

## **Training & Education Policy & Procedure**

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## Introduction

Cycling Scotland is committed to providing the highest standards in quality, integrity, openness and accountability in all the work that it does and the services it provides. The information in this document identifies policies and procedures relevant to cycle training. It is to be used as a resource and guiding document for all staff, contractors, instructors, volunteers and candidates involved in Cycling Scotland training.

Cycling Scotland is aware that the policies within this document cannot cover all eventualities. If you believe that anything is incorrect, if something is out of date or if you have a question or comment that is not addressed by this document, then please contact the Quality Improvement Officer at Cycling Scotland directly with the specifics of your request or query. Cycling Scotland will respond to your initial request or query within 10 working days and if necessary, follow the procedure detailed in the complaints policy (Appendix 1).

## Equality and diversity policy

### Policy statement

As a training provider, Cycling Scotland aims to encourage, value and manage diversity. Cycling Scotland believes that all forms of prejudice and discrimination are unacceptable. Cycling Scotland will actively seek to challenge inequality, prejudice and discrimination. Everyone who is involved in Cycling Scotland training must be treated fairly and valued equally.

Cycling Scotland is committed to providing equality for all. In seeking to achieve balance at all levels, Cycling Scotland will ensure that no one involved in training, will be disadvantaged, or treated less favourably because of conditions or requirements that are not related to their role. It is therefore the aim of Cycling Scotland to ensure those involved in training are representative of the communities from which they are drawn to secure the widest pool of talent possible. Cycling Scotland values everyone's diversity and recognises that everyone is different, valuing the unique contribution that individual experience, knowledge and skills can make in delivering and participating in training.

It is the ultimate aim of Cycling Scotland to create an environment in which:

- All people are able to give their best
- There is no harassment and bullying
- All decisions are based on merit.

### Aims of the policy

This policy aims to:

- Ensure the integration of equality and diversity practices into training at Cycling Scotland
- Ensure that everyone is treated with fairness and respect
- Ensure that no one involved in cycle training will receive less favourable treatment on the grounds of the types of discrimination listed below
- Ensure people are involved in cycle training solely on the basis of their own merit, experience, ability and potential

- Provide an environment appropriate to the needs of those from all walks of life and offer a culture that respects and values each other's differences and promotes dignity, equality and diversity.

## **Types of discrimination**

Cycling Scotland believes individuals should not be discriminated by the following:

- Gender (including sex, marriage, pregnancy, maternity, gender re-assignment)
- Race (including ethnic origin, colour, nationality and national origin)
- Disability
- Sexual orientation and civil partnership
- Religion or belief
- Age.

## **Responsibility/accountability**

Ultimate responsibility:	Chief Executive
Line responsibility:	Head of Education & Training
Individual responsibility	All those involved in training  (e.g. staff members, tutors, instructors, volunteers and candidates)

## **Recruitment and participation**

The recruitment and participation of those involved in training is based completely on the merits and abilities of candidates alone and no other criteria will be used.

A fair process will remove barriers where possible. This will enable those involved in training to be drawn from a wide pool of talent, potentially raising standards and therefore increasing the opportunity of a more diverse collection of people which reflects the communities they serve.

Information contained in any literature will be clear and accurate to attract the most appropriate candidates from all groups across society, to allow them to decide their own suitability for any Cycling Scotland training.

### ***Discrimination***

If you consider that you have been discriminated against or believe you are suffering from harassment, you should make your complaint in line with Cycling Scotland's complaints procedure.

### ***Training and development***

All those involved in training will have equal access to opportunities for relevant and appropriate further development opportunities.

### ***Discipline and grievance***

Any breaches of this policy will be dealt with through Cycling Scotland's disciplinary policy and procedures.

## ***Bullying and harassment***

Harassment occurs when someone engages in unwanted conduct which has the purpose or effect of violating someone else's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment.

Cycling Scotland is committed to preventing any type of bullying or harassment. This includes offensive jokes, personal insults, persistent criticism, unwanted physical contact or 'freezing' someone out.

It is not the intention of the perpetrator which defines a particular type of harassment but the effect it has on the recipient.

## ***Compliance with policy***

This policy will be reviewed every three years by Cycling Scotland or as legislation requires

## ***Related legislation***

This policy is in compliance with the following legislation;

- Equality Act 2010.

## **Ethical code of conduct**

The Cycling Scotland ethical code of conduct applies to all those delivering Cycling Scotland training courses. It sets out the ways in which people are expected to behave relating to Cycling Scotland business, training and activities.

The purpose of the ethical code of conduct is to create and maintain an environment in which all those involved in training can undertake business, training and activities free from discrimination, harassment, bullying or any other form of unacceptable behaviour. Cycling Scotland believes that an ethical code of conduct is necessary to clearly set out the ways in which people are expected to behave when undertaking business, training and activities associated with Cycling Scotland and this code of conduct should be applied alongside other existing Cycling Scotland policies.

### **The Cycling Scotland ethical code of conduct:**

- Sets out the standards required by all those involved in delivering Cycling Scotland training as a condition of their position/status
- Applies to all those involved in training irrespective of their job or appointment
- Is intended to guide behaviours and to remind all those involved that no actions should be taken that could impact on or harm cycle training, Cycling Scotland and participants involved in cycle training or any other Cycling Scotland activities
- All those involved in training are expected to exercise their own judgement (which should be made in such a way as to be reasonably justified) to meet the requirements of the ethical code of conduct and to seek advice if in any doubt.

All those involved in training should:

- Respect the rights, dignity and worth of others without regard to their age, sex, gender identity, disability, marital or civil partnership status, pregnancy or maternity,

religion, race, ethnic origin, nationality, colour, socioeconomic status or sexual orientation

- Treat others with respect so that they are able to enjoy their training and activities without the threat of intimidation, victimisation, harassment or abuse
- Conduct themselves with consideration for the safety, comfort and welfare of others
- Behave with discretion when discussing individuals and never criticise them in a way in which they may find demeaning
- Abide by any other Cycling Scotland policies and guidelines concerned with protecting the environment
- Respect the opinions and decisions of those in a position of leadership and/or responsibility
- Report discrimination in whichever form it takes
- Shall not publish or cause to be published any criticism of the decision making of Cycling Scotland or any associated body/organisation to deal with any dispute or disciplinary matter
- Shall promote the reputation of Cycling Scotland within Scotland and the rest of the UK and take all possible steps to prevent it from being brought into disrepute
- Shall not do anything which adversely affects Cycling Scotland.

All those involved in training should not:

- Behave in any way which involves or could be construed as abuse of any kind, whether it be sexual, physical, emotional, neglect or bullying
- Disclose or authorise to be disclosed, or use for personal gain or to benefit a third party, confidential information except with permission of Cycling Scotland or as required by legislation
- Misrepresent or withhold information relating to Cycling Scotland training, activities, systems or services (unless lawfully bound by a duty of confidentiality not to disclose such information) or take advantage of the lack of relevant knowledge or inexperience of others.

## **Breaches of the ethical code of conduct**

The Cycling Scotland Quality Improvement Officer should be notified if any breach of the ethical code of conduct occurs. The Cycling Scotland Quality Improvement Officer shall be entitled to take such steps as they see fit to monitor compliance and/or investigate any alleged breach. All those involved with training shall co-operate with the Cycling Scotland Quality Improvement Officer. Any alleged breach will be considered under the Cycling Scotland complaints policy.

## **Processes for dealing with alleged breaches of the ethical code of conduct**

Cycling Scotland has the power to prohibit any act or practice by all those involved in training which in the opinion of Cycling Scotland is or was detrimental to the interests of the organisation and to follow the guidance issued in the Cycling Scotland complaints policy.

Cycling Scotland may uphold or dismiss the complaint, suspend or dismiss, or impose other sanctions whether financial or otherwise; as it sees fit regarding the conduct of anyone involved in training.

It is the right of anyone involved in training to have available to them an appeals procedure. This is in place for anyone who feels that they have not been fairly dealt with; further details of this are detailed in this document.

## Quality assurance

The aims of quality assurance (QA) are:

- Ensure minimum standards are met
- Ensure consistency of training standards
- Maintain and raise delivery standards
- Support those involved in delivery to learn

Between 5-10% of unique courses will be quality assured annually. Details of QA can be found in the QA Strategy document.

For all courses (including Bikeability Scotland delivery), the process overseen by Cycling Scotland will include recording information related to the following:

- Practical delivery – the way training is delivered by instructors (practical observation). This could be random, planned or targeted. Feedback is given to instructors.
- Assessment of the scheme management, policies and processes on how the scheme is run and functions on a day to day basis (paperwork review).
- Review – reflecting on how the schemes work and look at priority areas of improvement (determined by an analysis of the above aspects).

Quality Assurance will look at these aspects critically and check the effectiveness of what is in place in order to improve future performance.

Those involved in Quality Assurance receive full training and hold regular meetings in order to ensure consistent standards are applied. A checklist is used to ensure a consistent approach. The Quality Improvement Officer reviews all findings and a report is sent to the Head of Training and Education on an annual basis. Findings and reports are stored on the Cycling Scotland 'I' drive which can only be accessed by Cycling Scotland staff.

## Bikeability Scotland training

Some of the processes that Bikeability Scotland has in place to monitor and improve the quality of its own training (quality assurance) are included in the terms and conditions for receiving Bikeability Scotland resources. Each local authority agrees to have a minimum of two Level 2 Bikeability Scotland training sessions quality assured.

## Course review strategy

As of 2015, all Cycling Scotland courses will be reviewed on an annual basis or when relevant National Standards are updated/changed.

## Complaints policy

Cycling Scotland is committed to providing a quality service to all stakeholders, partners, members and customers. One of the ways in which we continue to improve our service is by listening and responding to their views and in particular by responding positively to complaints, and by putting mistakes right.

If anyone involved in training has any feedback or complaint regarding any aspect of a training course, you are encouraged to resolve this at an informal level with the individual concerned. If this is not satisfactory, or if for any reason you find it necessary to raise concerns about any other aspects of the delivery of your training then you should contact Cycling Scotland. Full details of the Cycling Scotland complaints policy are included in Appendix 1.

## Appeals policy

The appeals policy is in place for candidates who wish to enquire about, or appeal against assessment decisions relating to Cycling Scotland training courses. It is the right of any candidate to have available to them an appeals procedure which gives them an opportunity to seek confirmation of a training or assessment decision affecting them. An appeal may be lodged on the basis that the candidate is:

- Dissatisfied with the conduct of the training or assessment
- Concerned about the adequacy of the range, nature and comprehensiveness of the evidence they are asked to produce, when set against the standards and evidence requirements
- Dissatisfied as to the adequacy of the opportunities offered in order to demonstrate competence
- Dissatisfied with the conduct of the instructor/tutor(s).

If a candidate feels that they have not been fairly dealt with on a training course, they are encouraged to resolve this at an informal level with the individual instructor/tutor concerned. If this is not satisfactory, or if for any reason you find it necessary to raise concerns about any other aspects of the delivery of your training then you should contact Cycling Scotland. Full details of the Cycling Scotland appeals policy are included in Appendix 2.

## Recognition of prior learning policy (RPL)

Cycling Scotland recognises that candidates may have prior learning experiences which are of a comparable quality or more advanced in their skills level. RPL is defined as, *“A method of assessment that considers whether a learner can demonstrate that they can meet the assessment requirements for a unit through knowledge, understanding or skills they already possess and do not need to develop through a course of learning.”* (Ofqual 2008 - The Regulatory Arrangements for the Qualifications and Credit Framework IN UKCC Recognition of Prior Learning: Developing Process & Procedures (2012).

Due to the unique nature of Cycling Scotland courses being focused on technical information, practical abilities, covering specific key skills, and learning objectives; it is



expected that candidates will usually complete the full course. Candidates are unable to complete only part of the course.

Prior to undertaking a Cycling Scotland course, if a candidate feels that they have already completed a relevant course, qualification or have relevant experience; they should discuss the nature of this in advance of any training being undertaken. Evidence should be made available. All decisions will be made on an individual/case-by-case basis and all decisions will be final. Contact the Quality Improvement Officer for further information.

Cycling Scotland have a number of training courses in their portfolio. Many of these courses are specific to Cycling Scotland and there may be no transferable course or qualification. Where Cycling Scotland is aware that these do exist, these are detailed below. If a candidate has completed another course (outwith those listed below) that they feel is relevant, the procedure outlined above should be followed.

## **Recognition of prior learning policy (RPL) individual courses**

### ***Cycle Trainer and Bikeability Scotland Instructor (BSI) exemption***

The four-day 1st4Sport Level 2 Award in Instructing Cycle Training course and the older style National Standard Instructor (NSI) course enables candidates to deliver Bikeability Levels 1, 2 and 3 in England and both are directly transferable to the Cycle Trainer Award if the qualified status for either course has been achieved. As the NSI course is now no longer delivered, this must have been completed in the last three years. Note: provisional status for both courses is not recognised.

Candidates must be able to produce their certificate number, provide one reference and show logbook evidence of delivering Bikeability training as a qualified instructor.

Candidates who have been given exemption will need to familiarise themselves with the Bikeability Scotland programme and resources. They will initially be asked to work alongside or shadow another instructor or engage in the mentoring programme offered by many local authorities in Scotland.

### ***RPL for Cycle Trainer***

The Bikeability Scotland Instructor (BSI) course is recognised as RPL for the first day of the Cycle Trainer course. If the candidate has attended the BSI course and has gained experience delivering at least Bikeability Level 1 training, the first day of the Cycle Trainer course does not need to be completed.

Candidates must be able to produce their certificate number, provide one reference and show logbook evidence of delivering Bikeability Scotland Level 1 training as a qualified instructor.

## **Reassessment policy**

Due to the nature of Cycling Scotland courses being focused on covering specific key skills and learning objectives; it is expected that if there are outcomes associated with the course, then candidates will achieve all outcomes of the course they undertake.

PASS – all outcomes are successfully achieved



If candidates have achieved all outcomes, they are deemed competent by the instructor and pass the course.

**ACTION PLAN** – half or over half (but not all) the outcomes are successfully achieved

If a minimum of half but not all outcomes are achieved, an action plan needs to be agreed by the instructor and candidate and put in writing. Only outcomes not achieved need to be included in the Action Plan and reassessed if necessary. These must be completed before a certificate is awarded.

**FAIL** – fewer than half the outcomes are successfully achieved

If a candidate achieves fewer than half the outcomes, they will fail and will have to redo the whole course at a later date.

The instructor/tutor currently inputs this information on the database.

## Reasonable adjustments

Cycling Scotland is fully committed to unimpeded access to, and equal opportunities in assessment, and will consider the needs of all potential training course candidates. This includes candidates with a range of impairments such as physical or mental impairments which have a long-term adverse effect on that person, or protected characteristics which would not prevent them from completing their instructional duties competently. Cycling Scotland will strive to make its training courses accessible to all candidates who are capable of demonstrating their competence, thereby minimising any later need to make further reasonable adjustments for the candidate. If, however it is felt that, despite the accessibility of Cycling Scotland's training, a candidate with a particular requirement should be offered extra assistance, this can be done. In such cases, Cycling Scotland will make reasonable adjustments for candidates with particular requirements to ensure that the candidate can access training and assessment, and demonstrate attainment.

### Principles underpinning reasonable adjustments

Whilst Cycling Scotland will allow a range of reasonable adjustments to accommodate candidates' special requirements, it will not authorise any adjustments which would prevent candidates from functioning effectively and safely as a leader or instructor upon completion of the training. The training courses offered by Cycling Scotland are of a practical nature and they are competence-based. Candidates will therefore be assessed on their ability to meet all the specified outcomes in order to complete the training and/or assessment towards which the candidates are working. This means that the reasonable adjustments allowed will not invalidate the outcomes or assessment requirements.

### Main types of special assessment requirements which Cycling Scotland is prepared to accommodate

The main types of special assessment requirements which Cycling Scotland is prepared to accommodate with a reasonable adjustment include physical or mental impairments which have a long term adverse effect on that person, or protected characteristics which should not prevent access to Cycling Scotland training. For example:

- A moderate hearing or visual impairment

- A physical disability, such as that resulting in restricted mobility (providing it does not impede performance in the attributes that are the focus of assessment)
- Dyslexia.

Some examples of these are detailed below (this list is not exhaustive):

- Moderate hearing impairment – have questions by instructors/tutors and candidates communicated as simply and directly as possible and rephrased whenever necessary
- Moderate visual impairment – have practical sessions conducted in well-lit areas; have the training area specifically cleared of any objects which are not necessary for the training but which might cause an inadvertent trip; use alternatively printed or presented materials (e.g. large print or audio); allow additional time for producing written work
- Physical disabilities – use an area sufficiently large and uncluttered to enable movement including that by wheelchairs; have relevant pieces of sports equipment adapted for use or use adapted versions available
- Dyslexia – Use alternatively printed or presented materials (e.g. large print or audio); have additional time for producing written work; present written work using an alternative method e.g. audio or audio-visual.

## **Maintaining the relevance, reliability and comparability of assessment**

Cycling Scotland will allow a range of reasonable adjustments for candidates with special requirements. The reasonable adjustments which will be allowed by Cycling Scotland will maintain the relevance, reliability and comparability of assessment leading to certification because the training and assessment conditions will remain the same for all candidates. The mode of assessment (despite modifications) will still align to the competencies laid down in the course outcomes. Candidates will be expected to complete all the assessment outcomes and to demonstrate their knowledge, understanding and competence in accordance with these. Since Cycling Scotland courses are of a practical nature and are competence based, all candidates will have to meet all the necessary outcomes before they can attain the award.

It is acknowledged that reasonable adjustments are generally not appropriate when the candidate's particular difficulty directly affects their performance regarding the actual attributes that are the focus of assessment, such as their instructional or leadership ability, and no such adjustments will therefore be allowed.

## **Putting in place reasonable adjustments**

The candidate should contact Cycling Scotland to discuss their personal circumstances prior to booking onto any training course. This will enable Cycling Scotland to put in place any additional requirements (some of the most common ones are listed previously). If a candidate has additional requirements, their circumstances should be described in detail and any supporting documentation should be provided so that reasonable adjustments can be put in place prior to training being undertaken. Cycling Scotland aims to complete the process of eligibility in accordance with the timescales detailed in the Cycling Scotland appeals policy.

In addition to the above, and in accordance with the Disability Discrimination Act, the principle of 'objective justification' will be considered by Cycling Scotland in order to decide what is 'reasonable'. This includes:

- The cost and availability of resources
- The extent to which making the adjustment would disrupt Cycling Scotland's business
- The extent to which it is practical for Cycling Scotland to make adjustments
- The likely effectiveness of the adjustment in preventing the disadvantage.

## Special assessment requirements not addressed in this guidance

If a candidate with a special assessment requirement not listed in the document has the potential to make a competent instructor but needs a reasonable adjustment to be able to access training, a candidate should contact Cycling Scotland's Quality Improvement Officer to request such an adjustment prior to course registration. The nature of the candidate's special requirement should be outlined and where possible appropriate adjustments will be suggested and discussed.

While Cycling Scotland will make every effort to accommodate such requests, it will not allow any adjustments which would directly affect performance or the outcomes that are the focus of assessment, such as a practical standard, instructional ability, health and safety aspect or otherwise undermine the integrity of its awards. Consistent adherence to this principle will ensure that all candidates completing Cycling Scotland training will be able to lead and instruct competently and safely.

The reasonable adjustments agreed by Cycling Scotland will reflect the current needs of individual candidates and, as far as possible, their usual methods of working.

## Special considerations

In the interests of access to and fairness in training and assessment, Cycling Scotland is prepared to give special considerations to training course candidates who suffer temporary illness, injury or indisposition at the time of training/assessment and were prevented from completing the training/assessment. Or, if they attended a training course or assessment but believe that circumstances beyond their control, such as a sudden imposition, affected their performance adversely then they should follow the procedure detailed below.

It is important to note that special considerations differ from reasonable adjustments in that they relate to unforeseen circumstances which result in a temporary indisposition and/or unavailability for assessment. By contrast, reasonable adjustments cater for longer term impairments and disabilities which manifest themselves well in advance of training and assessment and can therefore be accommodated with some preparation.

Eligibility for special considerations:

The following are a range of conditions for candidate's eligibility for special considerations:

- A sudden injury or a sudden onset of an illness/disposition (for which a doctor's/hospital note must be provided)
- A sudden bereavement of a family member or close friend
- A loss of written assessment evidence as a result of fire, flood or theft (in the last case, a police incident number should be provided)
- A domestic emergency, such as flooding, fire or serious structural damage, such as that caused by a severe storm
- Other circumstances beyond the candidate's control – e.g. severe weather, severe disruption to domestic arrangements, trauma caused by family breakdown.

## Procedure for applying for special considerations

The candidate should contact the instructor/tutor delivering the training to discuss the circumstances immediately. The circumstances should be described in detail and any supporting documentation specified above should be provided within 2 weeks of the initial reporting. Cycling Scotland aims to complete the process of eligibility in accordance with the timescales detailed in the Cycling Scotland appeals policy.

## Fair treatment

Special considerations will endeavour to treat all candidates fairly. The following arrangements are possible solutions for those whom have been approved special consideration.

- In the case of a missed formal assessment, rescheduling of assessment at no extra cost to the candidate
- In the case of a missed deadline for the submission of written work, extending this deadline by a reasonable amount of time
- In the case of poor performance due to a sudden illness or indisposition during an assessment: when the affected candidates' assessment evidence is not of a passable standard, the candidate will be allowed to take the assessment again at no extra cost to the candidate
- In the case of borderline performance due to a sudden illness or indisposition during an assessment: the performance will be re-examined in light of the mitigating circumstances and in the context of the candidates other assessed training to see if a pass would be justifiable. In the case of a negative decision, the candidate will be allowed to take the assessment again at no extra cost to them.

## Aegrotats

Some organisations issue aegrotats, which are awards made to candidates who have been unable, through temporary illness, injury or indisposition, to meet all the assessment requirements for the qualification. However, since the training offered by Cycling Scotland is of a practical nature and competence based, it is a requirement that candidates should demonstrate their competence in all the specified areas in order to be awarded their certificate. Therefore, Cycling Scotland does not award aegrotats for its instructional awards or training courses.

## Cheating, malpractice and other forms of fraud

If any form of cheating, malpractice or other forms of fraud are suspected, it should be reported to Cycling Scotland's Quality Improvement Officer.

Examples of cheating, malpractice or other forms of fraud may include:

- Impersonation during training and/or assessment
- Plagiarism (the evidence supplied not being the candidate's own work)
- Claiming certificates on the basis of falsified records
- Providing unauthorised help to other candidates with assessment tasks
- Not assessing all aspects which are supposed to be assessed.

This list is far from exhaustive. If you suspect activity or evidence suggests or constitutes cheating, malpractice or another form of fraud, you should contact the Quality Improvement Officer who will clarify the position for you.

Failure to cooperate with the requirement to report any suspected cheating, malpractice or other form of fraud may lead to the withholding of certificates and/or future registration or courses being delayed or not being accepted.

### **Investigation of cheating, malpractice and other forms of fraud**

Cycling Scotland will keep any answer papers in a locked filing cabinet for a maximum of 3 years. In order to maintain the integrity of training courses and qualifications, Cycling Scotland will monitor all incidents of cheating, malpractice or other forms of fraud. A full investigation of all instances of alleged or suspected cheating, malpractice or other forms of fraud will be undertaken whenever there are grounds to doubt the integrity of the assessment process and/or the legitimacy of claims of certification.

Investigation will initially be made by the Quality Improvement Officer who will call upon appropriate personnel to investigate the allegations and evidence related to the alleged cheating, malpractice or other form of fraud. The Quality Improvement Officer will ensure that the personnel who carry out these investigations on behalf of Cycling Scotland are independent of normal working relationships in the interests of impartiality. If evidence proves cheating, malpractice or another form of fraud, Cycling Scotland will inform all involved parties and agree on appropriate remedial action. If the involved parties do not agree with the decisions made, Cycling Scotland has formal complaints and appeals policies in place.

### **Remedial actions**

The actions taken as a result of each investigation which confirms cheating, malpractice or another form of fraud will be commensurate with its gravity. This may range from the implementation of an action plan or suspension until Cycling Scotland is satisfied that adequate safeguards are in place to guarantee the cheating, malpractice or other form of fraud will not occur in future. In some cases, Cycling Scotland reserves the right to withdraw or cancel the individual's training and qualifications. Each investigation will be dealt with on a case by case basis.

## Appendix 1 – Full complaints policy

This document sets out Cycling Scotland's policy and procedure when handling complaints. This document should be used as a reference for all complaints received by the organisation, with regards to training.

### The 7 Step Process

- Log complaint in complaints procedure log
- Send holding response (use template from folder)
- Forward to relevant officer/contractor
- Formulate response and consult with relevant officer/department
- Send reply within 10 working days (add responses to folder)
- Log reply
- Close log or if response is not sufficient repeat process (if unsure please consult detailed instructions below).

### Our aim:

Cycling Scotland is committed to providing a quality service to all stakeholders, partners, members and customers. One of the ways in which we can continue to improve our service is by listening and responding to their views and in particular by responding positively to complaints, and by putting mistakes right.

Therefore, we aim to ensure that:

- Making a complaint is as easy as possible
- We treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response
- We deal with it promptly, politely and, when appropriate, confidentially
- We respond in the right way - for example, with an explanation, or an apology where we have got things wrong, or information on any action taken etc
- We learn from complaints, use them to improve our service, and review annually our complaints policy and procedures.

We recognise that many concerns will be raised informally and dealt with quickly.

Our aims are to:

- Resolve informal concerns quickly
- Keep matters low-key
- Enable mediation between the complainant and the individual to whom the complaint has been referred.

An informal approach is appropriate when it can be achieved. But if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed.

### Formal complaints

#### *Definition*



Cycling Scotland defines a complaint as '*any expression of dissatisfaction*' that relates to the activity of the organisation and that requires a formal response.

## ***Purpose***

The formal complaints procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction.

## ***Responsibility for action***

All staff, and contractors engaged by Cycling Scotland.

## ***Confidentiality***

Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and CS maintain confidentiality. However, the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality (with each complaint judged on its own merit). Should this be the case, the situation will be explained to the complainant.

## ***Monitoring and reporting***

Senior officers at Cycling Scotland will receive annually an anonymised report of complaints made and their resolution.

Cycling Scotland's responsibility will be to:

- Acknowledge the formal complaint in writing (through letter/email)
- Respond within a stated period of time
- Deal reasonably and sensitively with the complaint
- Take action where appropriate.

A complainant's responsibility is to:

- Bring their complaint, in writing, to Cycling Scotland's attention normally within 8 weeks of the issue arising
- Raise concerns promptly and directly with a member of staff in Cycling Scotland
- Explain the problem as clearly and as fully as possible, including any action taken to date
- Allow Cycling Scotland a reasonable time to deal with the matter
- Recognise that some circumstances may be beyond Cycling Scotland's control.

## **Formal complaints procedure**

### ***Stage 1***

In the first instance, if you are unable to resolve the issue informally, you should write to the member of staff who dealt with you, or their manager, so that he or she has a chance to put things right. If your complaint concerns an agency engaged by Cycling Scotland, rather than a member of Cycling Scotland's staff, you should write formally to the agency concerned. In



your letter you should set out the details of your complaint, the consequences for you as a result, and the remedy you are seeking.

You can expect your complaint to be acknowledged within 2 working days of receipt. You should get a response and an explanation within 10 working days.

Our contact details can be found on the Cycling Scotland website.

## ***Stage 2***

If you are not satisfied with the initial response to the complaint, then you can write to Cycling Scotland's Chief Executive and ask for your complaint and the response to be reviewed. You can expect the Chief Executive to acknowledge your request within 2 working days of receipt and a response within 10 working days.

Cycling Scotland's aim is to resolve all matters as quickly as possible. However, inevitably some issues will be more complex and therefore may require longer to be fully investigated. Consequently, timescales given for handling and responding to complaints are indicative. If a matter requires more detailed investigation, you will receive an interim response describing what is being done to deal with the matter, and when a full reply can be expected and from whom.

## ***Final stage***

If you are not satisfied with the subsequent reply from Cycling Scotland's Chief Executive, then you have the option of writing to the Chairman of the Board at Cycling Scotland stating the reason why you are dissatisfied with the outcome. You must do this within 10 days of receiving the written response from Cycling Scotland's Chief Executive.

The Chairman of the Board (or their nominee) will respond normally within 10 working days to inform you of the action which will be taken to investigate your complaint, and when you can expect to hear the outcome of the investigation.

Note: If your original complaint was against the Chairman of the Board, then the final stage will be handled by the Company Secretary.

## Appendix 2 – Full appeals policy

The appeals policy is in place for candidates who feel that they have not been fairly dealt with on a training course or wish to enquire about, or appeal against training or assessment decisions relating to Cycling Scotland training courses. This policy does not cover the wider issues of; disciplinary action, or child protection matters; further details of other such policies and procedures are available from Cycling Scotland.

It is the right of any candidate to have available to them an appeals procedure which gives them an opportunity to seek confirmation of a training or assessment decision affecting them. An appeal may be lodged on the basis that the candidate is:

- Dissatisfied with the conduct of the training or assessment
- Concerned about the adequacy of the range, nature and comprehensiveness of the evidence they are asked to produce, when set against the standards and evidence requirements
- Dissatisfied as to the adequacy of the opportunities offered in order to demonstrate competence
- Dissatisfied with the conduct of the instructor/tutor(s).

If a candidate feels that they have not been fairly dealt with on a training course, they are encouraged to resolve this at an informal level with the individual instructor/tutor concerned. If this is not satisfactory, or if for any reason you find it necessary to raise concerns about any other aspects of the delivery of your training then you should contact Cycling Scotland. Our contact details can be found on the Cycling Scotland website.

In cases of appeals against assessment decisions, the appeals procedure will focus on whether the procedures used were consistent with assessment requirements and that these requirements were applied properly and fairly.

If a candidate enquires about a training or assessment decision in relation to the candidate's written work, the reassessment of this work will be arranged to ascertain whether the original assessment decision was correct. The result of such reassessment will be notified to the candidate in writing within 28 calendar days. If, however, it is a practical assessment decision that is being questioned, candidates are required to submit a formal appeal.

Cycling Scotland aims to ensure that:

- Making an appeal is as easy as possible
- We treat an appeal as a clear expression of dissatisfaction with our service which calls for an immediate response
- We deal with it promptly, politely and, when appropriate, confidentially
- We respond in the right way - for example, with an explanation, or an apology where we have got things wrong, or information on any action taken etc.
- We learn from appeals, use them to improve our service, and review our policy.

We recognise that many concerns will be raised informally and dealt with quickly.

Our aims are to:

- Resolve informal concerns quickly
- Keep matters low-key
- Enable mediation between the individual making the appeal and the trainer/assessor.

An informal approach is appropriate when it can be achieved. But if the appeal cannot be satisfactorily resolved informally, then the formal appeals procedure should be followed.

## **Formal appeals**

### ***Definition***

Cycling Scotland defines an appeal as *'any request to review a decision of training or assessment.'*

### ***Purpose***

The formal appeals procedure is intended to ensure that all appeals are handled fairly, consistently and wherever possible resolved to the appellant's satisfaction.

### ***Responsibility for action***

All staff, and contractors engaged by Cycling Scotland.

### ***Confidentiality***

Except in exceptional circumstances, every attempt will be made to ensure that both the appellant and Cycling Scotland maintain confidentiality. However, the circumstances giving rise to the appeal may be such that it may not be possible to maintain confidentiality (with each appeal judged on its own merit). Should this be the case, the situation will be explained to the appellant.

### ***Monitoring and reporting***

Senior officers at Cycling Scotland will receive annually an anonymised report of appeals made and their resolution.

Cycling Scotland's responsibility will be to:

- Acknowledge the formal appeal in writing (through letter/email)
- Respond within a stated period of time
- Deal reasonably and sensitively with the appeal
- Take action where appropriate.

An appellant's responsibility is to:

- Bring their appeal, in writing, to Cycling Scotland's attention normally within 8 weeks of the issue arising
- Raise concerns promptly and directly with a member of staff in Cycling Scotland
- Explain the problem as clearly and as fully as possible, and include; full details of the assessment, when, where, involving whom, etc., the nature of the appeal,

any supporting documentation relating to the assessment (action plan reports etc.), any action taken to date

- Allow Cycling Scotland a reasonable time to deal with the matter
- Recognise that some circumstances may be beyond Cycling Scotland's control.

## Formal appeals procedure

### Stage 1

In the first instance, if you are unable to resolve the issue informally, you should write to the member of staff who dealt with you, or their manager, so that he or she has a chance to put things right. If your appeal concerns an agency engaged by Cycling Scotland, rather than a member of Cycling Scotland's staff, you should write formally to the agency concerned. In your letter you should set out the details of your appeal, the consequences for you as a result, and the remedy you are seeking.

You can expect your appeal to be acknowledged within 2 working days of receipt. You should get a response and an explanation within 10 working days.

Our contact details can be found on the Cycling Scotland website.

### Appeal outcome

The outcome will be based on one of the following possibilities

- The original decision is confirmed
- The assessment be carried out again, by the same or a different assessor
- The original decision be overturned, and the evidence judged to be adequate.

### Stage 2

If you are not satisfied with the initial response to the appeal, then you can write to Cycling Scotland's Chief Executive and ask for your appeal and the response to be reviewed. You can expect the Chief Executive to acknowledge your request within 2 working days of receipt and a response within 10 working days.

Cycling Scotland's aim is to resolve all matters as quickly as possible. However, inevitably some issues will be more complex and therefore may require longer to be fully investigated. Consequently, timescales given for handling and responding to appeals are indicative. If a matter requires more detailed investigation, you will receive an interim response describing what is being done to deal with the matter, and when a full reply can be expected and from whom.

### Final stage

If you are not satisfied with the subsequent reply from Cycling Scotland's Chief Executive, then you have the option of writing to the Chairman of the Board at Cycling Scotland stating the reason why you are dissatisfied with the outcome. You must do this within 10 days of receiving the written response from Cycling Scotland's Chief Executive.

The Chairman of the Board (or their nominee) will respond normally within 10 working days to inform you of the action which will be taken to investigate your appeal, and when you can expect to hear the outcome of the investigation.