



Centre Policies & Procedures

Centre Policies & Procedures Index

Policy	Page
Registration & Certification Policy	3
Assessment Malpractice Policy	4-5
Complaints Procedure	
Assessment Policy	6
Internal Verification Policy	7
Special Consideration / Reasonable Adjustment Policy	8
Internal Quality Assurance Policy	9-10
Health & Safety Policy	11
Equal Opportunities Policy.	12
Appeals Policy	13
Recognition / Accreditation of Prior Learning	14-15
Appendix	16

Registration & Certification Policy

Aim:

- To register individual learners to the correct programme within agreed timescales.
- To claim valid learner certificates within agreed timescales.
- To construct a secure, accurate and accessible audit trail to ensure that individual learner registration and certification claims can be tracked to the certificate which is issued for each learner.

In order to do this, the London School of Massage will:

- register each learner within the awarding body requirements
- provide a mechanism for programme teams to check the accuracy of learner registrations
- make each learner aware of their registration status
- inform the awarding body of withdrawals, transfers or changes to learner details
- ensure that certificate claims are timely and based solely on internally verified assessment records
- audit certificate claims made to the awarding body
- audit the certificates received from the awarding body to ensure accuracy and completeness
- keep all records safely and securely for three years post certification.

This policy will be reviewed every 12 months by Principal.

Assessment Malpractice Policy

Aim:

- To identify and minimise the risk of malpractice by staff or learners.
- To respond to any incident of alleged malpractice promptly and objectively.
- To standardise and record any investigation of malpractice to ensure openness and fairness.
- To impose appropriate penalties and/or sanctions on learners or staff where incidents (or attempted incidents) of malpractice are proven.
- To protect the integrity of London School of Massage and the qualifications it offers.

In order to do this, London School of Massage will:

- Seek to avoid potential malpractice by using the induction period and the student handbook to inform learners of the centre's policy on malpractice and the penalties for attempted and actual incidents of malpractice.
- Show learners the appropriate formats to record cited texts and other materials or information sources.
- Ask learners to declare that their work is their own.
- Ask learners to provide evidence that they have interpreted and synthesised appropriate information and acknowledged any sources used.
- Conduct an investigation in a form commensurate with the nature of the malpractice allegation. Such an investigation will be supported by the Principal and all personnel linked to the allegation.
 - Make the individual fully aware at the earliest opportunity of the nature of the alleged malpractice and of the possible consequences should malpractice be proven.
 - Give the individual the opportunity to respond to the allegations made.
 - Inform the individual of the avenues for appealing against any judgment made.
 - Document all stages of any investigation.
 - Where malpractice is proven, London School of Massage will apply the following penalties / sanctions:
 1. Resubmission of all work within the assignment and where necessary the use of a modified assignment brief
 2. Automatic failure of the unit
 3. Removal from the qualification

Definition of Malpractice by Learners

This list is not exhaustive and other instances of malpractice may be considered by London School of Massage at its discretion:

- Plagiarism of any nature.
- Collusion by working collaboratively with other learners to produce work that is
- Submitted as individual learner work.
- Copying (including the use of ICT to aid copying).
- Deliberate destruction of another's work.
- Fabrication of results or evidence.
- False declaration of authenticity in relation to the contents of a portfolio or coursework.
- Impersonation by pretending to be someone else in order to produce the work for another or arranging for another to take one's place in an assessment/examination/test.

Definition of Malpractice by Centre Staff

- Improper assistance to candidates.
- Inventing or changing marks for internally assessed work (coursework or portfolio evidence) where there is insufficient evidence of the candidates' achievement to justify the marks given or assessment decisions made.
- Failure to keep candidate coursework/portfolios of evidence secure.
- Inappropriate retention of certificates.
- Assisting learners in the production of work for assessment, where the support has the potential to influence the outcomes of assessment, for example where the assistance involves London School of Massage staff producing work for the learner.
- Producing falsified witness statements, for example for evidence the learner has not generated.
- Allowing evidence, which is known by the staff member not to be the learner's own, to be included in a learner's assignment/task/portfolio/coursework.
- Facilitating and allowing impersonation.
- Misusing the conditions for special learner requirements, for example where learners are permitted support, such as an amanuensis, this is permissible up to the point where the support has the potential to influence the outcome of the assessment.
- Falsifying records/certificates, for example by alteration, substitution, or by fraud.
- Fraudulent certificate claims, that is claiming for a certificate prior to the learner completing all the requirements of assessment.

This policy will be reviewed every 12 months by the Principal.

Complaints Policy

The London School of Massage takes all complaints and concerns about professional misconduct of any kind very seriously. The following outlines the process for filing a complaint against the London School of Massage.

Making a Complaint

A complaint must be received by London School of Massage in writing, or any other permanent medium. It should be posted for the attention of School Director at London School of Massage, 455 Caledonian Road, N7 9BA. We will investigate the complaint immediately and you will be given a full and prompt reply. The complaint should include the full name of the any persons, as well as the time, place, date(s) and details of the alleged event(s). All complaints should be registered with the London School of Massage within 6-months of the event. To maintain confidentiality, the London School of Massage asks that any complaints be sent by registered mail not by email by the Complainant. The London School of Massage will not process any anonymous complaints.

Receiving the Complaint

Once a complaint is filed with the London School of Massage the complainant will receive an acknowledgement in writing within 14-days of the complaint being made. Within 14-days of the London School of Massage receiving the complaint, if the complaint is about a member of the team then that team member will be given a further 14-days to respond.

Investigating a Complaint

The investigation process will take an underdetermined amount of time, but not more than 150-days. The Director will investigate the complaint and following the investigation, a report is prepared. The Director will make their formal response or decision within 150 days of receiving the complaint.

The Decision

If the Decision is in favour of the Complainant, then any of the following may happen.

- All efforts will be taken to resolve the complaint amicably and swiftly
- Instructions will be given to take other appropriate or formal action as required

If the Decision is in favour of London School of Massage or a member of the team, then any of the following may happen.

- The Complainant will receive formal notice that no further action will be taken

The Complainant and any relevant members of the team will receive a written copy of the decision.

Appealing the Decision

If the Complainant is not satisfied with the Decision then they must take further action and discuss their case with the relevant body.

Assessment Policy

Aim:

- To ensure that assessment methodology is valid, reliable and does not disadvantage or advantage any group of learners or individuals.
- To ensure that the assessment procedure is open, fair and free from bias and to national standards.
- To ensure that there is accurate and detailed recording of assessment decisions.

In order to do this, the London School of Massage will:

- ensure that learners are provided with assignments that are fit for purpose, to enable them to produce appropriate evidence for assessment
- assess learner's evidence using only the published assessment and grading criteria
- ensure that assessment decisions are impartial, valid and reliable
- not limit or 'cap' learner achievement if work is submitted late
- develop assessment procedures that will minimise the opportunity for malpractice
- maintain accurate and detailed records of assessment decisions
- maintain a robust and rigorous internal verification procedure
- provide samples for Standards Verification as required by the awarding body
- monitor standards verification reports and undertake any remedial action required
- share good assessment practice between all ITEC, BTEC or other awarding/accrediting body programme teams
- ensure that ITEC, BTEC or other awarding/accrediting body assessment methodology and the role of the assessor are understood by all tutors and staff
- provide resources to ensure that assessment can be performed accurately and appropriately.

This policy will be reviewed every 12 months by the Principal.

Internal Verification Policy

Aim:

- To ensure there is an accredited lead internal verifier in each principal subject area
- To ensure that internal verification is valid, reliable and covers all assessors and programme activity.
- To ensure that the internal verification procedure is open, fair and free from bias.
- To ensure that there is accurate and detailed recording of internal verification decisions.

In order to do this, the London School of Massage will ensure that:

- a lead internal verifier for each principal subject area is accredited by Edexcel via the successful completion of an online standardisation exercise
- each lead internal verifier oversees effective internal verification systems within each principal subject area
- staff are briefed and trained in the requirements for current internal verification procedures
- effective internal verification roles are defined, maintained and supported
- internal verification is promoted as a developmental process between staff
- standardised internal verification documentation is provided and used
- all centre assessment instruments are verified as fit for purpose
- an annual internal verification schedule, linked to assessment plans, is in place
- an appropriately structured sample of assessment from all programmes, sites and teams is internally verified, to ensure centre programmes conform to national standards and standards verification requirements
- secure records of all internal verification activity are maintained
- the outcome of internal verification is used to enhance future assessment practice.

This policy will be reviewed every 12 months by the Principal.

Reasonable Adjustment & Special Consideration Policy

Policy Statement

London School of Massage aims to facilitate open access to vocational qualifications for learners who are eligible for reasonable adjustment and/or special consideration in assessments, without compromising the assessment of the skills, knowledge, understanding or competence being measured. This will be achieved through:

Reasonable Adjustment

This is agreed at the pre-assessment planning stage and is any action that helps to reduce the effect of a disability or difficulty, which places the learner at a substantial disadvantage in the assessment situation. Reasonable adjustments must not, however, affect the reliability or validity of assessment outcomes, nor must they give the learner an assessment advantage over other learners undertaking the same or similar assessments.

Special Consideration

This is a post-assessment allowance to reflect temporary illness, injury or indisposition that occurred at the time of assessment. Any special consideration granted cannot remove the difficulty the learner faced at the time of assessment and can only be a relatively small adjustment to ensure that the integrity of the assessment is not compromised. Special consideration **cannot** apply to “licence to practise” units within a qualification, or to “licence to practise” qualifications.

London School of Massage will only consider requests for Reasonable Adjustment and Special Consideration submitted following a written request by the learner and where possible through supporting documentation.

Quality Assurance Policy

Aim:

- To ensure that our learners are at the centre of all our activities.
- To ensure we offer an effective and high quality education
- To develop the principles of lifelong learning and independent study.
- To ensure that there are centre level checks in place to maintain the standard of quality delivery and assessment upon which London School of Massage gained approval to deliver qualifications.

In order to do this, the London School of Massage will, under the supervision of Bhavesh Joshi, our Quality Nominee:

- Ensure there is an internal process in place to monitor the delivery of taught programmes, in order to confirm that there is consistency and that the quality meets the standards of our awarding/accrediting bodies.
- Provide and implement a Registration and Certification Policy, which describes London School of Massage procedures to ensure that:
 - individual learners are registered to the correct programme within agreed timescales
 - valid learner certificates are claimed within agreed timescales
 - there is a secure, accurate and accessible audit trail, which allows individual
 - learner registration and certification claims to be tracked to the certificate issued for the learner
- Provide and implement an Assessment Policy, which describes London School of Massage procedures to ensure that:
 - assessment methodology is valid, reliable and does not advantage or disadvantage any group of learners or individuals
 - there is accurate and detailed recording of assessment decisions.
 - the assessment procedure is open, fair and free from bias, and meets the standards of our awarding/accrediting bodies.
- Provide and implement an Internal Verification Policy, which describes London School of Massage procedures to ensure that:
 - there is an accredited Lead Internal Verifier for each programme subject area
 - internal verification is valid, reliable and covers all assessors and programme activities
 - there is accurate and detailed recording of internal verification decisions
 - the internal verification procedure is open, fair and free from bias, and meets the standards of our awarding/accrediting bodies.

- Provide and implement an Appeals Policy, which describes the centre procedures that:
 - enables learners to enquire, question or appeal against an assessment decision.
 - attempts to reach agreement between the learner and the assessor at the earliest opportunity
 - standardises and records any appeal
 - facilitates a learner's ultimate right of appeal to the awarding body, where appropriate.
 - protects the interests of all learners and the integrity of the qualification.
 - is open, fair and free from bias, and meets the standards of our awarding/accrediting bodies.

- Provide and implement an Assessment Malpractice Policy, which describes the centre procedures that:
 - identifies and minimises the risk of malpractice by staff or learners.
 - responds to any incident of alleged malpractice promptly and objectively.
 - standardises and records any investigation of malpractice
 - ensures that malpractice procedure is open, fair and free from bias, and meets the standards of our awarding/accrediting bodies.
 - imposes appropriate penalties and/or sanctions on learners or staff where incidents (or attempted incidents) of malpractice are proven.
 - protects the integrity of the centre and our awarding/accrediting body qualifications.

- Ensure there is an internal mechanism to audit all quality assurance procedures, identify areas for improvement and provide feedback of audit outcomes.

- Ensure that SMART objectives are set to rectify any issues with the quality process to assure an on-going adherence to the Edexcel centre and qualification approval criteria.

This policy will be reviewed every 12 months by the Principal.

Health & Safety Policy

Statement of general policy:

- to provide adequate control of the health and safety risks arising from our work activities;
- to consult with our employees on matters affecting their health and safety;
- to provide and maintain safe plant and equipment;
- to ensure safe handling and use of substances;
- to provide information, instruction and supervision for employees;
- to ensure all employees are competent to do their tasks, and to give them adequate training;
- to prevent accidents and cases of work-related ill health;
- to maintain safe and healthy working conditions;
- to review and revise this policy as necessary at regular intervals.

Equal Opportunities Policy

Introduction

London School of Massage is committed to a policy of treating all employees, learners and job applicants equally. None of the above will receive less favourable treatment or consideration on the grounds of disability, race, colour, nationality, ethnic origin, sex, sexual orientation, marital or civil partnership status, age, religion or belief or will be disadvantaged by any conditions of employment or requirements that cannot be justified as necessary on operational grounds.

Principles

- These principles apply equally to all employees and learners.
- There should be no discrimination on the basis of disability, race, colour, nationality, ethnic origin, sex, sexual orientation, marital or civil partnership status, age, religion or belief.
- London School of Massage will appoint, train, develop and promote on the basis of merit and ability.
- All staff have personal responsibility for the practical application of London School of Massage's equal opportunities policy.
- Anyone involved in the recruitment, selection, promotion or training of employees and learners has a special responsibility for the practical application of London School of Massage's equal opportunities policy.
- Any employee who is found to have committed an act of unlawful discrimination (be it against another member of staff or learner) may face disciplinary action. Harassment or bullying on the grounds of disability, race, colour, nationality, ethnic origin, sex, sexual orientation, marital or civil partnership status, age, religion, belief or for any other reason will be treated as gross misconduct. Harassment is any unwanted conduct which violates another's dignity or creates an intimidating, hostile, degrading, humiliating or offensive environment for another person or is intended to have one of those effects;
- The application of this policy will be reviewed annually by the Principal.

Appeals Policy

Aim:

- To enable the learner to enquire, question or appeal against an assessment decision.
- To attempt to reach agreement between the learner and the assessor at the earliest opportunity.
- To standardise and record any appeal to ensure openness and fairness.
- To facilitate a learner's ultimate right of appeal to the awarding body, where appropriate.
- To protect the interests of all learners and the integrity of the qualification.

In order to do this, London School of Massage will:

- Inform the learner at induction, of the Appeals Policy and procedure.
- Record, track and validate any appeal.
- Forward the appeal to the awarding body when a learner considers that a decision continues to disadvantage her/him after the internal appeals process has been exhausted.
- Keep appeals records for inspection by the awarding body for a minimum of 18 months.
- Have a staged appeals procedure.
- Take appropriate action to protect the interests of other learners and the integrity of the qualification, when the outcome of an appeal questions the validity of other results.
- Monitor appeals to inform quality improvement.

This policy will be reviewed every 12 months by the Principal.

Accreditation of Prior Learning Policy

Introduction

APL is an assessment process which enables recognition of achievement from a range of activities using any valid assessment methodology. Provided that the assessment requirements of a given unit or qualification have been met, the use of APL is acceptable for accrediting part of a unit, unit(s) or a qualification.

Evidence submitted for APL must map exactly to the requested qualification, and be:

- authentic
- current
- relevant
- sufficient

APL is a process which recognises that learning is continuous – at work, home and at leisure, as well as in the classroom. APL provides a route for the recognition of the achievements resulting from continuous learning.

Terminology

APL policies and procedures have been developed over time, which has led to the use of a number of names to describe the process. Among the most common are:

- Accreditation of Prior Learning (APL)
- Accreditation of Prior Experiential Learning (APEL)
- Accreditation of Prior Achievement (APA)
- Accreditation of Prior Learning and Achievement (APLA).

These terms broadly describe the same process but because of its wide acceptance, nationally and internationally, Edexcel uses the term Accreditation of Prior Learning.

Usage

The APL process is not concerned with allowing for exceptional entry to, or exemption from, a programme of study. It focuses on assessment and certification of prior learning which may count as evidence towards:

- a part of a unit or unit(s) accumulated towards a full qualification
- unit or units recognised by an Edexcel Certificate of Achievement
- a full Edexcel qualification.

The APL process does not allow the accreditation of any externally assessed unit because these units are subject to specific evidence requirements, for example, the externally assessed units of a ITEC, BTEC or other awarding/accrediting body short course qualification where a qualification contains a mandatory externally assessed component.

Learners must complete the required external assessment to be awarded the overall qualification.

Grading

When grading APL evidence for ITEC, BTEC or other awarding/accrediting body qualifications, the guidance in the specification must be adhered to and the learner's performance must be judged against the criteria in the unit grading grid. The requirements of each grading criterion must be met in full. For instance, if the grading criterion requires the demonstration of independence, the APL evidence for this must demonstrate independence.

Claiming

Although it is possible to claim for an entire qualification through APL, this is not the norm. For example, a qualification with externally assessed units cannot be accredited in its entirety using APL. Furthermore, it would be unusual for an APL learner to be able to offer prior achievement that completely matches every aspect of the qualification's assessment requirements.

Students are the driving force behind a claim for APL. Students who wish to claim for APL should do so by following the procedures laid below

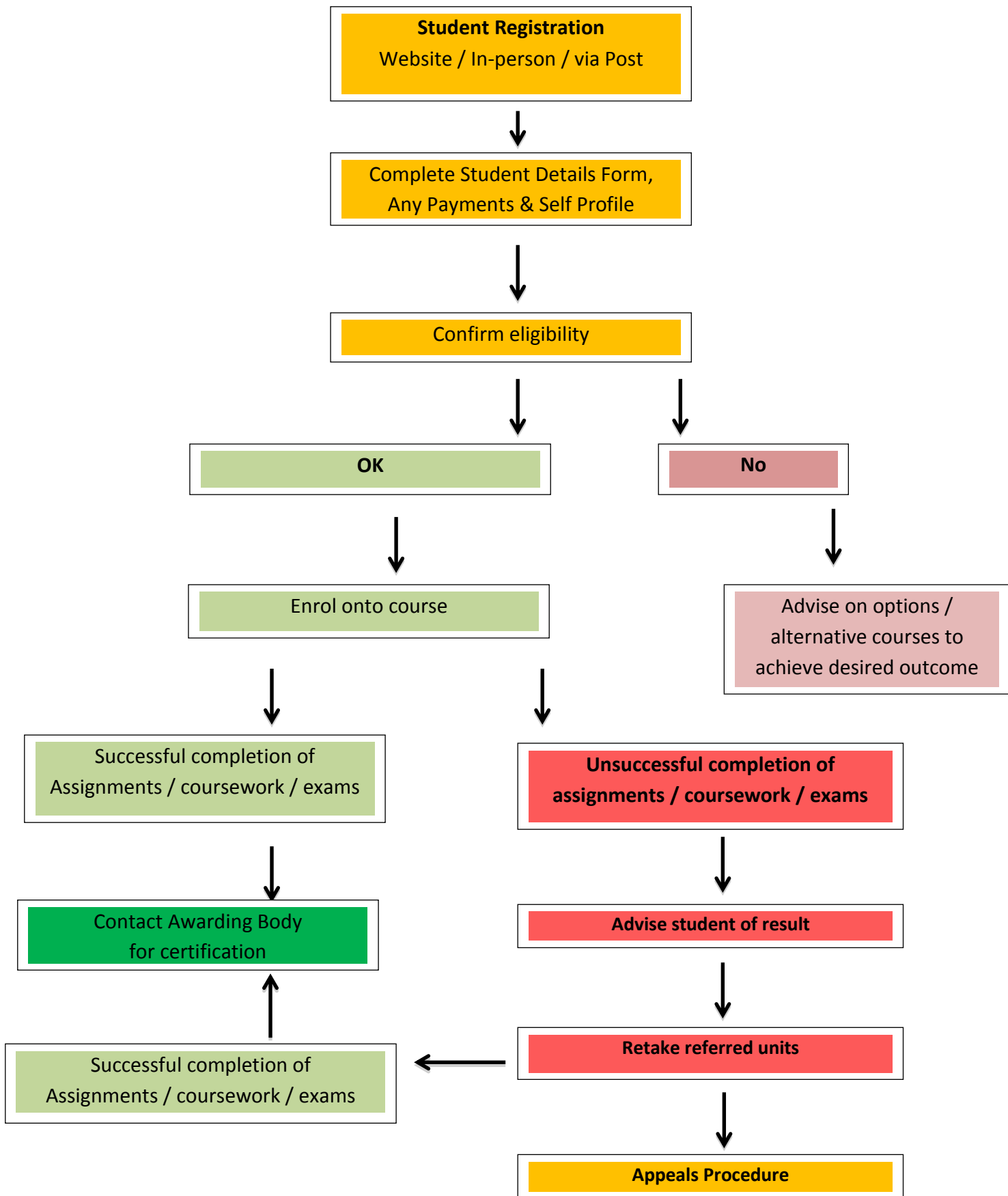
1. Seek approval from the relevant curriculum leader
2. Complete form APL Form – See Appendix 1 (page 14)
3. Gather evidence to substantiate the claim
4. Submit the appropriate application form (APL Form) together with any supporting evidence to the appropriate curriculum leader
5. The course leader/admin will meet with the Quality Nominee to discuss the claim
6. A decision will be made regarding the outcome of the claim, normally within 2 weeks

See Appendix 1 (page 16)

Appendix 1 (sample)

APL Application Form				
Student Name				
Name of Programme		Course		
Units Achieved from a Previous Qualification				
Qualification Name	Unit Name	Exam/Awarding	Year Achieved	Grade Achieved
Units being Claimed in Current Qualification				
Unit Name	Unit Code	No of Credits	Units Used	Grade Awarded
Certificates/Documents submitted (if applicable)				
1				
2				
3				
4				
5				
Name of Course Leader			Date	
Signature				

Registration and Certification



STUDENT PERSONAL DETAILS

This Word Document is a Form that you can complete using your computer, without printing or scanning.

Course:			
Full Name:	<i>[As it will appear on any Certificates]</i>		
Email:			
Postal Address:	Date of Birth:		
	Male / Female:	<input type="checkbox"/> Male	<input type="checkbox"/> Female
	Day Time Tel:		
	Mobile Tel:		
	Existing No:		

PLEASE ATTACH IN YOUR EMAIL A RECENT PASSPORT-SIZED JPG OF YOURSELF

BRIEF OUTLINE OF COMPLEMENTARY THERAPY COURSES STUDIED.

MEDICAL HISTORY / ALLERGIES / LEARNING DIFFICULTIES (TREATED IN STRICTEST CONFIDENCE)
 Please inform us of any conditions which you have been medically diagnosed with. If none, please write "NONE".

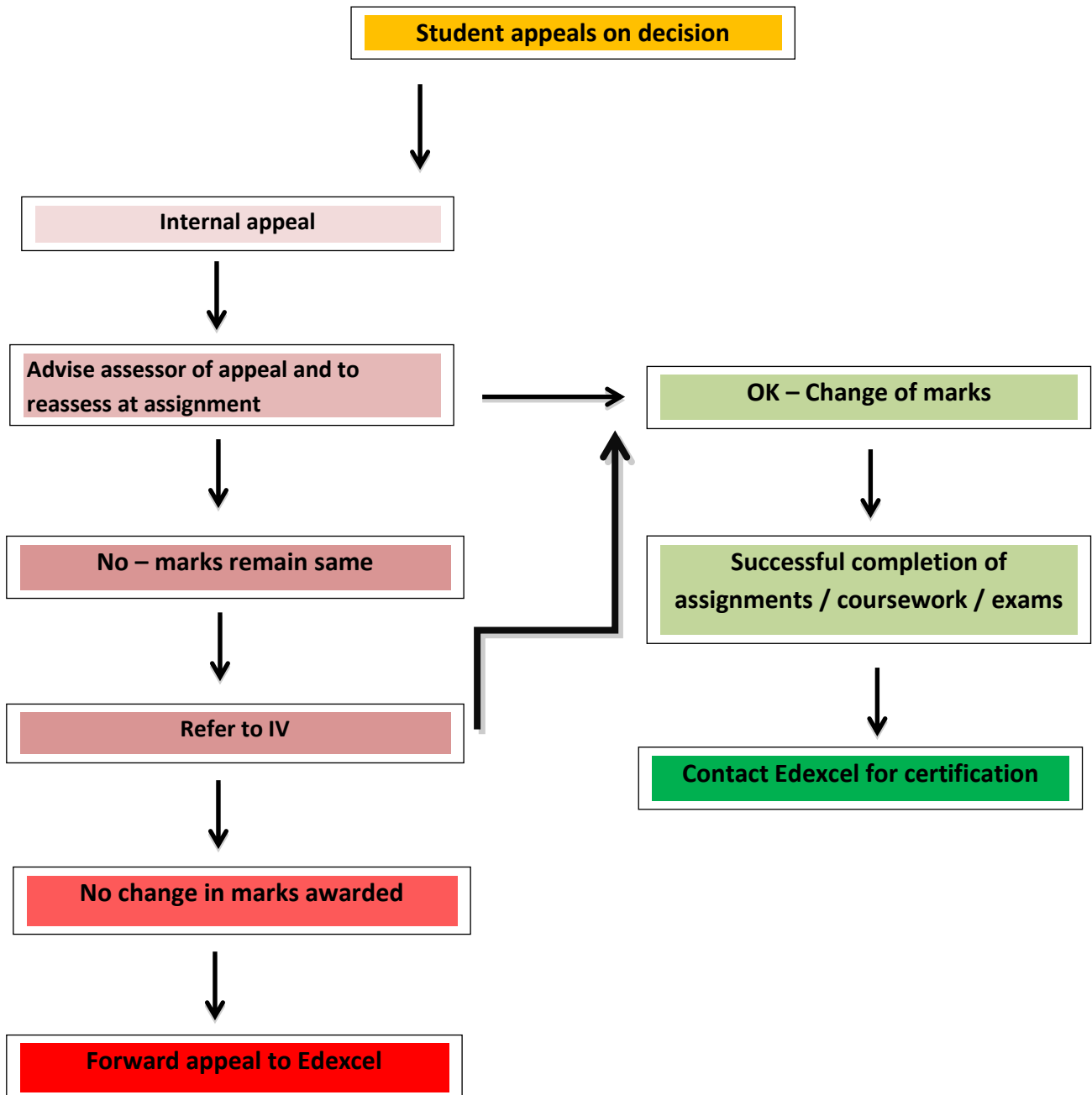
If you do suffer from any medical conditions YOU ARE REQUIRED TO PRODUCE A LETTER FROM YOUR GP / MEDICAL CONSULTANT indicating that you will be fit for receiving and giving massage.

Please read, then print and date: 1. This information is true to the best of my knowledge 2. I have read, understood and agree to the London School of Massage Terms & Conditions	Name:	
	Date:	
	Signed:	

Please email this form to: info@londonschoolofmassage.co.uk

Appeals Policy

Inform learners at induction of the School's Appeals Policy.



Risk Assessment

Inform learners at induction of the School's Appeals Policy.

EXAM DAY GUIDELINES - Theory

So this is it - it's finally here! You may be feeling nervous, tense, anxious, happy, excited – all of it! Everyone around you will be feeling something, so please be respectful of each other's feelings.

So, are you hearing a crazy voice inside your head? The one that might be telling you that you've forgotten everything you've ever learned, ever – ignore it. Anxiety and nerves can play nasty tricks on us, and making us feel and believe totally unexpected things.

Do your best to relax, take some deep breaths, sip some water and try to focus on the task ahead. And remember, you're going to be an exceptional therapist!

Preparing your workspace

1. Go to the toilet before you start, there are no breaks permitted during the exam
2. All bags and personal belongings should be left outside of the room, including electronic devices, books and folders etc.
3. On the table in front of you should any of the following items, nothing else is permitted;
 - a. **Black writing pen** - for marking your final answers
 - b. **Soft pencil** - for marking your answers in rough, if required
 - c. **Eraser** - to erase any marks or notes on your answer paper
 - d. **Pencil Sharpener** - if required
 - e. **Clip board** - to provide a hard writing surface
 - f. **Plain Paper** - for making notes before you choose your final answer
 - g. **Plain Water Bottle** - if you require water during the exam
 - h. **Translation Dictionary** - only if by pre-agreement with ITEC, BTEC or the awarding body

Once the exam starts....

1. There should be no speaking or communication of any kind
2. If you require the Invigilator's attention, raise your hand, but **ONLY** if
 - a. you have a valid question or concern
 - b. you feel unwell or are unable to continue for any reason
3. If you make a mistake ...
 - a. Cross out the **X** clearly, in both directions
 - b. Put your initials, in small writing next to the incorrect X
 - c. Mark your new answer clearly in accordance with the awarding body
4. If you reach the end of the paper and are nearly out of time, don't leave a question blank – make your best guess at what you think is the correct answer.
5. At any time during the exam, once you've finished and checked your answers you may...
 - a. Gather your belongings and the question paper , answer paper and scrap paper on your clip board
 - b. Silently leave your table, don't scrape your chair on the floor
 - c. Give the clip board with ALL paper to the Invigilator.
 - d. Silently leave the room and building, unless you are scheduled for an immediate practical exam.

