

Eagles Consultancy Policy Statements

The following policy statements are shortened versions of the outlined policies. You can access the full version of these policies by emailing info@eaglesconsultancy.co.uk

Privacy Notice

Eagles Consultancy, has a legal obligation to collect, store and share personal data about its students in a clear and transparent way. Information that we collect will be provided in the main by yourself upon application for a course.

Eagles Consultancy are committed to protecting and using your data in line with data protection guidance. Any Personal data that we collect will be to support your learning and meet our statutory requirements.

GDPR

General Data Protection Regulations (2018) relates to the protection of information about you and other students in the class.

This means that anything discussed or talked about in sessions is confidential, any personal information and data that you give Eagles Consultancy is kept secure and in line with data protection regulations.

If you speak to your tutor or another member of Eagles Consultancy staff about a personal matter, this will be kept confidential, unless the information is a safeguarding concern. If this is the case, the information must be shared with those who need to be aware of the issue, this includes the safeguarding officer at Eagles Consultancy.

Equal Opportunities

Eagles Consultancy recognises that discrimination and victimisation is unacceptable. No student will receive less favourable facilities or treatment (either directly or indirectly) whilst undertaking a learning programme with Eagles Consultancy, on grounds of age, disability, gender/gender reassignment, marriage/civil partnership, pregnancy/maternity, race, religion or belief, sex, or sexual orientation. We aim to create an environment in which individual differences and the contributions of all our students are recognised and valued. Our students are entitled to learn in an environment that promotes dignity and respect to all, no form of intimidation, bullying or harassment will be tolerated.

Safeguarding

Eagles Consultancy has a professional duty to safeguard children, young people and vulnerable adults. We are committed to providing a safe learning environment and follow safe working practices, so that our students can participate in learning programmes in a safe and secure environment.

Any concerns, disclosures of abuse or safeguarding incidents will be dealt with in line with legislation, relevant guidance and company procedures. Referrals and reporting procedures will be followed and confidentially will be maintained throughout. Information will be retained

and shared with relevant organisations to ensure that the individual is safeguarded this will be in line with GDPR regulations and data protection.

Whistleblowing Statement

Whistle-blowers can alert to problems at an organisation which leaders, may be unaware of. Our safeguarding policy follows statutory guidance for dealing with concerns raised by employees and learners, these may relate to suspected wrongdoing or dangers. Any allegations, concerns or suspected abuse against our staff team or other organisations in which we work, will be taken seriously and dealt with in line with statutory guidance. It is important that you feel able to express concerns without fear of harassment or victimisation, we will ensure that any allegation made is dealt with fairly and does not compromise the whistle-blower. Confidentiality and protection of identify will be maintained where reasonably possible, concerns or allegations should be brought to the attention of the safeguarding officer.

Acceptable Use Statement

Eagles Consultancy expect that all our students and users follow our acceptable use policy of technologies and facilities. This requires appropriate and legal use of the technologies and facilities made available to our students and users. Unacceptable use is identified as unlawful use of any materials or technology, any harassment, bullying and/or victimisation of a student of Eagles consultancy or a third party, hate crimes, discrimination and unauthorised access to networks.

We recognise that students and users may use their own technology such as mobile phones and electronic devices to access information from the internet as an educational resource within the classroom. We do not permit students or users to access social media sites such as Facebook, snapchat, Instagram twitter etc, for personal reasons within the learning environment. All communication through social media with Eagles Consultancy and fellow students/users should always be respectful. Please do not tweet, send messages or tag and post photographs that may be discriminatory or unlawful.

It is a breach of our acceptable usage policy if networks or information is accessed along with any actions that conflict with any of the identified unacceptable usage statements. These can be found in our full policy held by your course tutor.

Prevent Duty

Eagles Consultancy recognises our duty to protect and prevent vulnerable students at risk of being drawn into terrorism.

We implement and follow prevent guidance and channel procedures for referral. We apply a robust system to monitor, identify and manage risk to vulnerable students.

Radicalisation is defined as the process by which people come to support terrorism and extremism and, in some cases, to then participate in terrorist groups.

Extremism is defined as a vocal or active opposition to fundamental British values.

Eagles Consultancy will provide opportunities within our learning programmes to promote British Values. Should and concerns be raised these will be treated with a serious nature and dealt with following our company policy and procedures.

Plagiarism

Plagiarism and other forms of cheating undermines the value of qualifications for all concerned because they undermine their credibility. If a student passes an assessment, or achieves a qualification, by unfair means then this is unfair to those who have achieved the same qualification fairly.

Eagles Consultancy has an obligation to their students, awarding organisations and assessment bodies to ensure that all submitted work is a fair and accurate representation of students work, and of the knowledge and skills attained.

It is the student's responsibility to ensure that any work they submit as part of their program is their own. Students must not copy work or use other sources such as written text or the internet. All work must be that of the student unless you have specifically indicated within the text and referencing that this is not the case. Teaching staff will take appropriate action if plagiarism is detected.

Health and Safety

Eagles Consultancy endeavour to maintain health and safety for any student who undertakes one of our qualifications, the learning environment will be risk assessed in line with health and safety regulations. Any concerns across health and safety can be discussed and disclosed to a member of staff within Eagles Consultancy.

Complaints and Appeals

Eagles Consultancy aims to provide a high quality of service in all its work. We take complaints seriously and welcome your feedback on the service that we provide. If you would like to make a complaint this can be made verbally or in writing. We commit to handling your complaint as quickly and thoroughly as possible. We aim to process this within 14 working days, whereby grounds for the complaint will be dealt with. The centre manager will contact the student to discuss any action to be taken to support a satisfactory solution.

If the student and Eagles Consultancy, are unable to find a satisfactory solution regards the complaint. The funding body or centre advisor from the awarding organisation will be contacted and all evidence of the complaint will be provided to them. This will then be dealt with by the relevant body, at this time their complaints procedure will be initiated.

ESOL/Functional Skills Assessment Statement

It is important that as the student you attend your assessment on the agreed day and time with your course tutor and that you are compliant with the procedures of the organisation. It is your responsibility to attend the assessment and arrive timely. In the examination room you will always be supervised by an invigilator, you are not permitted to leave the room before the end of the assessment unless agreed to do so by the invigilator. You will not be permitted to talk and communicate with others unless this is part of the assessment specification. Your Invigilator is not able to provide any guidance and support outside of the awarding organisation guidance. In the event of an emergency your invigilator will provide you with instructions to follow.

Careers Education Information Advice and Guidance Statement (CEIAG)

Whilst you undertake learning with Eagles Consultancy, you will be provided with unbiased information advice and guidance that will help you to make decisions about your future. Throughout your qualification you will be given the opportunity to learn about additional subject areas outside of your chosen curriculum. Our aim is to extend your knowledge and understanding of specific topics that can assist you in wider areas of society. For example, Prevent, safeguarding, employability and life skills. We hope that by providing you with this information and guidance you will be able to make better informed choices.

Your course tutor and dedicated CEIAG team will provide you with support and guidance across careers, education and employment opportunities.

At the end of your learning journey, you will be provided with a progression leaflet, which will identify further learning or employment opportunities. You will be asked to participate in a progression and exit review, where your course tutor will discuss next steps suitable for you.

Registration and Certification

All students completing a qualification with Eagles Consultancy, will be registered with the awarding organisation in a timely manner. It is the student's responsibility to provide us with the correct spelling and formation of their name. Student registrations will be made using information taken from the completed enrolment form and identification checks. Eagles Consultancy will not be responsible for any additional certification costs related to spelling and name formation, where this is the error of the student.

A claim for certification will be made once the student has met the requirements of their qualification and internal quality assurance has taken place. Evidence of the student's qualification may need to be retained for any planned external quality assurance with the awarding organisation. Where possible certificate claims will be made within a 4-week period after the student has completed their qualification.

Personal information will be shared with the awarding organisation to support the registration and certification of each student. This will be done in line with GDPR regulations and will be limited to required information only.