



Yellow Submarine: Training Centre Policy Pack



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Access to Fair Assessment Policy

Statement of Assessment

- We aim to provide a variety of levels of the Employability Qualification which provide all members/learners with the opportunity to achieve their full potential by the most appropriate and direct route.
- Our Assessment Policy is based on the concepts of equality, diversity, clarity, consistency and openness.
- We will endeavour to ensure that the assessment processes are implemented in a way which is fair and non-discriminatory.

Access

Learners are made aware of the existence of this policy and have open access to it. It can be found in **Yellow Submarine's ASDAN Centre file** and also online at www.yellowsubmarine.org.uk
All tutors are made aware of the contents and purpose of this policy.

This policy is reviewed annually and may be revised in response to feedback from students, tutors and external organisations.

What Learners can expect from us

- We aim to ensure that all assessment of work is carried out fairly and in keeping with the awarding body's requirements.
- All portfolio-based work will be assessed fairly against the qualification standards and teachers involved will be fully trained.
- Internal assessments will be carried out fairly and according to awarding body instructions.
- Externally marked tests and exams will be according to the requirements of the awarding body.

Learners can also expect:

- To be fully inducted onto a new course and given information that can be shared with parents and carers.
- Learning outcomes, performance criteria and other significant elements of learning and assessment to be made clear at the outset of the course and when assignments are set.
- To be given appropriate assessment opportunities during the course with feedback provided on the quality of the work.
- All work to be marked within two weeks of submission by the learner.
- Where equivalents and exemptions can be applied, we will ensure this is pursued with the relevant awarding body.



Cheating and Plagiarism

A fair assessment of learner's work can only be made if that work is entirely the learner's own.

Therefore learners can expect an awarding body to be informed if:

- They are found guilty of copying, giving or sharing information or answers, unless part of a joint project
- They use an unauthorised aid during a test or examination
- They copy another learner's answers during a test or examination
- They talk during a test or examination.

All allegations of cheating and plagiarism will lead to a full investigation which will follow the guidance of the relevant awarding body.

If a learner feels he/she has been wrongly accused of cheating or plagiarism, they should be referred to the Complaints Policy.

Access to Fair Assessment Lead: Lisa Bates

This policy will be reviewed annually.

Policy Reviewed by: Lisa Bates

Date Reviewed: 01/09/2015

Next Review: 01/09/2016



Complaints Policy v1.2

Yellow Submarine employees and volunteers hope you will enjoy your time with us, and that everything will be as you wish. However, occasionally things go wrong and you may want to complain. This policy outlines procedures for members that wish to make a complaint.

When should I complain?

Ideally, you should let the employee or volunteer who is supporting you during an activity, session or holiday know straight away if you are not happy about something. That way, they can do something about it quickly, and ensure that this problem or complaint doesn't result in you not enjoying yourself while you are with us.

However, we know that some people do not feel confident enough to complain in person, or there might be another reason why you don't want to complain about something.

Yellow Submarine takes all complaints seriously, and you should never ever feel bad for saying something if you are unhappy. You will not be treated differently or badly if you say something. We want to know if something has gone wrong, so we can put it right.

If you don't say something at the time, you should try to let us know as soon as possible afterwards. Complaints should normally be made within a few days of the event you're complaining about, or preferably as soon as the matter first came to your attention.

It is entirely ok to ask someone to complain on your behalf, like a family member, friend or support worker.

How to Complain

You can contact us by phone on 01865 236119, via email to complaints@yellowsubmarine.org.uk or to

Yellow Submarine Holidays,
12 Park End Street,
OXFORD OX1 1HH

If you telephone us, the complaint will be written down by whoever you speak to. Whoever takes your call will attempt to resolve the issue for you, or if they can't, they may ask the person who was leading your activity to speak to you. If you are not happy with what they say at this stage you can submit a formal complaint in writing.

If your complaint is in writing (including email) we will acknowledge we have received it and it will be given to the relevant senior employee (for example the line manager of the employee you initially approached).

It is our intention that complaints will be responded to within seven working days. If a full response cannot be given within seven working days (e.g. when a matter is very complex or where we have to consult a third party on the matter) you will be informed of the progress being made with your complaint.



If for any reason you don't feel comfortable making your complaint to the Yellow Submarine employee you can contact the Yellow Submarine chair of trustees.

Current Chair of trustees: Rhian Cadvan-Jones

Contact details: rhian.cadvanjones50@gmail.com // 07876 014922

How we will respond to your complaint

If you include your telephone number, then we will call you within 3 days. It is always better to talk things through and sort them out quickly if we can. If we only have your address, you will receive written acknowledgement within 10 days of receipt of your complaint. We will tell you who is dealing with your complaint and when we expect to respond to you in full.

What we will do if your complaint is found to be justified.

If your complaint is upheld, then we will offer an explanation and do everything we can to rectify the situation. The senior management team or, in some more serious circumstances the trustees, will be informed and will decide what further action is needed based upon your wishes.

Policy Reviewed by: Kate Sankey

Date Reviewed: 25th January 2015

Next Review: January 2016



Internal Moderation Policy

The aim of this policy is to ensure that:

- internal moderation practices are valid and reliable, cover all tutors/assessors and meet the requirements of the awarding organisation
- the internal moderation procedures are fair and open
- accurate and detailed records are kept of internal moderation decisions

Yellow Submarine will:

- ensure that all assessment activities are valid, appropriate and fit for purpose
- apply a strategy that will provide a representative sample across all tutor/assessors
- create a plan of internal moderation in relation to all assessment activities
- define, maintain and support effective internal moderation roles, including the provision of training where required
- provide standardised documentation to support internal moderation activity and record-keeping
- ensure that feedback and outcomes of internal and external moderation support future development of good practice
- carry out an annual evaluation and review of internal moderation policy and procedures

Internal Moderation Lead: Lisa Bates

This policy will be reviewed annually.

Policy Reviewed by: Lisa Bates

Date Reviewed: 01/09/2015

Next Review: 01/09/2016



Equal Opportunities Policy v1.2

Yellow Submarine is committed to the promotion of equality of opportunity in its training and employment practices, and seeks to ensure that no trainee, employee, volunteer, board member, member of the public, job applicant or actual or potential users of Yellow Submarine Holidays' services receives less favourable treatment on the grounds of "protected characteristics" as described at <http://www.equalityhumanrights.com/advice-and-guidance/new-equality-act-guidance/protected-characteristics-definitions/>.

The Equality Act 2010 also protects people who are associated with a person with a protected characteristic, for example, a person caring for a disabled child or relative. They will be protected by virtue of their association to that person.

These protected characteristics include:

Age: Where this is referred to, it refers to a person belonging to a particular age (e.g. 32 year olds) or range of ages (e.g. 18 - 30 year olds)

Disability: A person has a disability if he or she has a physical or mental impairment which has a substantial and long-term adverse effect on that person's ability to carry out normal day-to-day activities

Gender reassignment: The process of transitioning from one gender to another.

Marriage and civil partnership: Marriage is defined as a 'union between a man and a woman'. Same-sex couples can have their relationships legally recognised as Civil Partnerships. Civil partners must be treated the same as married couples on a wide range of legal matters

Pregnancy and maternity: Pregnancy is the condition of being pregnant or expecting a baby. Maternity refers to the period after the birth, and is linked to maternity leave in the employment context. In the non-work context, protection against maternity discrimination is for 26 weeks after giving birth, and this includes treating a woman unfavourably because she is breastfeeding

Race: Refers to the protected characteristic of race. It refers to a group of people defined by their race, colour, and nationality (including citizenship) ethnic or national origins

Religion and belief: Religion has the meaning usually given to it but belief includes religious and philosophical beliefs including lack of belief (e.g. Atheism). Generally, a belief should affect your life choices or the way you live for it to be included in the definition

Sex: A man or a woman

Sexual orientation: Whether a person's sexual attraction is towards their own sex, the opposite sex or to both sexes.



Everyone has the right to enjoy their basic human rights such as right to life and not be treated in an inhuman or degrading manner, protected by the Human Rights Act 1998.

Yellow Submarine Holidays will not treat people with disabilities less favourably with regard to employment. Yellow Submarine Holidays will provide reasonable adjustment for trainees, employees and potential employees in accordance with the Equality Act 2010. Further information on what is considered a reasonable adjustment can be found at <http://www.equalityhumanrights.com/advice-and-guidance/guidance-for-workers/the-employers-duty-to-make-reasonable-adjustments-to-remove-barriers-for-disabled-people/reasonable-adjustments-in-practice/>

Yellow Submarine Holidays will induct and train their employees to make clear that Yellow Submarine will not tolerate any form of harassment or disrespectful treatment towards employees, members, volunteers or anyone else involved in the organisation, directly or indirectly. As part of Yellow Submarine's Safeguarding Policy, all members, employees and volunteers will be made aware that all people involved in the organisation are protected by this policy, and that inequality constitutes an abuse of an individual's rights.

Further training is provided to uncover, understand and address issues around stereotyping, indirect discrimination, bullying, organisational/institutional discrimination and in particular the issues affecting our members with disabilities.

Yellow Submarine Holidays will do everything practicable to make their premises accessible and overcome physical barriers to being involved in the organisation. This principle will apply to access to training, selection, training provision, pay, benefits, procedures, and all terms and conditions of employment.

This policy will be brought to the attention of every trainee, employee, job applicant, potential or actual member of Yellow Submarine's services and will be kept under review. Yellow Submarine Holidays recognises its obligations under the Equality Act 2010. Yellow Submarine Holidays is committed to a programme of positive action to make this policy fully effective.

Equal Opportunity Lead: Kate Sankey

This policy will be review annually.

Policy Reviewed by: Kate Sankey

Date Reviewed: 25th January 2015

Next Review: January 2016



Appeals Policy

Introduction

This policy addresses the situation where learners may wish to appeal against a grade he/she has received for a qualification.

Access

Learners are made aware of the existence of this policy and have open access to it. It can be found in **Yellow Submarine's ASDAN Centre file**, and online at www.yellowsubmarine.org.uk along with the appeals policies for each of the awarding bodies used by Yellow Submarine. All tutors are made aware of these policies and how to access them in order that learners can be supported.

This policy is reviewed annually and may be amended in response to feedback from students, staff, parents and external organisations.

Policy Statement

All learners at Yellow Submarine have the right to make an appeal about any of the marks received for the qualifications they are undertaking.

If any learner wishes to appeal a decision, they should follow the following procedure.

1. If possible, speak to the member of staff responsible for teaching the qualification in the first instance about the reason they wish to appeal.
2. The member of staff has a responsibility to explain to the candidate why he/she received the grade/mark.
3. If the learner is not satisfied with the explanation, the piece of work will be re-marked by another member of staff also involved with that qualification.
4. The learner will be informed of the outcome of the re-marking by letter.
5. If the learner wants to continue the appeal, he/she needs to contact the exams officer, who will provide the student with information about the appeals procedure for the relevant awarding body and explain what is involved. The exams officer will assist with the completion of any forms and will correspond with the awarding body on behalf of the learner.
6. Please note: a learner must have the support of the centre to be able to appeal against a result.

Appeals Lead: Lisa Bates

This policy will be reviewed annually.

Policy Reviewed by: Lisa Bates

Date Reviewed: 01/09/2015

Next Review: 01/09/2016



Malpractice Policy

Staff Malpractice Policy

Introduction

This policy sets out to define the procedures to be followed in the event of any dispute or allegation regarding staff malpractice in the assessment of internally marked qualifications (such as ASDAN Employability) and of any examinations marked externally.

Examples of Malpractice

Attempted or actual malpractice activity will not be tolerated. The following are examples of malpractice by staff with regards to portfolio-based qualifications. This list is not exhaustive:

- Tampering with candidates work prior to external moderation/verification
- Assisting candidates with the production of work outside of the awarding body guidance
- Fabricating assessment and/or internal verification records or authentication statements

The following are examples of malpractice by staff with regard to examinations

- Assisting candidates with questions outside of the awarding body guidance
- Tampering with portfolios prior to external marking taking place.

Staff Malpractice Procedure

Investigations into allegations will be coordinated by **Lisa Bates** (Work Experience Manager, or **Kate Sankey** (Head of Finance and Compliance) who will ensure the initial investigation is carried out within ten working days. The investigation will involve establishing the full facts and circumstances of any alleged malpractice. It should not be assumed that because an allegation has been made, it is true. Where appropriate, the staff member concerned and any potential witnesses will be interviewed and their version of events recorded on paper.

The member of staff will be:

- informed in writing of the allegation made against him or her
- informed what evidence there is to support the allegation
- informed of the possible consequences, should malpractice be proven
- given the opportunity to consider their response to the allegations
- given the opportunity to submit a written statement
- given the opportunity to seek advice (as necessary) and to provide a supplementary statement (if required)
- informed of the applicable appeals procedure, should a decision be made against him/her
- informed of the possibility that information relating to a serious case of malpractice will be shared with the relevant awarding body and may be shared with other awarding bodies, the regulators Ofqual, the police and/or professional bodies including the GTC

If work is submitted for moderation/verification or for marking which is not the candidate's own work, the awarding body may not be able to give that candidate a result.



Staff Malpractice Sanctions

Where a member of staff is found guilty of malpractice, **Yellow Submarine** may impose the following sanctions:

- 1) **Written warning:** Issue the member of staff with a written warning stating that if the offence is repeated within a set period of time, further specified sanctions will be applied
- 2) **Training:** Require the member of staff, as a condition of future involvement in both internal and external assessments to undertake specific training or mentoring, within a particular period of time, including a review process at the end of the training
- 3) **Special conditions:** Impose special conditions on the future involvement in assessments by the member of staff
- 4) **Suspension:** Bar the member of staff in all involvement in the administration of assessments for a set period of time
- 5) **Dismissal:** Should the degree of malpractice be deemed gross professional misconduct, the member of staff could face dismissal from his/her post

Appeals

The member of staff may appeal against sanctions imposed on them. Appeals will be conducted in line with the organisations Appeals Policy.

Candidate Malpractice Policy

Introduction

This policy sets out to define the procedures to be followed in the event of any dispute or allegation regarding candidate malpractice in the assessment of internally marked qualifications (such as ASDAN Employability) and also regarding qualifications marked externally.

Examples of Malpractice

Attempted or actual malpractice activity will not be tolerated. The following are examples of malpractice by candidates with regards to portfolio-based qualifications. This list is not exhaustive:

- Plagiarism: the copying and passing of as the candidate's own work, the whole or part of another person's work
- Collusion: working collaboratively with other learners to produce work that is submitted as the candidate's only
- Failing to abide by the instructions of an assessor – This may refer to the use of resources which the candidate has been specifically told not to use
- The alteration of any results document

If a tutor suspects a candidate of malpractice, the candidate will be informed and the allegations will be explained. The candidate will have the opportunity to give their side of the story before any final decision is made. If the candidate accepts that malpractice has occurred, he/she will be given the opportunity to repeat the assignment. If found guilty of malpractice following an investigation, the



tutor may decide to re-mark previous assignments and these could also be rejected if similar concerns are identified.

The following are examples of malpractice by candidates with regards to examinations. This list is not exhaustive:

- Talking during an examination
- Taking a mobile phone into an examination
- Taking any item other than those accepted by the Awarding Body into the examination, such as a book or notes
- Leaving the examination room without permission
- Passing notes or papers or accepting notes to, or accepting notes or papers from another candidate

If a tutor suspects a candidate of malpractice during an examination, the candidate will be informed and the allegations will be explained. The candidate will have the opportunity to give their side of the story before any final decision is made. If the candidate is found guilty of malpractice, the Awarding Body will be informed and the candidate's examination paper will be withdrawn. It is unlikely that the candidate will have the opportunity to repeat the examination.

Appeals

In the event that a malpractice decision is made, which the candidate feels is unfair, the candidate has the right to appeal in line the Appeals Policy.

Malpractice Lead: Lisa Bates

This policy will be reviewed annually.

Policy Reviewed by: Lisa Bates

Date Reviewed: 01/09/2015

Next Review: 01/09/2016