

### Safeguarding Policy

Learner's welfare can only be safeguarded and promoted when individuals accept their share of responsibility and co-operate with one another. Wessex actively encourages the learner to be involved in open discussions with assessors and other associates within the company by building a professional relationship throughout the qualification process.

This policy informs individuals that WTAL are obliged to report any suspicions around abuse to 'Local Safeguarding Children's Board (LSCB)' and 'Local Safeguarding Adults Board (LSAB)'. This is whether this stems from allegations from staff, associates, volunteers, learners or the general public. The safety of the young person and vulnerable adult may include a duty to share confidential information with others involved in protecting them.

'Working Together to Safeguard Children and Young Adults 2006' sets out definitions and examples of the four broad categories of abuse – Physical, Emotional Sexual abuse and Neglect. Those together with Bullying are used to determine if a protection plan is required. Wessex has a designated officer should you wish to discuss safeguarding issues –

Lynn Croucher 07768211068 – or you can discuss with your allocated assessor.

### Whistleblowing Policy

Definition – Whistleblowing is raising concerns about malpractice within an organisation.

Wessex Training and Assessment Ltd (WTAL) are committed to delivering a high quality service, promoting accountability and maintaining public confidence.

This policy provides individuals with protection from victimisation or punishment where they raise a genuine concern about misconduct or malpractice in the company.

Wherever possible the matter will be dealt with within WTAL and with outside agencies help as seen appropriate to the concern. Any issues not resolved the staff/associate should contact Ofsted on what steps to follow.

A disclosure in good faith to the manager will be protected. Confidentiality will be maintained wherever possible and the staff/associate will not suffer any personal detriment as a result of raising any genuine concern within the organisation.

Lynn Croucher 07768211068 – or you can discuss with your allocated assessor.

### Customer Complaints and Appeals Policy

Should you, as a customer of our service, be aggrieved about the service we offer you, we encourage you to use either of the procedures below to enable us to quickly address your ground for complaint.

#### Appeals Procedure

Should you be concerned about an assessment decision that has been made by the assessor, you should:

Telephone or write a letter outlining the appeal to the Main Centre within 14 working days of the date the incident occurred.

Once received at the Centre, a record will be written in the Appeals record book and dealt with within 7 working days.

The Centre will contact the relevant assessor outlining the appeal and request the assessor to provide details.

A second assessment by another assessor or the IQA may be requested.

If necessary the Awarding Body may be contacted.

You may be asked to attend a meeting and may bring a colleague or a friend to any meeting concerning the appeal.

#### Grievance Procedure

We would encourage you to discuss your grievance as soon as is reasonable with the person with whom you normally deal. If you prefer to speak direct to Lynn Croucher (CEO) at the main centre when a visit can be arranged at the earliest convenient time. All issues or grievances will be investigated with all the relevant parties