learners and the potential penalties for attempted malpractice.
- 2.2 Learners must be shown how to acknowledge sources correctly and be required to declare that all submitted work is their own.
- 2.3 Close Protection Academy will utilise tools to recognise and prevent the production of work from AI sources.
- 2.4 All staff must adhere to company and awarding body policies to ensure administration is carried out within required parameters.

3. Reporting and Investigation Procedures

- 3.1 Any suspected malpractice or maladministration must be reported to the Highfield (HABC)/Qualsafe Awards Quality Assurance team as soon as practicable.
- 3.2 The accused party must be informed of the breach in writing and given the opportunity to respond to the accusation.
- 3.3 The Head of Centre will submit a full written report with supporting evidence to the awarding body.
- 3.4 In serious cases, a director may suspend a member of staff on full pay pending the investigation; this does not constitute disciplinary action.
- 3.5 If interviews are required, two staff members must be present, and an accurate record must be signed by the accused and forwarded to Highfield (HABC)/Qualsafe Awards.

4. Sanctions for Learners

- 4.1 Learners found to have committed malpractice may be issued a formal warning.
- 4.2 Sanctions may include the loss of marks for a specific assessment or unit, or total disqualification from the qualification.
- 4.3 Significant malpractice may result in the learner being barred from future registrations and reported to the police or regulatory bodies.

5. Sanctions for Staff and Centre

- 5.1 Staff sanctions range from written warnings and required training to suspension, demotion, or dismissal per the Disciplinary Policy.
- 5.2 The centre may be issued warnings, required to complete action plans, or have its direct claims status removed.
- 5.3 In severe instances, Highfield (HABC)/Qualsafe Awards may suspend or remove the centre's approval status entirely.

6. Investigation Timelines and Reporting

6.1 We aim to resolve all stages of an investigation within 10 working days of the receipt of an allegation.

6.2 A draft report will be produced for concerned parties to check for factual accuracy before the final version is agreed upon.

6.3 Lessons learned from investigations will be recorded and shared internally to prevent future reoccurrences.

6.4 If any party wishes to appeal a decision or sanction, they should refer to the Close Protection Academy Appeals Policy.

7. Contact Information

7.1 For all correspondence regarding malpractice or whistleblowing, please use the email contact@closeprotectionacademy.co.uk.

7.2 The telephone number for Close Protection Academy is 0800 6226526.

This policy was approved by:

Nicholas Player and Jillian Robertson for Close Protection Academy on 01/12/2025

Review Due by 30/11/2026

Quality Assurance Policy

Policy Date: 01.12.2025

Scope and Purpose: To establish a comprehensive Quality Management System that ensures all training and assessment services consistently meet regulatory standards and learner expectations. This policy outlines our commitment to continual improvement, staff competence, and transparent operational procedures.

1. Learner Support and Transparency

- 1.1 Close Protection Academy will identify the correct qualifications for learner needs and provide current information, points of referral, and clear fee lists.
- 1.2 We ensure all delivery staff, assessors, and quality assurers are occupationally competent.
- 1.3 Learners will be made aware of assessment requirements, fair access, appeals procedures, and the process for when competence has not yet been shown.
- 1.4 Regulated qualifications will be promoted with official titles following the format: Highfield (HABC)/Qualsafe Awards / Level / Type / Subject.
- 1.5 Highfield (HABC)/Qualsafe Awards logos will be used only on relevant promotional materials, while regulator logos (e.g., Ofqual) or Crown copyright logos (e.g., HSE) will not be used.

2. Staff Competence and Responsibilities

- 2.1 Directors Nicholas Player and Jillian Robertson are responsible for maintaining staff records, including CVs, certificates, and CPD logs.
- 2.2 Centre Manager (CM): Responsible for planning and auditing course delivery, monitoring the IQA strategy, and liaising with the Highfield (HABC)/Qualsafe Awards EQA.
- 2.3 Lead Internal Quality Assurer (IQA): Responsible for compiling the overall IQA Strategy, leading the IQA team, and reporting trends to the CM.
- 2.4 Internal Quality Assurer (IQA): Responsible for monitoring assessment practice, verifying the consistency of assessor decisions, and maintaining personal CPD records.
- 2.5 Trainer/Assessor: Responsible for delivering courses, conducting formative and summative assessments, and supporting learners.

3. Assessment and Quality Principles

- 3.1 All assessments must remain compliant with the principles of VCARS: Valid, Current, Authentic, Reliable, and Sufficient.
- 3.2 Assessors must ensure all papers are marked correctly and maintain the absolute confidentiality and safety of assessment materials.
- 3.3 The IQA ensures quality by verifying lesson plans, sampling learner work, and conducting observations of trainer/assessors.
- 3.4 Assessment failures will trigger a system review to evaluate teaching methods, learner awareness, and reasonable adjustments.

4. Risk-Based Sampling (Traffic Light System)

- 4.1 Staff are assessed on a risk basis: Green (Low), Amber (Medium), and Red (High).
- 4.2 High Risk includes newly appointed staff or those with frequent remedial actions; these require 100% IQA review.
- 4.3 Low Risk includes staff consistently demonstrating up-to-date practice; these may move to a 25% sample rate.
- 4.4 IQA Activity Plans are shared with the assessor at least 48 hours in advance of the activity.

5. Final Learner Processes and Certification

5.1 Learners who are "Not Yet Competent" will receive specific feedback on weaknesses and suitable support for reassessment.

5.2 We ensure the swift registration of results onto the Highfield (HABC)/Qualsafe Awards system.

5.3 Certificates are signed and distributed immediately upon receipt; replacement requests are processed within 5 working days of identity verification.

6. Annual Quality Audits

6.1 The Directors will undertake annual audits of the website, marketing materials, customer service, fee lists, staff records, and all company policies.

6.2 To maintain a clear audit trail, the following colour coding is mandatory: Assessors use blue/black ink, IQAs use red ink, and EQAs use green ink.

7. Contact Information

7.1 For all correspondence regarding quality assurance or to request qualification specifications, please use the email contact@closeprotectionacademy.co.uk.

7.2 The telephone number for Close Protection Academy is 0800 6226526.

This policy was approved by:

Nicholas Player and Jillian Robertson for Close Protection Academy on 01/12/2025

Review Due by 30/11/2026

Reasonable Adjustment Policy

Policy Date: 01.12.2025

Scope and Purpose: This policy is for learners and staff to ensure that all reasonable adjustment and special consideration requests are handled consistently. It ensures that learners with specific needs are given the opportunity to achieve qualifications without changing assessment criteria or lowering achievement standards.

1. Introduction

- 1.1 This policy ensures compliance with Highfield (HABC)/Qualsafe Awards requirements and relevant awarding organisation standards.
- 1.2 Each awarding organisation provides specific guidelines on what can be automatically approved by the centre and what requires formal application.

2. Centre Responsibility

- 2.1 Close Protection Academy is committed to giving every learner the opportunity to achieve their qualification/unit without altering the required standards.
- 2.2 We aim to identify learners who require reasonable adjustments prior to the commencement of course delivery.
- 2.3 Where an adjustment is required, the academy will apply to Highfield (HABC)/Qualsafe Awards for approval in accordance with their individual guidance.
- 2.4 When an adjustment is approved, the academy will make the necessary provisions while ensuring that the assessment demand is not lowered.
- 2.5 The Internal Quality Assurer (IQA) must be informed of any learners using specific reasonable adjustment methods during their assessment.
- 2.6 Accurate records of all reasonable adjustments must be maintained for monitoring by the Highfield (HABC)/Qualsafe Awards External Quality Assurance (EQA) system.
- 2.7 The academy will supply all necessary information regarding the use of these adjustments to the relevant awarding organisation upon request.

3. Review Arrangements

- 3.1 We will review this policy annually as part of our self-evaluation arrangements.
- 3.2 Revisions will be made in response to learner feedback, changes in practice, actions from regulatory authorities, or changes in legislation.

4. Contact Information

- 4.1 For all correspondence regarding reasonable adjustments, please use the email contact@closeprotectionacademy.co.uk.
- 4.2 The telephone number for Close Protection Academy is 0800 6226526.

This policy was approved by:

Nicholas Player and Jillian Robertson for Close Protection Academy on 01/12/2025
Review Due by 30/11/2026

Recognition of Prior Learning (RPL) Policy

Policy Date: 01.12.2025

Scope and Purpose: To enable learners to avoid the duplication of learning and assessment by recognising previously acquired knowledge, understanding, or skills. This policy provides a framework for credit transfer and the validation of non-certificated achievements against the Regulated Qualifications Framework (RQF).

1. Introduction and Audience

- 1.1 RPL is an assessment method that considers whether a learner meets unit requirements through existing competencies without undertaking a full course.
- 1.2 The academy provides two pathways: Credit Transfer (recognising previously accredited achievement) and Assessment/Validation of non-certificated learning.
- 1.3 This policy applies to all RQF qualifications and approved Units of Assessment offered by the academy.
- 1.4 The intended audience includes Highfield (HABC)/Qualsafe Awards EQAs, Internal Quality Assurers (IQAs), Assessors, and academy staff.

2. Policy and Methods of Recognition

- 2.1 Learners must produce valid and reliable evidence to claim RPL against whole units or several units; part-units cannot be awarded.
- 2.2 Option 1 - Assessment Only: Learners may undertake formal assessments without attending teaching sessions if they can demonstrate prior mastery.
- 2.3 Option 2 - Portfolio Submission: Learners may submit a portfolio of evidence cross-referenced to learning outcomes, where accepted by Highfield (HABC)/Qualsafe Awards.
- 2.4 There may be limits on the proportion of a qualification achieved via RPL; learners should consult specific qualification rules of combination.
- 2.5 Appropriately trained academy staff will provide specialist advice, but the learner remains responsible for mapping their evidence to the required criteria.

3. Principles of RPL

- 3.1 Validity: RPL is a valid method for claiming RQF credit regardless of how the learning took place.
- 3.2 Rigour and Transparency: Processes must be reliable, fair, and comply with all Highfield (HABC)/Qualsafe Awards regulatory requirements.
- 3.3 Learner-Centred: The process is voluntary, and learners must receive guidance on the nature and range of evidence required.
- 3.4 Quality Assurance: RPL is subject to the same IQA and EQA monitoring processes as any other form of assessment.
- 3.5 Fit for Purpose: Assessment methods must be of equal rigour to formal methods; if a unit requires an external exam, the learner must pass that exam.

4. Evidence Requirements (VARCS)

- 4.1 All evidence submitted for RPL must adhere to the VARCS principles: Valid, Authentic, Reliable, Current, and Sufficient.
- 4.2 Evidence can include work experience records, past portfolios, reports validated as the learner's own work, or professional discussions.
- 4.3 For Highfield (HABC)/Qualsafe Awards qualifications, centres must ensure the RPL process is conducted by a person with relevant expertise in the subject area.

5. Contact Information 5.1 For all correspondence regarding RPL applications or evidence mapping, please use the email contact@closeprotectionacademy.co.uk.

5.2 The telephone number for Close Protection Academy is 0800 6226526.

This policy was approved by:

Nicholas Player and Jillian Robertson for Close Protection Academy on 01/12/2025

Review Due by 30/11/2026

Sampling Strategy for Internal Quality Assurance (IQA)

Policy Date: 01.12.2025

Scope and Purpose: To establish a systematic, risk-based approach to the quality assurance of instructional delivery and assessment practices. This strategy ensures that tutors and assessors are supported and monitored to maintain the high standards required by Highfield (HABC)/Qualsafe Awards.

1. Introduction

- 1.1 The purpose of this strategy is to ensure effective quality assurance of the instructional delivery and assessment practices at Close Protection Academy.
- 1.2 This approach establishes a sampling framework that reflects the risk profile of our tutors and assessors.
- 1.3 The ultimate goal is to promote continuous improvement in teaching standards and ensure the best possible outcomes for our learners.

2. Risk Rating Framework

- 2.1 Risk ratings are assigned to each tutor/assessor based on experience, qualifications, performance history, course complexity, and student feedback.
- 2.2 Low Risk (1): Experienced tutor/assessor with strong qualifications and positive performance history.
- 2.3 Medium Risk (2): Moderately experienced tutor/assessor with identified areas for improvement.
- 2.4 High Risk (3): Inexperienced or underperforming tutor/assessor, or one with multiple areas for development.

3. Sampling Frequency and Methods

- 3.1 Low Risk (1): Sampling occurs every 3rd course or 33% of portfolios. Methods include paper reviews and a periodic observation at least once per year.
- 3.2 Medium Risk (2): Sampling occurs every course or 100% of portfolios for one full cycle (1 month). Methods include comprehensive paperwork reviews and one observation per term.
- 3.3 High Risk (3): Sampling occurs for every course (100%). Methods include full paperwork reviews, direct observations during each delivery, and mandatory learner feedback collection.

4. Documentation and Reporting

- 4.1 All findings from the sampling process will be documented clearly, highlighting strengths and specific areas for improvement.
- 4.2 A report summarising the results will be shared with the tutor/assessor, providing constructive feedback and recommendations for professional development.
- 4.3 All IQA records must be made available on request to Highfield (HABC)/Qualsafe Awards EQAs.

5. Review and Adjustment of Risk Ratings

- 5.1 Risk ratings are reviewed on an annual basis or upon significant changes in performance or qualifications.
- 5.2 Continuous Professional Development (CPD) activities completed by tutors will be a key consideration in reassessing and potentially lowering risk levels.

6. Continuous Improvement

- 6.1 Feedback from the sampling process is used to directly enhance training and assessment practices across the academy.
- 6.2 Regular training sessions are organised to address identified weaknesses or to reinforce good practices among the instructional team.

7. Contact Information

- 7.1 For all correspondence regarding IQA sampling or assessor risk ratings, please use the email contact@closeprotectionacademy.co.uk.
- 7.2 The telephone number for Close Protection Academy is 0800 6226526.

This policy was approved by:

Nicholas Player and Jillian Robertson for Close Protection Academy on 01/12/2025

Review Due by 30/11/2026

Training Room Risk Assessment

Policy Date: 01.12.2025

Scope and Purpose: To identify potential hazards within the training room (5.6m x 10.6m) and implement controls to ensure the safety of staff, learners, and visitors during security and first aid instruction.

1. Glass Infrastructure and Structural Fixtures

- 1.1 Glass entrance and far wall: Safety film and decals are applied to prevent impact or collision. Further action: Ensure visibility markings meet legal standards.
- 1.2 Protruding pillars (25cm x 50cm): Positioned midway along the room to be visible. Further action: Apply soft-edge protectors or reflective tape to edges.
- 1.3 Overhead fluorescent lights (2.5m high): Maintained regularly to prevent eye strain or fixture failure. Further action: Replace flickering tubes promptly.
- 1.4 Hard wooden flooring: Padded floor mats must be used for all ground work, including first aid practicals and physical intervention training.

2. Electrical and Instructional Equipment

- 2.1 Power outlets every 2m: Managed via regular PAT testing and cable management to prevent trip hazards or shocks.
- 2.2 Television (55") and Power Distribution Unit: Both are securely wall-mounted. Further action: Conduct regular inspections to ensure mounting remains secure.
- 2.3 Picture frames: Lightweight and non-glass, secured with command strips. Further action: Check adhesive integrity quarterly.
- 2.4 Highfield (HABC)/Qualsafe Awards compliance: All instructional equipment must be maintained to the standards required by our awarding bodies.

3. Furniture and Storage

- 3.1 Chairs with wheels: Learners and staff are encouraged to use safe sitting practices; any faulty wheels must be replaced immediately.
- 3.2 Desks (wood/metal): Positioned with appropriate spacing to prevent minor collisions or bruising.
- 3.3 Metal display unit (4m): Located out of major walkways. Further action: Check for and pad any sharp edges.
- 3.4 Wooden cabinets: Kept locked when not in use to prevent unauthorised access to restricted materials.

4. Safety Kits and Minor Hazards

- 4.1 First Aid kit and key lock box: Wall-mounted, secure, and accessible for emergencies. Further action: Label clearly and inspect regularly.
- 4.2 Loose plastic bin: Currently positioned to the side. Further action: Secure bin in a designated location with floor markings.

5. Fire and Emergency Considerations

- 5.1 Fire exits must be kept clearly marked and unobstructed at all times.
- 5.2 The fire extinguisher is located opposite the training room entrance.
- 5.3 The assembly point is at the front of the building, with the evacuation route via the marked stairwell outside the training room.
- 5.4 Emergency lighting is installed and must be tested regularly.

6. General Safety Controls and Review

- 6.1 Instructors must perform daily visual room checks before commencing training.
- 6.2 A weekly maintenance review of cables, equipment, and wall fixtures is mandatory.
- 6.3 Formal risk reviews are conducted bi-annually, and the accident/incident log is reviewed monthly.

7. Contact Information

7.1 For all correspondence regarding health and safety or to report a hazard, please use the email contact@closeprotectionacademy.co.uk.

7.2 The telephone number for Close Protection Academy is 0800 6226526.

This policy was approved by:

Nicholas Player and Jillian Robertson for Close Protection Academy on 01/12/2025

Review Due by 30/11/2026

Safeguarding Policy

Policy Date: 01.12.2025

Scope and Purpose: To outline our commitment to providing a safe and positive learning environment. This policy ensures the protection of all learners, particularly children, young people, and vulnerable adults, from harm, abuse, neglect, or radicalisation while engaging with our security and first aid training services.

1. Introduction and Policy Statement

- 1.1 Close Protection Academy is committed to protecting all learners from harm, abuse, or neglect.
- 1.2 We recognise our duty of care to ensure the well-being of everyone who engages with our services, including learners, staff, and visitors.
- 1.3 This policy applies to all employees, sub-contractors, and volunteers and is underpinned by the Care Act 2014 and the Children Acts 1989 and 2004.

2. Safeguarding Principles

- 2.1 Zero Tolerance: We maintain a zero-tolerance policy towards any form of abuse, including physical, emotional, and sexual abuse, neglect, and radicalisation.
- 2.2 Prevent Duty: We adhere to the Prevent duty by identifying and addressing signs of radicalisation or extremism in line with the Counter-Terrorism and Security Act 2015.
- 2.3 Duty of Care: We act promptly and appropriately on any concerns raised, fulfilling our legal and moral responsibilities.
- 2.4 Confidentiality: All safeguarding concerns are handled on a need-to-know basis to protect the privacy of the individuals involved.

3. Roles and Responsibilities

- 3.1 Designated Safeguarding Leads (DSL): Nicholas Player and Jillian Robertson are the first points of contact for all safeguarding concerns.
- 3.2 DSL duties include providing staff support, liaising with local authority services or the police, and maintaining confidential records.
- 3.3 All Staff: Every employee and sub-contractor must report safeguarding concerns immediately to the DSLs and maintain vigilance for signs of abuse.
- 3.4 Mandatory Training: All staff must complete regular safeguarding and Prevent training to ensure they remain competent in their duties.

4. Recognising and Responding to Concerns

- 4.1 Staff must monitor for physical signs (bruises/injuries), behavioural changes (anxiety/aggression), verbal cues (disclosures), and signs of radicalisation.
- 4.2 If a disclosure is made, staff should listen and reassure the individual but must not make promises of absolute confidentiality.
- 4.3 The most important step is to report the concern to the Designated Safeguarding Lead immediately without attempting to investigate the matter personally.

5. Training and Review

- 5.1 Close Protection Academy ensures all staff receive safeguarding and Prevent training upon induction and through regular refreshers.
- 5.2 This policy is reviewed annually to ensure effectiveness and compliance with current legislation and best practices.
- 5.3 Any updates required by Highfield (HABC)/Qualsafe Awards or regulatory bodies will be integrated during these reviews.

6. Legal Framework

6.1 This policy operates in accordance with the Children Act 1989 and 2004, the Care Act 2014, and the Mental Capacity Act 2005.

6.2 We strictly follow the Counter-Terrorism and Security Act 2015 (Prevent Duty) and "Working Together to Safeguard Children" guidance.

7. Contact Information

7.1 For all correspondence regarding safeguarding concerns, please use the email contact@closeprotectionacademy.co.uk.

7.2 The telephone number for Close Protection Academy is 0800 6226526.

This policy was approved by:

Nicholas Player and Jillian Robertson for Close Protection Academy on 01/12/2025

Review Due by 30/11/2026

Student Feedback Statement

Policy Date: 01.12.2025

Scope and Purpose: To ensure the continuous improvement of training quality by collecting structured and qualitative feedback from all learners. This policy mandates the use of feedback forms to drive the academy's Quality Assurance process and confirm compliance with mandatory guided learning hours.

1. General Requirements

- 1.1 Close Protection Academy considers learner feedback essential for maintaining and improving the high quality of all security and first aid training courses.
- 1.2 All learners are required to complete and submit a Student Feedback Form at the end of every course.
- 1.3 This submission is a primary data source for the academy's internal Quality Assurance review.

2. Form Identification Details

- 2.1 The form must capture essential logistical data to ensure feedback is traceable to specific delivery instances.
- 2.2 Required details include the Learner's Name and the Course End Date.
- 2.3 The form must specify the Instructor who delivered the training and the Venue where the course was held.
- 2.4 The official Course Title must be recorded on every form.

3. Structured Feedback Criteria

- 3.1 Learners must evaluate the training experience using a four-point scale: Strongly Disagree, Disagree, Agree, or Strongly Agree.
- 3.2 Evaluation criteria include whether training objectives were met and the level of instructor engagement.
- 3.3 Learners will assess the relevance of presentation materials and the logical organisation of course content.
- 3.4 Feedback must be provided on instructor preparation and the appropriateness of the course length.
- 3.5 The form must capture the helpfulness of practical applications and the suitability of the training venue.

4. Open-Ended Commentary and Recommendations

- 4.1 Qualitative feedback is encouraged through specific open-ended questions regarding the most and least enjoyable elements of the training.
- 4.2 Learners are invited to suggest specific changes or recommendations for the training.
- 4.3 The form must record whether the learner would recommend the course to others (YES / NO) with an option to expand.
- 4.4 A section for "any other comments" is provided to capture feedback not covered by the structured criteria.

5. Mandatory Attendance Confirmation

- 5.1 To ensure compliance with Highfield (HABC)/Qualsafe Awards regarding contact hours, learners must affirm their full attendance.
- 5.2 Learners must sign a declaration to confirm they have attended the set guided learning hours for the course.
- 5.3 The learner must both print their name and provide a signature for this mandatory confirmation.

6. Contact Information

- 6.1 For all correspondence regarding feedback or quality assurance, please use the email contact@closeprotectionacademy.co.uk.
- 6.2 The telephone number for Close Protection Academy is 0800 6226526.

This policy was approved by:

Nicholas Player and Jillian Robertson for Close Protection Academy on 01/12/2025
Review Due by 30/11/2026

Terms and Conditions

Policy Date: 01.12.2025

Scope and Purpose: To define the legal relationship between Close Protection Academy and its learners. These terms govern the use of our websites, course bookings, payments, cancellations, and the standards of conduct expected during training.

1. General Definitions

- 1.1 "Close Protection Academy" refers to the trading name of the company.
- 1.2 "Learner" means the person named on the registration form.
- 1.3 "Course" means the course of study as referred to by the title in the registration form.
- 1.4 "Registration Form" means the document completed by the learner accepting a place and agreeing to fees.
- 1.5 "Us / Our / We" refers to Close Protection Academy; "You" refers to any current or future learner.
- 1.6 These terms, course fees, and the registration form govern the relationship between the learner and the academy.

2. Website Use and Course Availability

- 2.1 Content on our websites is for general information and is subject to change without notice; use of this information is at the learner's own risk.
- 2.2 All courses are advertised on www.firstaidtrain.co.uk and www.closeprotectionacademy.co.uk.
- 2.3 Each course has a maximum capacity of 12 learners per instructor, allocated on a first-come basis.
- 2.4 Close Protection Academy reserves the right to amend or cancel courses if deemed necessary.

3. Course Bookings and Payments

- 3.1 Bookings are made electronically via our website or via email request.
- 3.2 A maximum of 1 place per learner is available; multiple learners cannot be booked under a single name.
- 3.3 Course fees are payable in full at the time of booking. Bookings will not be accepted without full payment.
- 3.4 Close Protection Academy reserves the right to change course fees without notice.

4. Cancellations, Refunds and Rescheduling

- 4.1 Per Consumer Contracts Regulations 2013, learners may cancel within 14 days of purchase for a full refund.
- 4.2 Cancellation after 14 days results in the loss of all course fees.
- 4.3 Rescheduling requests are only permitted up to 14 days prior to course commencement and are subject to a £30 administration fee.
- 4.4 New course dates must commence within 6 months of the original booking.
- 4.5 We are not liable for delays caused by acts of God, war, strikes, or government intervention.

5. Course Materials and Copyright

- 5.1 All course materials are owned or licensed by Close Protection Academy; reproduction or distribution without written permission is strictly forbidden.
- 5.2 While we ensure information is correct, we do not guarantee the accuracy or reliability of course materials and exclude liability for loss arising from their use.
- 5.3 Digital video recording is used to evidence outcomes for Highfield (HABC)/Qualsafe Awards; learners must notify instructors prior to the course if they do not consent.

6. Assessments and Examinations

- 6.1 Practical assessments are conducted by qualified instructors to regulated standards.
- 6.2 If a learner does not achieve a pass mark, one free retake is permitted on the same day.
- 6.3 Subsequent attempts at obtaining a pass mark are subject to a fee of £30 per exam.
- 6.4 Failure to complete workbooks in accordance with Highfield (HABC)/Qualsafe Awards standards will result in an inability to obtain a pass mark.

7. Conduct and Behaviour

7.1 Learners must act in a way that does not cause offence or harm and must adhere to the dress code (no sports colours or offensive clothing).

7.2 We reserve the right to remove any learner whose conduct impedes the progress of the group.

7.3 If a learner's behaviour is unacceptable or causes damage, the course may be terminated without refund.

8. Quality of Service

8.1 We will use reasonable skill and care but do not guarantee that course content will meet specific individual requirements beyond the course description.

8.2 We do not commit to any particular result or the guaranteed obtaining of a qualification from a course of study.

9. Contact Information

9.1 For all correspondence or cancellation requests, please use the email contact@closeprotectionacademy.co.uk.

9.2 The telephone number for Close Protection Academy is 0800 6226526.

This policy was approved by:

Nicholas Player and Jillian Robertson for Close Protection Academy on 01/12/2025

Review Due by 30/11/2026