

Statement of Intent

1.0 General Statement of Intent

Opportunity Learning Academy provide a training centre that offers an environment where learners can receive courses and assessments that are conducted safely, to the awarding bodies standards and are free from malpractice and corruption. The Academy and the work it produces will be internally verified by a competent person and externally verified by the awarding bodies (where required) to ensure that it meet their standards.

The Academy will be run by the Learning and Training Manager who will ensure that the Academy meets the criteria set by the awarding bodies (where required) and that the policies and procedures are carried out correctly, reviewed and monitored accordingly.

The main purpose of the Academy is to compliment Caremark by training and assessing its employees. The business will also offer external training and assessment to external parties.

The Academy will also deliver internal training where possible and source external training needs to meet business, employees and external learner's needs.

The Academy will train all employees in procedure and policies to enable it meets its commitment to quality assurance.

1.2 Current Named Personnel

Academy Learning and Training Manager: Michelle Friday

Coordinator: Michelle Friday

Internal Verifiers: will be brought in

Trainers: Kim Cuckney, Xana Welch, Kerry Hill, Garry Costain, Stacey Simonds, Gemma Haffenden

Assessors: Michelle Friday

1.3 Equipment Requirements for Training and Assessments

Current course and assessment documents.

Projection or TV screen equipment

Laptop with speakers

White board or flip chart with pens.

Table and chairs

PPE.

Medication samples

2.0 Responsibilities

Academy Manager/Coordinator:

- To be the first point of contact between the centre and its awarding bodies.
- To ensure policies and procedures are in place to support the quality assurance and IQA process.
- To ensure that policies and procedures are reviewed regularly and updated in line with current legislation and awarding bodies standards.
- To ensure that the most current version of all documentation is used and communicated to relevant personnel.
- To chair and arrange quarterly IQA and Centre meetings for internal verifiers and assessors to meet and discuss strategy, feedback and standards.
- To support the sharing of best practice amongst trainers, assessors and internal verifiers.
- To liaise between awarding bodies quality assurance staff and trainers, assessors and internal verifiers when external quality assurance staff wish to visit.
- To communicate the subsequent quality assurance report to appropriate personnel.
- To ensure that any required actions and development points identified in external/internal quality assurance reports are discussed and acted upon.
- Notify the awarding bodies of any learner who requires reasonable adjustments or enters an appeal.
- To ensure all data passed on by trainers, assessors and internal verifiers is processed and submitted to awarding bodies within time frames stated in line with the Academy/Centre's data protection policy.
- To ensure trainers, assessors and internal verifiers are aware of this and other policies set by the Academy
- Complete accident investigation and communicate/assist with the awarding bodies findings of investigations when linked to the activities of the centre.
- Provide a safe working environment for employees and learners.
- Notify trainers and assessors of any learners reasonable adjustments where identified prior to course or assessment delivery.
- Communicate training and assessment feedback to the Academy or learners Manager where required.

Internal Verifier roles and responsibilities:

- To facilitate and support trainers and assessors.
- To assist trainer and assessors in the standardisation of assessment evidence and training delivery by always sharing and showing best practice.
- To sample training and assessment evidence/delivery according to the internal verification procedure.
- To countersign evidence as confirmation of verification where required.
- To complete internal verification reports and summary sheets and communicate with the Coordinator and Academy Manager.
- Check and Maintain CPD records and make them available to the Coordinator and Academy Manager for awarding bodies external quality assurance staff on request.
- To contribute to the Academy's review of policies, procedures, training and assessment material and resources.
- To participate in any assessment appeal as indicated in the Academy's appeals procedure.
- To participate in any complaint as indicated in the Academy's complaints procedure.
- To attend and participate in any visits by the awarding bodies quality assurance staff, as required.
- To be aware of the risk of malpractice and act according to the Academy procedure.
- To respond positively to advice and support from the Coordinator, Academy Manager and awarding bodies.
- Ensure audits are complete in line with the Academy's audit planner.
- Make decisions on appeals by learners at the relevant stage and support all parties where necessary.

Trainer roles and responsibilities:

- To complete a specific risk assessment before courses take place.
- To support the learner through course delivery.
- To ensure that any reasonable adjustments are identified and discussed with the learner confidentially and the Academy Manager where required.
- To deliver training as per the awarding bodies standard or Academy/centre standard when internal courses are delivered.
- To induct learners into the Academy and make them aware of welfare arrangements, access and egress and emergency arrangements

To make all learners aware of the Academy's policies and procedures.

- To support candidates where necessary.
- To discuss candidate training arrangements with colleagues to ensure a standardised approach.
- Provide feedback to the Coordinator/Academy Manager
- To attend and participate in standardisation meetings.
- Maintain a CPD record and make this available awarding bodies' external quality assurance staff on request.
- To contribute to the Academy/centre's review of policies, procedures, learning and assessment material and resources.
- To participate in any appeal as indicated in the Academy appeals procedure.
- To participate in any complaint as indicated in the Academy complaints procedure.
- To attend and participate in any visits by the awarding bodies quality assurance staff.
- To be aware of the risk of malpractice and act according to the Academy procedure.
- To attend training and read updated materials where required.
- To ensure all contact information is kept up-to-date and to notify the Coordinator/Manager of any changes.

Assessor roles and responsibilities:

- To undertake candidate induction and ensure that correct paperwork is completed.
- To complete a specific risk assessment before assessments take place.
- To support the learner through the assessment process.
- To ensure that any reasonable adjustments are identified and discussed with the learner confidentially and the Coordinator/ Manager where required.
- To conduct assessments as per the awarding bodies standard and Academy standard.
- To induct learners into the centre and make them aware of welfare arrangements, access and egress and emergency arrangements when required.
- To make all learners aware of the Academy policies and procedures.
- To support candidates where necessary and make them aware of the assessment process and standard.
- To provide re-assessment for candidates where necessary.
- To assess candidate evidence against the standards.

- To record assessment decisions and provide feedback to candidates on submitted evidence.
- To discuss candidate assessment arrangements with colleagues to ensure a standardised approach.
- Provide feedback to the Coordinator/ Manager and Operations Manager
- To attend and participate in standardisation meetings.
- Maintain a CPD record and make this available to awarding bodies external quality assurance staff on request.
- To contribute to the Academy's review of policies, procedures, learning and assessment material and resources.
- To participate in any assessment appeal as indicated in the appeals procedure.
- To attend and participate in any visits by awarding bodies quality assurance staff.
- To be aware of the risk of malpractice and act according to the procedure.
- To attend training and read update materials where required.
- To ensure all contact information is kept up-to-date and to notify the Coordinator/Manager of any changes.

Learners:

- Notify the Coordinator/ Manager of any reasonable adjustments or medical requirements.
- Read the Academy policies and procedures.
- Comply with PPE requirements as instructed by the Academy's requirements.
- Notify the Coordinator Manager of any perceived malpractice or discrimination.
- Understand the awarding bodies' standard that you are being trained and/or assessed to.
- Follow awarding bodies procedures and help them in their roles where necessary.
- Report accident, incidents or near-misses.
- Follow the Academy's paperwork that you have been given such as risk assessments and method statements.

3. Induction

All learners shall be inducted prior to the commencement of training course or assessments commence. The Coordinator/ Manager will notify the trainer/assessor of any medical arrangements or reasonable adjustments via email prior to commencement.

The Induction will consist of:

- Introduction by the trainer/assessor by name and a brief background history.
- Fire alarm, evacuation, muster point and firefighting equipment.
- First aiders, first aid kit and accident reporting.
- Smoking areas and policy.
- Welfare facilities such as toilets, drinking water and hot/cold drinks facilities.
- General health and safety brief covering hazards highlighted in the risk assessment.
- Breaks.
- PPE requirements.

Responsibilities:

All trainers, assessor's and Internal Verifiers are responsible for inducting learners before any training or assessments take place.

4. Conflict of Interest

No employee or linked trainer/assessor or IV shall derive any personal profit or gain, directly or indirectly, by reason of his or her participation with the academy. This shall also include the member's business or other non-profit affiliations, family and/or significant other, employer, or close associates who may stand to receive a benefit or gain.

Everyone shall disclose to the Academy Manager personal interests which he or she may have in any matter pending before the organisation and shall refrain from participation in any discussion or decision on such matter.

In addition, anyone listed within the academies control shall refrain from obtaining any list of clients for personal or private solicitation purposes at any time during the term of their affiliation.

Any new member of the Academy shall be given this document at the time of their induction and the statement of intent will be reviewed annually with the next review being 30th April 20203

