



# **Birmingham County Football Association**

## **Policies and Procedures**



## Candidate Appeals Procedure

### Version #1 January 2019

Candidates wishing to appeal must do so within 14 days of receiving the disputed assessment decision and are advised to keep copies of all documents relating to the appeal.

It is ultimately the responsibility of the Head of the Centre, Kevin Shoemake, to ensure that this procedure is published and accessible to all personnel, candidates and any relevant third parties. However, the quality coordinators (QC) specific to each qualification are responsible for ensuring this information is fully understood by their qualification team and by the candidates who commence courses/programmes in their area.

#### **Stage 1**

The appeal should be made, in the first instance, to the assessor who made the original assessment decision. At this stage, a verbal appeal is acceptable, although the candidate is recommended to put the appeal in writing using the Birmingham County Football Association Candidate Appeals Form 1 provided. The assessor should explain his/her rationale for the decision that is being disputed. The assessor is required to record an overview of the appeal and the outcome of the discussion and forward this to the Birmingham County Football Association QC and the Appeals Officer to retain with the centre's assessment and appeals records.

#### **Stage 2**

If candidates remain dissatisfied with the assessment decision and wish to challenge the outcome of Stage 1, then they are required to appeal in writing to the Birmingham County Football Association Appeals Officer within 14 working days of the Stage 1 process, using the Birmingham County Football Association Candidate Appeals Form 2.

The Appeals Officer will write to the candidate to acknowledge receipt of the appeal within 10 working days and outline the course of action to be taken. The Appeals Officer will carry out an investigation, ensuring that another appropriately qualified assessor and/or internal verifier is involved in the review, in addition to the relevant QC specific to the qualification, and will write to the candidate within 20 working days with the findings and a decision as to whether the appeal was justified.

Candidates are required to provide as much information as possible regarding the disputed assessment decision. When completing the Appeals Form 2, information should include:

- the date and type of the assessment (i.e. observation of practical work, assessment of a set task/assignment, result of an internally assessed question paper)
- the name of the assessor involved
- a brief outline of the reason for the appeal
- any associated documents (i.e. candidate evidence, record of feedback from the assessor involved).

All Stage 2 appeals should be sent to:

Kevin Shoemake, Birmingham County FA Chief Executive  
Birmingham County Football Association, Ray Hall Lane, Great Barr, Birmingham, B43 6JF

Upon receipt of the appeal the Appeals Officer will contact the relevant person required to conduct an appropriate review of the evidence and an independent assessor or internal verifier and/or relevant QC may review/reassess the candidate's work against the assessment criteria for the qualification, where required. One of the following decisions will be communicated to the candidate by the Appeals Officer in writing within 10 working days of the decision having been made. This will be to either:

- uphold the original assessment decision
- offer the candidate an opportunity for a re-sit/reassessment free of charge
- overturn the original decision.

These decisions will be recorded on the Candidate Appeal Form 2.

The decision will also be communicated to the original assessor and also the assessor/internal verifier and QC who assisted in Stage 2 of the appeal. Copies of records of appeals are retained with the assessment and appeals records. Birmingham County Football Association will retain records of appeals for a minimum period of five years.

### Stage 3

If candidates have followed Stage 1 and 2 of the appeals procedure and remain dissatisfied with the outcome, they have the right to take their appeal to the awarding body of that particular course (1st4sport Qualifications – FA Level 1 & Level 2 in Coaching Certificate / FA Education – all other courses) within 20 working days of the decision being communicated to them by recognised centre. The 1st4sport appeals procedure can be accessed online via [www.1st4sportqualifications.com](http://www.1st4sportqualifications.com). On the home page, candidates should click on 'information for candidates' and 'customer service'.

All Stage 3 appeals should be sent to:

**FA Level 1 in Coaching Football or FA level 2 in Coaching Football course**

Address: Quality Management Team FAO: Quality Assurance Officer 1st4sport Qualifications  
Email: [qmt@1st4sportqualifications.com](mailto:qmt@1st4sportqualifications.com)

**All other courses**

FA Education  
Email: [education@thefa.com](mailto:education@thefa.com)

## Birmingham County Football Association Candidate Appeal Form 1

### Stage 1

The candidate may use this form to appeal against the outcomes of an assessment decision to the assessor.

Candidate's name:	
Date of assessment:	
Name of assessor (against whose decision the appeal is being made):	

Nature of the Appeal:

Details of Original Assessment Decision:			
Candidate's signature:		Date:	

To be completed by the assessor

Date of meeting:	
Assessor Response:	

Signed:			
Assessor:		Date:	
Candidate:		Date:	

Please return this form to: Kevin Shoemake, Birmingham FA Chief Executive,  
Birmingham County Football Association, Ray Hall Lane, Great Barr, Birmingham, B43 6JF



# Candidate Complaints Procedure

Version #1 January 2019

Should candidates wish to complain about any services provided by Birmingham County Football Association they are advised to follow the procedure stated below. In the unlikely event that candidates exhaust this procedure and remain dissatisfied with the decision made by Birmingham County Football Association, they may take their complaint to the 1st4sport Quality Management Team (QMT).

It is ultimately the responsibility of the Head of the Centre, Kevin Shoemake, to ensure that this procedure is published and accessible to all personnel, candidates and any relevant third parties. However, the quality coordinators (QC) specific to each qualification are responsible for ensuring this information is fully understood by their qualification team and by the candidates who commence courses/programmes in their area.

## Stage 1

An informal complaint can be made to the candidate's tutor/assessor. The tutor/assessor should discuss the complaint with the candidate and attempt to agree a way forward or a solution that suits both parties. Candidates should allow the tutor/assessor sufficient time to investigate or remedy the grievance. Candidates should voice their complaint within 20 working days of the course/programme or any assessment with which they are dissatisfied.

## Stage 2

If the complaint cannot be resolved informally to the satisfaction of candidates, or if candidates feel that they cannot make an informal complaint to their tutor/assessor, the complaint should be submitted in writing using the Birmingham County Football Association Candidate Complaints Form to Kevin Shoemake at Birmingham County Football Association. Candidates should use the complaint form to provide a detailed account of their grievance. The Complaints Officer will write to candidates to acknowledge receipt of the complaint within 10 working days and outline the course of action to be taken. The Complaints Officer will carry out an investigation, which will involve the relevant QC (where required) and other members of personnel, and will write to the candidate within 20 working days with [his/her] findings and a decision as to whether the complaint was justified.

All Stage 2 complaints should be sent to:
Kevin Shoemake, Birmingham County FA Chief Executive Birmingham County Football Association, Ray Hall Lane, Great Barr, Birmingham, B43 6JF

## Stage 3

If candidates have followed Stage 1 and/or 2 of the complaints procedure and are still dissatisfied with the outcome, they have the right to take their complaint to the awarding body (1st4sport Qualifications/FA Education) within 20 working days of the decision being communicated to them by recognised centre. The 1st4sport complaints procedure can be accessed online via [www.1st4sportqualifications.com](http://www.1st4sportqualifications.com). On the home page, candidates should click on 'information for candidates' and 'customer service'.

All Stage 3 complaints should be sent to:

**FA Level 1 in Coaching Football or FA level 2 in Coaching Football course**

Address: Quality Management Team FAO: Quality Assurance Officer 1st4sport Qualifications

Email: [qmt@1st4sportqualifications.com](mailto:qmt@1st4sportqualifications.com)

**All other courses**

FA Education

Email: [education@thefa.com](mailto:education@thefa.com)

## Birmingham County Football Association Candidate Complaint Form

### Stage 1

Before completing this form, candidates are advised to follow Stage 1 of the complaints procedure and initially try to rectify the issue prior to submitting a formal complaint.

### Stage 2

Candidates are required to complete this form and forward it to the Complaints Officer.

Name:	
Address:	
Email address:	
Contact number:	
Date complaint submitted:	
Date on course/assessment:	
Event Authorisation Number (EAN): (If applicable)	

Describe the nature of your complaint as fully as possible:

Please attach an additional sheet is necessary.			
Signature of complainant:		Date:	

Please return this form to: Kevin Shoemake, Birmingham County FA Chief Executive  
Birmingham County Football Association, Ray Hall Lane, Great Barr, Birmingham, B43 6JF





## Access to Fair Assessment Statement

Version #1 January 2019

The Birmingham County Football Association is committed to providing ongoing support to candidates with particular requirements and aspires to eliminate discrimination. On this basis, we ensure accessible services and make appropriate adjustments, where required, to facilitate candidates in completing the course/programme as independently as possible. Our personnel are committed to contributing to this practice and the overall aims are to assist candidates in managing their individual situation and create a more accessible learning and assessment environment for all. In order for this to be achieved, we aim to determine candidates' particular requirements and requests for the provision of access arrangements at an early stage. In making sure our access to fair assessment statement is implemented effectively and all candidates are treated fairly, we aim to:

- ensure the access to fair assessment statement and practice are understood and complied with by any personnel involved in assessment and also by candidates
- promote equality in relation to the provision of the learning programme and assessment of the qualification
- adhere to related procedures and regulations regarding reasonable adjustments to assessment and special consideration
- ensure buildings and assessment sites used for delivery and assessment are accessible to all candidates, as far as is practicable
- request permission for the implementation of specific adjustments from the awarding body where required
- ensure appropriate equipment/personnel (technological equipment or any assistant personnel, i.e. reader, scribe, practical assistant, etc) is available for selected adjustments to delivery and/or assessment
- use assistive equipment and personnel within the reasonable adjustments framework, as outlined by 1st4sport, without disadvantaging others who are not affected by particular requirements.

It is ultimately the responsibility of the Head of the Centre, Kevin Shoemake, to ensure that this statement and related procedures are published and accessible to all personnel, candidates and any relevant third parties. However, the quality coordinators (QCs) specific to each qualification are responsible for ensuring this information is fully understood by their qualification team and by the candidates who commence courses/programmes in their area.

Candidates have the right to raise any issues related to the implementation of access arrangements or make a formal complaint via the Birmingham County Football Association candidate complaints procedure or the Birmingham County Football Association candidate appeals procedure, if they are not satisfied with the outcome of the decision in relation to the access arrangements applied.

# Procedure for Access Arrangements

## **Stage 1**

Birmingham County Football Association evaluates and identifies the need for the implementation of access arrangements due to a candidate's particular requirements where a candidate reports the request to the tutor/assessor or where it is identified via other acceptable means. At this stage, the candidate must provide all necessary evidence (medical evidence/certification, diagnostic test results, a statement from the invigilator/tutor/assessor or any other appropriate information) to demonstrate the condition or reason(s) affecting his/her performance.

## **Stage 2**

The tutor/assessor communicates the request to the qualification-specific quality coordinator (QC), who checks the candidate's eligibility. The QC collates all evidence required and helps the candidate to make the application for reasonable adjustments/special consideration.

## **Stage 3**

If access arrangements as requested by the candidate are not appropriate and the application is rejected by Birmingham County Football Association, 1st4sport, other alternatives will be suggested, where required. If the application for access arrangements is accepted, the decision is communicated to all personnel involved in the delivery and/or assessment and arrangements are made as soon as practicable to assist the candidate.

## **Stage 4**

Monitoring of the eligibility of decisions made outcomes of the applications and effectiveness of the procedure is conducted via the established 1st4sport procedure. The QC will ensure that the candidate completes 5.5.3 Evaluation of the Effectiveness of Access Arrangements Report Form and forwards it to the 1st4sport Quality Management Team.

All records relating to the application, relevant evidence and monitoring forms are securely retained for five years.



## Birmingham County Football Association Limited Equality Policy Executive Summary

As the governing body of the game, the Birmingham County Football Association is responsible for setting standards and values to apply throughout the game at every level, throughout the County.

Football belongs to, and should be enjoyed by, anyone who wants to participate in it.

The Association's commitment is to eliminate discrimination whether by reason of gender, sexual orientation, marital status, race, nationality, ethnic origin, colour, religion or belief, ability or disability.

The Association is also committed to promoting equality by treating people fairly and with respect, by recognising that inequalities may exist, by taking steps to address them and by providing access and opportunities for all members of the community.

## Birmingham County Football Association Equality Policy

The aim of this policy is to ensure that everyone is treated fairly and with respect and that the Association is equally accessible to suit them all.

The Association is responsible for setting standards and values to apply throughout football at every level. Football belongs to, and should be enjoyed by anyone who wants to participate in it.

The Association's commitment is to confront and eliminate discrimination whether by reason of gender, sexual orientation, marital status, race, nationality, ethnic origin, colour, religion or belief, ability or disability and to encourage equal opportunities.

This policy is fully supported by the Board of the Association and the Chief Executive and Board are responsible for the implementation of this policy.

The Association, in all of its activities, will not discriminate, or in any way treat anyone less favourably, on grounds of gender, sexual orientation, marital status, race, nationality, ethnic origin, colour, religion or belief, ability or disability.

The Association will ensure that it treats people fairly and with respect and that it will provide access and opportunities for all members of the community to take part in, and enjoy, its activities.

The Association will not tolerate harassment, bullying, abuse or victimisation of an individual, which for the purposes of this policy and the actions and sanction applicable is regarded as discrimination. This includes sexual or racially based harassment or other discriminatory behaviour, whether physical or verbal.

The Association will work to ensure that such behaviour is met with appropriate action in whatever context it occurs.

The Association is committed to the development of a programme of ongoing training and awareness raising events and activities in order to promote the eradication of discrimination within football.

The Association is committed to a policy of equal treatment of all members and requires all members to abide and adhere to these policies and the requirements of the relevant equalities legislation - Race Relations Act 1976, Sex Discrimination Act 1975 and Disability Discrimination Act 1995 as well as any amendments to these acts.

The Association commits itself to the immediate investigation of any claims brought to their attention, of discrimination on the above grounds and where such is found to be the case, a requirement that the practice stop and / or sanctions imposed as appropriate.

<http://www.birminghamfa.com/more/equality-and-diversity>



# Data Protection Policy/Statement

Version #1 January 2019

Birmingham County Football Association is fully committed to protecting the rights and privacy of individuals, in accordance with the Data Protection Act 1998. Information about our personnel, candidates and other individuals will only be processed in line with established regulations. Personal data will be collected, recorded and used fairly, stored safely and securely and not disclosed to any third party unlawfully. As the lawful and correct treatment of personal information is critical to our successful operations and to maintaining confidence, Birmingham County Football Association is committed to:

- protecting candidates' personal details, records and assessment outcomes
- keeping candidates' and other individuals' personal data up to date and confidential
- maintaining personal data only for the time period required
- releasing personal data only to authorised individuals/parties and not unless permission is given to do so
- collecting accurate and relevant data only for specified lawful purposes
- adhering to regulations and related procedures to ensure that all employees who have access to any personal data held by or on behalf of Birmingham County Football Association are fully aware of and abide by their duties under the Data Protection Act 1998.

Candidates are required to report any allegation in relation to the unlawful treatment of personal data via the Birmingham County Football Association candidate complaint procedure. A complaint should be made in the event that candidates feel that records of their personal data have been:

- lost
- obtained through unlawful disclosure or unauthorised access
- recorded inaccurately and/or in a misleading manner
- provided to a third party without permission.

Where required, Birmingham County Football Association will take appropriate action/corrective measures against unauthorised/unlawful processing, loss, destruction or damage to personal data.

It is ultimately the responsibility of the Head of the Centre, Kevin Shoemake, to ensure that this policy is published and accessible to all personnel, candidates and any relevant third parties. However, the quality coordinators (QCs) specific to each qualification are responsible for ensuring this information is fully understood by their qualification team and by the candidates who commence courses/programmes in their area.



## Malpractice Statement

Version #1 January 2019

Birmingham County Football Association is committed to pursuing the highest standards of probity and the elimination of malpractice in the management of our organisation, and aims to promote accountability and a climate of openness, to encourage the disclosure of allegations of malpractice. Personnel/candidates/individuals must report allegations to Kevin Shoemake.

It is ultimately the responsibility of the Head of the Centre, Kevin Shoemake, to ensure that this policy is published and accessible to all personnel, candidates and any relevant third parties. However, the quality coordinators (QCs) specific to each qualification are responsible for ensuring this information is fully understood by their qualification team and by the candidates who commence courses/programmes in their area.

Information contained within this documentation applies to all personnel/candidates/individuals involved with Birmingham County Football Association. Arrangements in place offer individuals a safe and accessible procedure for reporting allegations of malpractice in a confidential manner, on the basis that Birmingham County Football Association will take appropriate steps to ensure that individuals reporting allegations of malpractice are not penalised and are protected and that individuals accused will be protected against false, malicious or anonymous accusations. Birmingham County Football Association is keen to encourage personnel/candidates/individuals to report allegations without fear, and will ensure that any disclosure is treated with the utmost confidentiality.

Anonymous allegations will only be considered if they are of a serious nature and the evidence is sufficient to warrant an investigation and for appropriate action to be taken. All allegations will be recorded and submitted to the awarding body for investigation.

Instances of malpractice that may be committed by personnel or candidates include:

- committing plagiarism by copying and passing off the whole or part(s) of another person's work, with or without the originator's permission and without appropriately acknowledging the source
- failing to comply with the assessor's/invigilator's instructions and/or 1st4sport's regulations in relation to the assessment and security
- misusing assessment material
- impersonating other candidates 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
- fabricating and/or altering results and/or evidence, documents and/or certificates
- using unauthorised material in relation to the requirements of supervised assessment
- behaving in such a way as to undermine the integrity of the assessment.

Personnel and/or candidates who commit malpractice and who fail to comply with the guidance on regulations for assessment will lead 1st4sport to withhold the candidates' results. Withholding information or failing to report promptly any suspected cases of malpractice or non-compliance by centre personnel and/or candidates may result in the imposition of sanctions/penalties on Birmingham County Football Association, with a possible outcome being the suspension of certification/registration or even recognised centre status.

Candidates are required to be aware of the penalties for/consequences of breaching regulations, which may include one or more of the following:

- written warning
- disqualification from entering one or more (re)assessments
- disqualification from the whole qualification.

Candidates must understand that if the allegations are proven, Certificates may be invalid and those already issued may be withdrawn.

Personnel who commit malpractice, which is confirmed after investigation, may be subject to penalties, including:

- exclusion from the delivery of the qualification
- exclusion from the assessment of the qualification
- exclusion from the internal verification/moderation of the qualification
- exclusion from the financial/quality management/administration of the qualification
- temporary suspension
- work only under supervision
- undertake specific training.

### The Reporting of Malpractice

In order to make an allegation of malpractice, you are required to contact:
Kevin Shoemake, Birmingham FA Chief Executive Birmingham County Football Association, Ray Hall Lane, Great Barr, Birmingham, B43 6JF

Birmingham County Football Association is required to report allegations of malpractice to 1st4sport by completing the 5.7.1 Alleged Malpractice Report Form, with any relevant evidence attached.

# Child or Vulnerable Adult Safeguarding

Version #1 January 2019



This form should be used if you wish to report a child or vulnerable adult safeguarding or welfare issue to 1st4sport. Depending on the type of allegation we may request further information and supporting evidence from you.

<b>Name:</b> <i>Name of the person completing this form.</i>	
<b>Your role:</b> <i>Please confirm if you are a learner or what your role is?</i>	
<b>Recognised centre name:</b> <i>If applicable.</i>	
<b>E-mail address:</b>	
<b>Telephone Number:</b>	
<b>Qualification title(s):</b> <i>Which qualification does this refer to?</i>	
<b>Details of the allegation:</b> <i>Please provide sufficient information in support of the allegation.</i>	



Declaration			
<i>I confirm that the information included in this form is accurate, to the best of my knowledge.</i>			
Name:		Date:	

# Health and Safety Policy

Version #1 January 2019



## Scope

Birmingham County Football Association is committed to providing a safe working, coaching, teaching and learning environment for all personnel, learners and any related third parties.

It is ultimately the responsibility of the Head of the Centre, Kevin Shoemake, to ensure that this procedure is implemented, published and accessible to all personnel, learners and any relevant third parties. However, the Qualification Coordinators (QCs) specific to each qualification are responsible for ensuring this information is fully understood by their qualification team and by the learners who commence courses/programmes in their area.

All learners and personnel have a legal responsibility, as stated under Section 7 of the Health and Safety at Work Act 1974, to do everything practicable to prevent an accident or injury to themselves and to fellow learners and/or personnel.

## Objectives

Birmingham County Football Association aims to promote health and safety, so far as reasonably practicable, by:

- providing and maintaining safe equipment and environment, including a means of access in a condition that is safe and without risk to health
- preventing accidents and cases of work-related ill health and safety hazards arising from work activities via effective risk identification, assessment and implementation of control measures
- implementing regular emergency and evacuation procedures in case of a significant incident
- protecting the health and safety and welfare of individuals and vulnerable learners via systematic risk management
- engaging with learners, personnel and any related third parties, to provide providing relevant information, instruction, training and supervision, as is necessary to ensure health and safety
- providing adequate training and allocating appropriately qualified members of personnel to identify and control potentially hazardous situations/environments
- complying with statutory regulation on health and safety and welfare of learners, personnel and any related third parties

This list is not exhaustive and represents general principles followed by Birmingham County Football Association in respect of health and safety.

## Risk Assessment Procedures

Birmingham County Football Association ensures that suitable and sufficient control measures are in place to reduce identified risks in the delivery of all courses/programmes.

All personnel required to conduct risk assessments will be given the appropriate training and/or will be made aware of what is expected of them in advance. All recorded risk assessments are made available to all relevant staff that must ensure that all control and/or recovery measures plans are complied with and related actions recorded.

Where tutors/assessors identify additional risks which were not previously identified, or where a current risk assessment is not in place risk assessment must be conducted.

### Risk Assessment Record

Date:	Course:	Venue:	Assessed by:	Signed :

What are the Hazards?	Who might be harmed and how?	What are you already doing?	Risk Rating	What else can you do to control this risk?	Resultant Risk Rating	Action by whom	Complete
Slips and trips Spillages/loose cables/sharp objects	Learners may be injured if they slip on spillages or trip on cables or objects left on the floor.	<ul style="list-style-type: none"> <li>There is general good housekeeping policy in the organization</li> <li>Objects removed</li> <li>Staff use electrical sockets nearest to where they are working to reduce the risk of tripping over leads</li> </ul>	L M H	<ul style="list-style-type: none"> <li>Remind staff to wear sensible shoes, e.g. flat shoes with a good grip</li> <li>Use appropriate areas</li> </ul>	L M H	Tutor	Yes 14/09/15 Tutor
		•					
		•					
		•					

## First Aid Procedure

The nominated/appointed individuals(s) are:
First-aiders
Tutors delivering at the location
Venue Coordinators at Course Location

All confirmed nominees are appropriately qualified first-aiders, holding current first-aid certificates. Therefore, one of the first-aiders listed above must be contacted in the event of an incident occurring, to administer any first aid required. It is important that all issues where a first-aider has been involved are recorded in the necessary incident logbook(s) which accompany the first-aid box(es).

Whenever learners are present, to attend for a component of a course/programme, their tutor/assessor is responsible for making them aware of whom their nominated First-aiders are and where they can be found (they are required to be on site at the time of a course/programme taking place).

The first aid box(es) are located:
First Aid kit provided with tutors and designated at course location
Nominated first aiders are also provided with appropriate first-aid equipment.

## Accident Reporting

During a course the Tutor, Assessor, individual(s) in charge of the event (possible via delegation) involved in the accident/incident is responsible for ensuring that an investigation takes place and then an accident/incident/near miss report is completed.

In the case of an injury, following appropriate care for the injured individual, the Tutor/ Assessor/individual(s) in charge of the event must inform Birmingham County Football Association.

The Accident Report Form should be forwarded immediately via the quickest route to enable details to be recorded and any actions noted.

Please note that delivery/assessment sites might also have their own recording procedures which will also need to be followed.

**Birmingham County FA – Accident Report Form**

Course No/Name & Venue	
Name of injured person	DOB
Address	
Contact Number	

About the Accident

Date & Time of incident:

How did this happen?

Give details of any injury suffered and treatment given: (mark injury on diagram above)

First Aider name: .....

Date:

Ambulance Called? Yes / No

Advised to visit hospital if symptoms persist? Yes / No (Please circle)

Injured person signature:

Date:

First Aider signature:

Date: