

CPN Training

POLICY AND PROCEDURES

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Section 1:

1.1 About this document

This document sets out the policy and procedures which CPN Training Instructor/s, administration and training associates adhere to.

It sets out:

- What we do and the services we offer
- The framework which governs the instructor/s which for and on behalf of CPN Training
- The handling and processing of personal data
- Insurance policies in place
- Outlines the policy and procedure framework which governs NPORS accredited training providers.
- Non accredited training inhouse training standards.

This document should be read along with the Health and Safety policy.

We hope this covers what you need, should any further questions arise please contact CPN Training direct via the contact details at the end of this document.

1.2 About us

CPN Training was established in 2018 as an NPORS accredited training provider, offering onsite training and testing nationwide in a variety of plant machinery. Most recently CPN Training offers First Aid training courses and First Aid for Mental Health courses.

Our aim is to provide training solutions to suit our customers' individual needs, from companies who need multiple units covered or individuals who need assistance in one specific area.

2.2 What we do

We offer approved accredited National Plant Operator Registration Scheme (NPORS) Training and Testing on Plant Machinery

We offer approved regulated First Aid and First for Mental Health courses.

We also work with other experienced and trusted instructors to enable us to offer a wide range of training on plant machinery within the construction and agricultural industry covering all aspects of health and safety

Section 2: CPN Training Policy and Procedures

2.1: Cancellation / Amendments

- CPN reserve the right to cancel and/or amend course dates, times, contents and venues. Every effort will be made to give the Customer as much notice as possible and offer a reasonable alternative. No further compensation will be given.
- Cancellations; in the event of a cancelled course by the customer where travel or advance accommodation has been paid for and refunds unattainable, they are liable for these costs incurred.

2.2 Charges and Payments

- CPN Training will not process any cards or certificates until payment has been made in full.
- In the event the Client fails to make payment in accordance with this Agreement, CPN Training may:-
- charge interest at the statutory interest rate specified in the Late Payment of Commercial Debt (interest) Act 1998; and/or
- Suspend supply of the Training Services by notice in writing until such time that full payment is received (unless otherwise agreed).
- Delay the release of certificates.
- In the event CPN Training seek legal advice to recover any debt, all legal fees will be chargeable to the client.
- CPN Training are not currently VAT registered
- Credit accounts will be considered over a two week turnoff period.

2.3 Delegates behavioural conduct

- Delegates shall act reasonably throughout the training. CPN Training may remove a delegate from a course, where, in the opinion of the Trainer, which shall be final, the Delegate is behaving unreasonably.
- CPN Training reserves the right to undertake random drug testing in accordance with health and safety and driving regulations under the Misuse of Drugs Act 1971.

2.4 Equality, Diversity and Inclusion Policy

- CPN Training Ltd is an equal opportunities organisation. It is our aim that there shall be equal opportunities within this organisation and in all the services we provide and services provided by approved Trainer/Assessors.
- There shall be no discrimination on the grounds of gender, gender reassignment, marital status, colour, race, disability, age, ethnic or national origin, religion or belief, sexual orientation, marriage and civil partnership, maternity or political opinion.
- All CPN Training employees, associates and approved Trainer/Assessors have a responsibility to apply this principle in practice
- Ensure that there are no barriers to entry to courses and qualifications offered by CPN and CPN approved Trainer/Assessors for disabled people, for women or men, or people from different racial groups, other than those directly related to the integrity of the courses and qualifications. The nature of any barriers will be stated and the inclusion of the requirements that create the barrier justified only and explicitly in terms of the integrity of the courses and

qualifications. Any details of how the effect of any barriers will be mitigated, including using access arrangements, including reasonable adjustments will be recorded.

- Make every practical effort to ensure that materials, services and facilities are not only free from bias but will also support employees, approved Trainer/Assessors and Learners in maximising employment and personal development opportunities.

The Equality Act 2010 requires FAA to make reasonable adjustments for disabled learners. The purpose of a reasonable adjustment is to reduce the effect of a permanent or temporary disability, specific learning need or medical condition allowing learners to demonstrate their knowledge, skills and understanding. The integrity of the assessment must be maintained whilst providing access to assessment for these learners if possible. Both the 2005 Disability Discrimination Act and the Equality Act 2010 have recognised the principle that reasonable adjustments may not always be appropriate to qualifications. Some assessments may only be adjusted up to a certain point before the meaning and value of the qualification could be undermined.

2.5 Associated Agreement

- Where by which CPN Training uses an independent training provider to deliver training and or testing on behalf of CPN Training they will be required to sign an associate agreement.
- Associates performance will be monitored using feedback forms and monitor visits to ensure compliance.
- Copies of relevant accreditation and insurance will be obtained and retained until associate and or CPN Training cancels the agreement.

2.6 Conflict of interest

Conflict of interest may arise should an individual's personal or family interest and or loyalties conflict with those of the awarding body.

Such conflicts may result in decisions or actions that are not in the interest of the accredited bodies may put at risk the integrity of CPN Training.

Should conflict of interest arise either, before, during or after assignments the managing director should be informed and the awarding body where appropriate.

2.7 Appeals

If you feel a decision should be reconsidered, you should first discuss this with your instructor to establish how the decision was made.

If you are still not satisfied with the outcome, you may start an appeal process.

An appeal must be made within 10 days of receiving the decision if the appeal is relating to NPORS certification a direct appeal can be made to them as the awarding body.

The appeal statement should outline the reasons for the reconsideration with a detailed account of any error, oversight, omission or misjudgement you believe may have occurred in the decision making process.

Appeals must be submitted in writing or email and should contain as much information as may be needed to properly consider the appeal. On receipt of an appeal, CPN will:

- Acknowledge receipt of the appeal within 5 working days of receipt
- Request any further information, oral or written, that may be required
- Arrange for appropriate Centre personnel to examine the appeal
- Aim to review the appeal and respond within 20 working days of receipt of the appeal. In some cases the process may take longer; in such instances, CPN will contact the parties concerned to inform them of the likely revised timescale
- Inform the appellant of the outcome within 5 working days of deciding the outcome
- Where, as a result of investigations, CPN find evidence of possible maladministration or malpractice CPN will inform the awarding body and take appropriate remedial action

2.8 Complaints

Complaints may relate to dissatisfaction concerning:

- Content or conduct of courses leading to FAA qualifications or NPORS qualification
- Assessment process
- Alleged miss-selling or unfair eligibility conditions
- Failure to make appropriate reasonable adjustments for Learners This list is not exhaustive.

Where a complaint is not immediately resolved by informal discussion with the complainant, complaints will be dealt with under the formal procedures as set out in paras 3.3 to 3.9.

CENTRE'S COMPLAINTS PROCEDURE Validity of Complaints:

The application of the formal complaints procedure will only be taken with the knowledge or consent of the complainant. The initial contact may clearly indicate this to be appropriate, otherwise the complainant will be asked if they wish to raise the matter formally. It is expected that the complainant should provide their name, although such personal data will be kept confidential unless this would prevent a full investigation.

When a complaint, or review application, is received, CPN Training will:

- Acknowledge receipt within 5 working days
- Request any further information that may be required
- Arrange for appropriate Centre personnel to examine the complaint
- Aim to examine the complaint and respond within 20 working days of receipt of the complaint. (Where it is possible that the processes may take longer we will contact the parties concerned to inform them of the likely revised timescale)
- Inform the complainant of the outcome within 5 working days of the decision being made • Inform the complainant that, if they are still not happy with the outcome, they may request that the matter be referred to FAA, (The Awarding Organisation) or the relevant Regulatory Body (Ofqual or SQA Accreditation), NPORS (The awarding organisation)
- Where, as a result of investigations CPN, find evidence of possible maladministration or malpractice, CPN will inform FAA, NPORS and take appropriate remedial action

2.9 Fraud and Bribery

CPN Training operates a zero-tolerance attitude to fraud and requires all associates, to act honestly and with integrity at all times and to report all reasonable suspicions of fraud.

The Bribery Act 2010 requires that anyone employed or working with CPN Training not either directly or indirectly:

- Offer, give, solicit or accept any bribe, either in cash or any other form of reward, to or from any person or company, wherever they are located and whether they are a public official or body, or private person or company.
- Give or retain any commercial, contractual or regulatory advantage through unethical or illegal means when conducting business.

2.10 Trainer evaluations, performance monitoring and course audit

In order to ensure standards are maintained and meet the requirements of our awarding bodies monitoring visits and audits are carried out directly by them – see NPORS audits 5.5

Additionally trainer feedback sheets are given to candidates.

As part of the monitoring of Learners registering for a CPN Training qualification in relation to National Vocational Qualification or where required by regulating bodies we will collect information on diversity, requests for special considerations, access arrangements and feedback from Learners, approved Trainer/Assessors and other stakeholders.

All relevant issues identified that suggests that our provision or services may have unnecessary impacted on Learners will be reported back to the Centre Manager who will be responsible for leading on introducing amendments to provision and/or services where necessary and in accordance with our documented procedures for delivering courses and qualifications. Details of the outcomes of each review will be made available to the qualification regulators upon request

3.0 Health and Safety Policy

CPN Training Ltd is committed to protecting the health and safety of its employees and any other persons. We take these responsibilities very seriously with the legal requirements defining our minimum standards.

In particular, we aim to:

- Provide safe and healthy working environment and systems of work for all our staff and visitors.
- Provide safe and healthy working environments and systems of work for all people involved in our training activities, such as Learners, Instructors and Assessors, at any venues where activities take place directly on behalf of CPN Training Ltd.
- Create a culture in which all are responsible for health and safety.
- Carry out and maintain risk assessments on all premises and activities; undertaking risk assessments as and when changes occur (new equipment, staff, working procedures, premises etc).
- Provide all necessary personal protective equipment (PPE) that may be appropriate and any training required to effectively use such equipment.
- Raise awareness and maintain an up-to-date knowledge of all aspects of relevant health and safety among all staff. This includes any new legal and in-house requirements affecting employees.

ORGANISATION RESPONSIBILITIES

Chris Newland – Managing Director The nominated competent person with overall responsibility for health and safety within the CPN Training, including:

- Keeping abreast of and implementing legal responsibilities.
- To organise all necessary risk assessments including risk assessments as and when changes occur, such as: The introduction of new equipment. Use of different substances. The introduction of new working practices. Changes to premises and furniture. Staff changes.
- Carrying out random work place inspections to ensure that safe working practices and procedures are being adhered to and that these are still relevant to the job at hand.
- Check the current condition of equipment and replace when necessary.
- Ensure, within reason, the most suitable equipment is provided where required.

Catherine Newland

- Ensure the maintenance of first aid equipment and trained first aid personnel.
- Designated First Aider.
- Such overall responsibilities will include all places of work as used by the Organisation, including for example temporary venues used for meetings or training.

All staff: It is the responsibility of all staff to protect their health and safety at work and the health and safety of colleagues and other people who may be affected by their employment activities. In particular, they should:

- Report any hazards or equipment faults they identify to their line manager or the Company Managing Director - taking immediate preventative action if necessary.
- Adhere to Company rules, policies and procedures.
- Not interfere or misuse equipment that is provided for their health and safety.
- Report any personal injuries, illness or conditions they believe to be linked to work or that may affect their ability to work.

3.1 Internal Quality Assurance:

1. STATEMENT CPN Training is committed to implementing a robust Internal Quality Assurance system to ensure that all training delivered by ourselves and by our Approved Trainer/Assessors meets the highest possible standards and those set by our Regulatory Bodies.

Our aims are:

- To meet and exceed the requirements of our Regulatory Bodies including but not limited to First Aid Awards Ltd and Future (Awards and Qualifications) Ltd. And National Plant Operators Scheme (NPORS).
- To ensure that any person delivering training through CPN Training provide effective delivery that meets Learners needs and expectations.
- To ensure all Trainer/Assessors provide fair, accurate and consistent assessment decisions.
- To ensure required documentation and audit trails are maintained.
- To ensure all personnel involved in the delivery and assessment of CPN courses hold the appropriate qualifications and experience.
- To provide clear and transparent information to CPN team members and approved Trainer/Assessors on quality assurance requirements.
- To state clear, fair and appropriate sanctions.

Qualifications required by each role All Trainer/Assessors and Internal Quality Assurance persons must be suitably qualified before undertaking the role. The qualifications and experience required for each role is stated within the Assessment Principles for First Aid Qualifications and First Aid Awards Operational Manual and National Plant Operators Scheme.

RECORD KEEPING CPN Training will keep all course records, records of all complaints and appeals and records of any investigations for three years and six months. CPN Training also requires all Trainer/Assessors to keep all course records (i.e paperwork/complaint and appeals) for three years and six months

Section 3: Data Protection: Privacy Policy

3.1 GDPR

The Client shall ensure that it has in place all necessary consents in connection with Personal Data to allow CPN Training at all times to perform the Training Services without infringing any third-party rights.

CPN Training warrants to the Client that it will only use the Personal data for the purposes of carrying out its obligations hereunder and that it will ensure that all reasonable and appropriate security measures are in place to protect the Personal Data. Furthermore, CPN Training will destroy or deliver up the Personal Data upon written demands from the Client, and further, that it has in all respects complied with its obligations under the Data Protection Act 1998 and any amendments to or re-enactments thereof.

CPN Training Ltd is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this privacy statement.

Nuco Training Ltd may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes.

What we collect

We may collect the following information:

- name and job title
- contact information including email address
- demographic information such as postcode, preferences and interests
- other information relevant to customer surveys and/or offers

What we do with the information we gather

We require this information to understand your needs and provide you with a better service, and in particular for the following reasons:

- Internal record keeping.
- We may use the information to improve our products and services.
- We may periodically send promotional emails about new products, special offers or other information which we think you may find interesting using the email address which you have provided.
- From time to time, we may also use your information to contact you for market research purposes. We may contact you by email, phone, fax or mail. We may use the information to customise the website according to your interests.

Security

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

Section 4: Insurance

4.1 Insurance

- CPN Training carries public liability insurance for an amount up to £2,000,000 for each and every claim and shall provide evidence of this cover upon request.
- CPN Training carries Professional Indemnity Insurance
- Associates will also be asked to provide details of insurance policies they hold.

Section 5: NPORS accredited Training and Testing policy and procedures

5.1 NPORS Notification period

NPORS require a minimum of 48hour notice to notify a training and or testing day/s. Failure to notify within this time scale results in an additional £15.00 late notification fee set by NPORS and will therefore be forward to the client.

5.2 NPORS ratios, timings

CPN Training works within the training ratios set out by NPORS for each category and training / testing route undertaken.

5.3 Testing Location

NPORS Practical test's require various tasks to be performed in order to pass the practical Test; This includes but is not limited to:

- various terrains,
- areas to excavator up to a 15meter long trench.
- Stacking areas
- Tipping areas.

With the above dependent on the machine the candidates are being tested on.

Should CPN Training find that the site is not fit for purpose, to enable the safe completion of the activities laid out we reserved the right to stop the practical test. Should you believe your site may not meet the testing requirements please contact CPN directly by phone or arrange an area which does comply.

5.4 Machinery used for testing

Any machine which is being used for training and or testing MUST have current and up to date:

- Certificate of thorough examination (LOLER)
- Annual thorough examination (Certificate of compliance)
- Machine user manual.

These must be present on the day.

5.5 NPORS audits

All NPORS training providers are subject to unannounced monitoring visits. All the above criteria will be checked and paperwork audited.

6. Inhouse Training

6.1 Non accredited training and testing is undertaken to the same standard as accredited training ensuring health and safety standards are met.

CPN Training Ltd

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