

Burrell Education

Policies and Procedures

Admin Pack

Contents

Introduction
Mission Statement
Aims & Objectives
Equal Opportunities Policy & Procedure
Appeals Policy & Procedure
Appeal Request Form
Learning Support & Reasonable Adjustments Policy
Quality Assurance Policy & Procedure
Trainer Procedures for Recording and Retaining Evidence
Privacy Policy & Procedure
Learner Contact and Support Procedure
Training Cancellation Policy
Health and Safety Policy
Prevent Duty and Safeguarding Policy
Media Policy & Procedure
Social Media Policy & Procedure
Complaints Procedure

Introduction

Welcome to Burrell Education.

Burrell Education is committed to the professionalism of our sector and being a member of PD Approval, Cimsa, STA, CanFitPro and Nasm, reflects our values. With the currency of employment being employability skills, it is our objective that our trainers and assessors keep up to date with current practice to ensure that the learner journey is supported by their knowledge. By being endorsed by PD:Approval and therefore recognised by our varying membership organisations, all Burrell Education Courses are underpinned by a robust quality assurance process.

This pack will guide you through our policies, procedures, guidelines and forms to ensure that the standards we have set are consistently met across the whole of our organisation.

We believe in an excellent learner experience which means providing our learners with up to date knowledge on career pathways that are linked to endorsed training which reflect current employer needs.

Qualifications and industry awards are the foundations to practising in the industry; Continuing Professional Development (CPD) builds on these fundamentals so we aim to link vocational and academic training together.

Mission Statement

Hello and welcome to Burrell Education!

Since February 2007, Burrell Education has curated live and now online courses and events designed to educate and support Women's Health, Physiotherapy, Soft Tissue Therapy and Fitness Professionals in the creation of STAND-OUT offerings that have the potential to transform the lives of the women they serve. The power of all our educational offerings is enhanced by the equal emphasis we place on theory, practical application and essential business and marketing strategies, VITAL for real-world success. Our aim is to both deeply educate and get our students confidently 'OUT THERE' serving the many women who truly need our help, guidance and support.

My name is Jenny Burrell and I'm the head of Burrell Education one of the UK's leading-edge educators in the field of modern Pregnancy, Post Baby, 3rd Age (Peri-to Post-Menopause) and Female Fitness, Wellness, Massage + Bodywork Therapies. Burrell Education also stands alone in the UK as the only education company solely dedicated to creating and delivering education to professionals serving women throughout their major lifephases. We are an unashamedly female-focused education company. The Mission is to ensure that no woman gets left behind when it come to her being deeply educated about her own body and empower to be her own deepest advocate for her health in both good and challenging times.

When I created Burrell Education in 2007, my sole intention was and still is to REVOLUTIONIZE THE WAY WE, AS FITNESS AND WELLNESS PROFESSIONALS WORK IN WELLNESS, NUTRITION, SOFT-TISSUE THERAPY AND FITNESS WITH PREGNANT, POST BABY AND PERI TO POST MENOPAUSAL WOMEN! My mission is to provide training and research that reflect employer needs and offer outstanding customer care where our learners can feel part of a community that encourages a positive learning environment, and where the learner can develop both personally and professionally.

Aims & Objectives

Learners who attend any course within Burrell Education will:

- be provided with clear guidance on the programme requirements and what they will achieve by completing it successfully
- be provided with the necessary information and support whilst undertaking the programme
- will have their learning styles met and the opportunity throughout the programme to have verbal and written feedback to prepare them for the assessment (if applicable)
- will have the right to detailed feedback on their performance during and after the programme, and the right to appeal a decision.

Equal Opportunities Policy & Procedure

Date created	31/10/2019
Person responsible	Jenny Burrell
Last reviewed	31/10/2021
Responsibility for review	Janine Davis

1. Statement of Policy

The aim of this policy is to communicate our commitment to promoting equality of opportunity in providing any and all of our training products and services.

2. Scope of Policy

This policy applies to:

- All learners who apply for training.
- All training events or activities.
- All resource and support opportunities that we offer.
- All staff who are employed or contracted to work with or for us.

3. Equality Commitments

We are committed to:

- Taking positive action to promote equality of opportunity for all persons.
- Preventing unlawful occurrences of direct discrimination, indirect discrimination, harassment and victimisation (as per protected characteristics of The Equality Act, 2010).
- Actively fulfilling our legal obligations under the equality legislation and associated (professional register, professional association, Awarding Organisation) Codes of Practice.
- Promoting a harmonious working and training environment where all people are treated with respect and helped to achieve their full potential.
- Taking positive action, where necessary, to adhere to our Equal Opportunities Policy.

4. Implementation

We accept responsibility for the effective implementation of this policy. In order to implement the policy, we shall:

- Ensure that training course places are allocated solely on the individual merits of the learner's suitability for the course.
- Not discriminate or treat any individual unfairly on grounds of gender, race, disability, ethnic origin, religion, sexual orientation or social background.

- Aim to make reasonable arrangements to enable individuals with individual needs and/or disabilities to access the training on the same grounds as all other applicants.
- Provide a consistent variety of teaching and learning methods and resources to cater for the diverse needs and backgrounds of the learners.
- Review the training and assessment processes diligently to measure the effectiveness of the learning methods, training materials and assessment process in meeting the diverse needs of the learners.
- expect you make a positive contribution towards maintaining an environment of equal opportunity throughout the organisation. Please make sure you observe this policy at all times.
- Provide individual support to individuals who have identified specific learning requirements or require additional support.
- Ensure that staff take part in training and personal development to enable them to confidently and competently meet our Equal Opportunities Policy and maximise the learning and achievement of the learners.

5. Equality in Recruitment

- Jobs will be open equally to all eligible candidates, and appointments will only be dependent upon an applicant's ability to perform the job role to the standard required.
- The necessary skills, experience and qualities for the position will be set in advance for the job and will be demonstrably measurable.
- Applicants will be made aware of the criteria in advance and this alone will be used as a basis for selection.
- Recruitment procedures will be fair, open and transparent.
- The recruitment and selection team will be expected to operate within our Equal Opportunities Policy and practices to reduce the possibility of discrimination.

6. Complaints

Any learner who believes that they have not been treated fairly, and in accordance with this policy, is entitled to raise their concerns. The complaint is to be addressed to 'The Director'.

Any complaints of discrimination will be dealt with fairly, promptly and confidentially.

We reserve the right to change our Equal Opportunities Policy without prior notice. This policy is kept under review and subject to change in line with changes and amendments to law and any events that require the policy is updated.

Signature _____ Date _____

Appeals Policy & Procedure

Date created	31/10/2019
Person responsible	Jenny Burrell
Last reviewed	31/10/2021
Responsibility for review	Janine Davis

1. Purpose

This Appeals Policy & Procedure applies to any student who wishes to appeal against their assessment decision.

- All learners are assessed against our published assessment criteria.
- All learners who agree to take our assessment will have received full written and verbal assessment instructions, assessment criteria and support towards assessment completion.
- All learners will be assessed by competent trained assessors.

A learner who wishes to appeal against an assessment decision may do so, following this Assessment Appeals Procedure.

2. Grounds for Appeal

Candidates may appeal if it is believed that:

- The assessor was inappropriate in administering the assessment.
- The learner was not given a fair opportunity to provide evidence to be assessed against the assessment criteria.
- An unavoidable circumstance arose, which was outside the control of the learner, and resulted in the learner being unable to meet the assessment criteria as stated.

3. Appeals Procedure

Any learner wishing to appeal against an assessment decision should adhere to this process:

- Print and complete the Appeal Form below.
- Include any supporting evidence and assessment paperwork in support of your appeal.
- Send the Appeal Form and evidence to Jenny Burrell- Head of Burrell Education at
Burrell Education
Orchard Barn
Colworth
Chichester
PO20 2SD

- On receiving the completed Appeal Form, we will confirm receipt within 10 days.
- An external assessor/Quality Assurer will review the Appeal and respond within 14 days.
- Additional evidence may be requested to enable a full and fair decision to be made by the external assessor/Quality Assurer.

4. **Appeal Outcome**

Following a successful outcome of an appeal, the learner may have the opportunity to:

- Resubmit their assessment submission without charge.
- Have their assessment mark amended as agreed with the External Assessor/Internal Quality Assurer.

Appeal Request Form

Name

Assessment Date

Course Attended

Venue Date

Assessor's Name

Contact details:

tel email

postal address

Please give details of your reasons for this Appeal against your Assessment decision:

(Please refer to the Appeals Procedure and attach all assessment paperwork with specific details of your reasons for appeal)

Signature Date

Learning Support & Reasonable Adjustments Policy

Date created	31/10/2019
Person responsible	Jenny Burrell
Last reviewed	31/10/2021
Responsibility for review	Janine Davis

As part of our Equal Opportunities Policy, we are committed to providing access and individual learning support to learners by making reasonable adjustments whenever possible.

We endeavour to uphold human rights relating to race relations, disability discrimination and any special educational needs of our learners, and to provide equitable reasonable adjustments and special considerations for all learners on our programmes. We expect you to have a fair access to training and assessment.

We recognise that reasonable adjustments or special considerations may be required at the time of assessment where:

- learners have a permanent disability or specific learning needs
- learners have a temporary disability, medical condition or learning needs
- learners are indisposed at the time of the assessment

We aim to make suitable provision for reasonable adjustments and special consideration arrangements to ensure that learners receive recognition of their achievement so long as the equity, validity and reliability of the assessments can be assured.

Reasonable Adjustments

Reasonable adjustments are to be communicated, approved and set in place *before* the assessment takes place. The use of a reasonable adjustment will not be taken into consideration during the assessment of a learner's work.

Additional Learners' Needs Support Procedure

We recognise that learners who apply and attend our training programmes will have differing and variable needs. In support of our Equal Opportunities Policy, we intend to accommodate learner's individual needs, wherever possible.

To enable us to identify any specific learning needs, agree appropriate adjustments and support and evaluate the effectiveness of our provision, we will include the following procedures:

- **Learner Application Form** – ask if they have any individual learning needs or physical needs that may necessitate adjustments or additions to the training programme.
- **During the Training Programme** – observe and discuss with learners any changes or adjustments that may be necessary to enable them to have equal access to the training programme.

- **Learner Evaluation Form** – request written and verbal evaluation from the learner to enable us to assess the extent to which we are able to satisfactorily accommodate the learner's individual needs.

Possible Reasonable Adjustments that will be considered to meet individual learner needs:

- Provide resources in advance of the training.
- Provide resources in alternative format (e.g. audio material or large print).
- Adapting assessment materials, for example; providing materials in Braille.

During training:

- Discuss and agree an Action Plan with the student for best learning methods. Provide tour of the venue before the start the training.
- Meet or communicate with the learner to agree any support needed.
- Provide access to e-learning as well as face-to-face training.
- Provide hearing loops (if applicable).
- Provide extra tutor support time when appropriate.
- Provide access to suitable equipment and environment to meet needs.

During assessment (if applicable):

- Provide a reader for written assessments.
- Provide a scribe for written assessments.
- Provide extra time for assessments.
- Provide extra breaks during assessment.
- Defer assessments to enable more preparation time.

Quality Assurance Policy & Procedure

Date created	31/10/2019
Person responsible	Jenny Burrell
Last reviewed	31/10/2021
Responsibility for review	Janine Davis

As a Training Provider, we recognise the importance of making sure that each learner receives a consistently high quality of training from each and every tutor and at each venue where they are trained and assessed (if applicable).

To ensure a consistently high standard of training and assessment across the range of training offered, we will ensure that we will adhere to the specified criteria in the PD:Approval Code of Conduct and Practice for Endorsed providers and approval criteria.

Our Internal Quality Assurance Procedure will include the following tasks to ensure consistency.

Quality Assurance Plan

1. Identify a suitably trained Internal Quality Assurance who is responsible for verifying the quality and standards of our training programmes.
2. Produce an Internal Quality Assurance Sampling Plan that ensures:
 - training and assessments are observed and monitored against the PD:Approval quality standards by an experienced and qualified Trainer/Internal Quality Assurer to ensure that there is a consistent level of quality across all training and assessments
 - assessors are sufficiently trained and qualified to make valid and reliable assessment decisions
 - adequate support and training for inexperienced trainers/assessors
 - experienced tutors/assessors to support less experienced tutors/assessors.
3. Verify Assessment Decisions & Assessor Performance (if applicable) and provide written feedback to trainers and assessors in relation to:
 - The extent to which the training and assessment meets PD:Approval quality standards in relation to validity, reliability, sufficiency and authenticity.
 - Assessment planning, assessing performance and other evidence, making judgements, giving feedback and recording decisions.
 - Their competence and development needs.
4. Conduct regular meetings with Training and Assessment team to:
 - Discuss and agree actions towards standardisation and retain minutes of meetings.

- Review training programme and assessment practice to identify action plans for development.
 - Discuss and agree staff development needs and action plan for implementation.
5. Ensure that all existing and newly recruited tutors/assessors are technically and occupationally competent.

Tutor and Assessor Evidence

- Observation of teaching, assessment performance and assessment decisions.
- Curriculum Vitae retained for all newly appointed trainers.
- Evidence of relevant and current qualifications or certificates in the area they are delivering.
- Evidence of current and relevant Teaching and Assessing qualifications (for some categories only).
- Evidence of appropriate registered membership.

Trainer Procedures for Recording & Retaining Evidence

Date created	31/10/2019
Person responsible	Jenny Burrell
Last reviewed	31/10/2021
Responsibility for review	Janine Davis

Tutors and assessors are required to record and retain details of each learner's attendance, participation and achievement on a programme of training to enable them to receive the relevant attendance or achievement certificate.

For each learner, the following paperwork evidence must be completed and returned to us on completion of the training and/or assessment (if applicable):

Attendance Register

- Tutors are required to complete a register for time duration of each training programme and accurately record the attendance or absence of each learner.
- Tutors will return the register to this training provider at the end of the training programme with the following paperwork:

Teaching & Learning Agreement

- Tutors will read, explain and ask each learner to sign and date this document to set an agreed contract for the working environment for the training programme.
- Tutors will sign and date the document to register their commitment to the contract.

Learner Evaluation Form

- Tutors to collect a completed evaluation form from each learner and submit this to this training provider.

Assessment (if applicable)

- Assessment records.
- Copy of each learner's observation checklist that shows clearly their name, date of assessment, title of discipline assessed, assessor's judgement (pass/refer/defer); assessor's feedback relative to the assessment criteria and learner's action plan.
- Assessor's evaluation of the assessment process for the Internal Quality Assurer.
- List of all learners who have successfully met the assessment criteria.

Health and Screening Information

- Pre-screening health questionnaire (for exercise and physical activity participation only).

Privacy Policy & Procedure

Date created	31/10/2019
Person responsible	Jenny Burrell
Last reviewed	31/10/2021
Responsibility for review	Janine Davis

This is the privacy notice of Burrell Education including Holistic Core Restore ®. In this document, "we", "our", or "us" refer to Burrell Education including Holistic Core Restore ®.

Introduction

1. This is a notice to inform you of our policy about all information that we record about you. It sets out the conditions under which we may process any information that we collect from you, or that you provide to us. It covers information that could identify you ("personal information") and information that could not. In the context of the law and this notice, "process" means collect, store, transfer, use or otherwise act on information.
2. We regret that if there are one or more points below with which you are not happy, your only recourse is to leave our website immediately.
3. We take seriously the protection of your privacy and confidentiality. We understand that all visitors to our website are entitled to know that their personal data will not be used for any purpose unintended by them, and will not accidentally fall into the hands of a third party.
4. We undertake to preserve the confidentiality of all information you provide to us, and hope that you reciprocate.
5. Our policy complies with UK law accordingly implemented, including that required by the EU General Data Protection Regulation (GDPR).
6. The law requires us to tell you about your rights and our obligations to you in regards to the processing and control of your personal data. We do this now, by requesting that you read the information provided at knowyourprivacyrights.org
7. Except as set out below, we do not share, or sell, or disclose to a third party, any information collected through our website.

The bases on which we process information about you

The law requires us to determine under which of six defined bases we process different categories of your personal information, and to notify you of the basis for each category.

If a basis on which we process your personal information is no longer relevant then we shall immediately stop processing your data.

If the basis changes then if required by law we shall notify you of the change and of any new basis under which we have determined that we can continue to process your information.

1. Information we process because we have a contractual obligation with you

When you create an account on our website, buy a product or service from us, or otherwise agree to our terms and conditions, a contract is formed between you and us.

In order to carry out our obligations under that contract we must process the information you give us. Some of this information may be personal information.

We may use it in order to:

- verify your identity for security purposes
- sell products to you
- provide you with our services
- provide you with suggestions and advice on products, services and how to obtain the most from using our website

We process this information on the basis there is a contract between us, or that you have requested we use the information before we enter into a legal contract.

Additionally, we may aggregate this information in a general way and use it to provide class information, for example to monitor our performance with respect to a particular service we provide. If we use it for this purpose, you as an individual will not be personally identifiable.

We shall continue to process this information until the contract between us ends or is terminated by either party under the terms of the contract.

2. Information we process with your consent

Through certain actions when otherwise there is no contractual relationship between us, such as when you browse our website or ask us to provide you more information about our business, our

products and services, you provide your consent to us to process information that may be personal information.

Wherever possible, we aim to obtain your explicit consent to process this information, for example, by asking you to agree to our use of cookies.

Sometimes you might give your consent implicitly, such as when you send us a message by e-mail to which you would reasonably expect us to reply.

Except where you have consented to our use of your information for a specific purpose, we do not use your information in any way that would identify you personally. We may aggregate it in a general way and use it to provide class information, for example to monitor the performance of a particular page on our website.

If you have given us explicit permission to do so, we may from time to time pass your name and contact information to selected associates whom we consider may provide services or products you would find useful.

We continue to process your information on this basis until you withdraw your consent or it can be reasonably assumed that your consent no longer exists.

You may withdraw your consent at any time by instructing us via support@burrelleducation.com or via the contact page on our website: www.burrelleducation.com . However, if you do so, you may not be able to use our website or our services further.

3. Information we process for the purposes of legitimate interests

We may process information on the basis there is a legitimate interest, either to you or to us, of doing so.

Where we process your information on this basis, we do after having given careful consideration to:

- whether the same objective could be achieved through other means
- whether processing (or not processing) might cause you harm
- whether you would expect us to process your data, and whether you would, in the round, consider it reasonable to do so

For example, we may process your data on this basis for the purposes of:

- record-keeping for the proper and necessary administration of
- responding to unsolicited communication from you to which we believe you would expect a response
- protecting and asserting the legal rights of any party
- insuring against or obtaining professional advice that is required to manage Burrell Education including Holistic Core Restore®
- protecting your interests where we believe we have a duty to do so

4. Information we process because we have a legal obligation

We are subject to the law like everyone else. Sometimes, we must process your information in order to comply with a statutory obligation. For example, we may be required to give information to legal authorities if they so request or if they have the proper authorisation such as a search warrant or court order. This may include your personal information.

5. Information provided on the understanding that it will be shared with a third party

Our website allows you to post information with a view to that information being read, copied, downloaded, or used by other people.

Examples include:

- posting a message our forum
- tagging an image
- clicking on an icon next to another visitor's message to convey your agreement, disagreement or thanks

In posting personal information, it is up to you to satisfy yourself about the privacy level of every person who might use it.

We do not specifically use this information except to allow it to be displayed or shared.

We do store it, and we reserve a right to use it in the future in any way we decide.

Once your information enters the public domain, we have no control over what any individual third party may do with it. We accept no responsibility for their actions at any time.

Provided your request is reasonable and there is no legal basis for us to retain it, then at our discretion we may agree to your request to delete personal information that you have posted. You can make a request by contacting us at support@burrelleducation.com or via the contact page on the website: www.burrelleducation.com

6. Complaints regarding content on our website

Our website is a publishing medium. Anyone may register and then publish information about himself, herself or some other person.

We attempt to moderate user generated content, but we are not always able to do so as soon as that content is published.

If you complain about any of the content on our website, we shall investigate your complaint.

If we feel it is justified or if we believe the law requires us to do so, we shall remove the content while we investigate.

Free speech is a fundamental right, so we have to make a judgment as to whose right will be obstructed: yours, or that of the person who posted the content that offends you.

If we think your complaint is vexatious or without any basis, we shall not correspond with you about it.

7. Information relating to your method of payment

Payment information is never taken by us or transferred to us either through our website or otherwise. Our employees and contractors never have access to it.

At the point of payment, you are transferred to a secure page on the website of Infusionsoft and secondarily, PayPal as our payment service provider. That page may be branded to look like a page on our website, but it is not controlled by us.

8. Sending a message to our support team

When you contact us, whether by telephone, through our website or by e-mail, we collect the data you have given to us in order to reply with the information

We only keep personally identifiable information associated with your message, such as your name and email address so as to be able to track our communications with you to provide a high quality service.

9. Complaining

When we receive a complaint, we record all the information you have given to us.

We use that information to resolve your complaint.

If your complaint reasonably requires us to contact some other person, we may decide to give to that other person some of the information contained in your complaint. We do this as infrequently as possible, but it is a matter for our sole discretion as to whether we do give information, and if we do, what that information is.

We may also compile statistics showing information obtained from this source to assess the level of service we provide, but not in a way that could identify you or any other person.

10. Affiliate and business partner information

This is information given to us by you in your capacity as an affiliate of us or as a business partner.

It allows us to recognise visitors that you have referred to us, and to credit to you commission due for such referrals. It also includes information that allows us to transfer commission to you.

The information is not used for any other purpose.

We undertake to preserve the confidentiality of the information and of the terms of our relationship.

We expect any affiliate or partner to agree to reciprocate this policy.

Use of information we collect through automated systems when you visit our website

11. Cookies

Cookies are small text files that are placed on your computer's hard drive by your web browser when you visit any website. They allow information gathered on one web page to be stored until it is needed for use on another, allowing a website to provide you with a personalised experience and the website owner with statistics about how you use the website so that it can be improved.

Some cookies may last for a defined period of time, such as one day or until you close your browser. Others last indefinitely.

Your web browser should allow you to delete any you choose. It also should allow you to prevent or limit their use.

Our website uses cookies. They are placed by software that operates on our servers, and by software operated by third parties whose services we use.

When you first visit our website, we ask you whether you wish us to use cookies. If you choose not to accept them, we shall not use them for your visit except to record that you have not consented to their use for any other purpose.

If you choose not to use cookies or you prevent their use through your browser settings, you will not be able to use all the functionality of our website.

We use cookies in the following ways:

- to track how you use our website
- to record whether you have seen specific messages we display on our website
- to keep you signed in our site
- to record your answers to surveys and questionnaires on our site while you complete them
- to record the conversation thread during a live chat with our support team

12. Personal identifiers from your browsing activity

Requests by your web browser to our servers for web pages and other content on our website are recorded.

We record information such as your geographical location, your Internet service provider and your IP address. We also record information about the software you are using to browse our website, such as the type of computer or device and the screen resolution.

We use this information in aggregate to assess the popularity of the webpages on our website and how we perform in providing content to you.

If combined with other information we know about you from previous visits, the data possibly could be used to identify you personally, even if you are not signed in to our website.

13. Our use of re-marketing

Re-marketing involves placing a cookie on your computer when you browse our website in order to be able to serve to you an advert for our products or services when you visit some other website.

We may use a third party to provide us with re-marketing services from time to time. If so, then if you have consented to our use of cookies, you may see advertisements for our products and services on other websites.

Disclosure and sharing of your information

14. Information we obtain from third parties

Although we do not disclose your personal information to any third party (except as set out in this notice), we sometimes receive data that is indirectly made up from your personal information from third parties whose services we use.

15. Data may be processed outside the European Union

Our websites are hosted in the UK.

We may also use outsourced services in countries outside the European Union from time to time in other aspects of our business.

Accordingly data obtained within the UK or any other country could be processed outside the European Union.

We use the following safeguards with respect to data transferred outside the European Union:

- the processor is within the same corporate group as our business or organisation and abides by the same binding corporate rules regarding data processing.
- the data protection clauses in our contracts with data processors include transfer clauses written by or approved by a supervisory authority in the European Union.
- we comply with a code of conduct approved by a supervisory authority in the European Union.
- we are certified under an approved certification mechanism as provided for in the GDPR
- both our organisation and the processor are public authorities between whom there is either a legally binding agreement or administrative arrangements approved by a supervisory authority in the European Union relating to protection of your information

Access to your own information

16. Access to your personal information

- At any time you may review or update personally identifiable information that we hold about you, by signing in to your account on our website.
- To obtain a copy of any information that is not provided on our website you may send us a request at support@burrelleducation.com.
- After receiving the request, we will tell you when we expect to provide you with the information, and whether we require any fee for providing it to you.

17. Removal of your information

If you wish us to remove personally identifiable information from our website, you may contact us at support@burrelleducation.com. This may limit the service we can provide to you especially if you are enrolled in a Burrell Education course.

18. Verification of your information

When we receive any request to access, edit or delete personal identifiable information we shall first take reasonable steps to verify your identity before granting you access or otherwise taking any action. This is important to safeguard your information.

Other matters

19. Use of site by children

- We do not sell products or provide services for purchase by children, nor do we market to children.
- If you are under 18, you may use our website only with consent from a parent or guardian

20. Encryption of data sent between us

We use Secure Sockets Layer (SSL) certificates to verify our identity to your browser and to encrypt any data you give us.

Whenever information is transferred between us, you can check that it is done so using SSL by looking for a closed padlock symbol or other trust mark in your browser's URL bar or toolbar.

21. How you can complain

- If you are not happy with our privacy policy or if have any complaint then you should tell us by email. Our address is support@burrelleducation.com.
- You can find further information about our complaint handling procedure at webpage: www.burrelleducation.com
- If a dispute is not settled then we hope you will agree to attempt to resolve it by engaging in good faith with us in a process of mediation or arbitration.
- If you are in any way dissatisfied about how we process your personal information, you have a right to lodge a complaint with the Information Commissioner's Office. This can be done at <https://ico.org.uk/concerns/>

22. Retention period for personal data

Except as otherwise mentioned in this privacy notice, we keep your personal information only for as long as required by us:

- to provide you with the services you have requested;
- to comply with other law, including for the period demanded by our tax authorities;
- to support a claim or defence in court.

23. Compliance with the law

Our privacy policy has been compiled so as to comply with the law of every country or legal jurisdiction in which we aim to do business. If you think it fails to satisfy the law of your jurisdiction, we should like to hear from you.

However, ultimately it is your choice as to whether you wish to use our website.

24. Review of this privacy policy

We may update this privacy notice from time to time as necessary. The terms that apply to you are those posted here on our website on the day you use our website. We advise you to print a copy for your records.

If you have any question regarding our privacy policy, please contact us at support@burrelleducation.com

Learner Contact & Support Procedure

Date created	31/10/2019
Person responsible	Jenny Burrell
Last reviewed	31/10/2021
Responsibility for review	Janine Davis

1. Enquiries

Information is available to customers via our website, leaflets, brochures, telephone and email. Every applicant will be contacted by the course tutor to ensure that:

- They have an accurate knowledge of what the course will cover and enable them to do.
- Any individual learning or other support can be provided either prior to the course, during or afterwards towards completing the assessment.
- Any individual needs can be accommodated (in relation to ESL, accessibility or resource accessibility).

2. Booking

The following information is forwarded to the student:

- Course dates, times, venue details and costs.
- Learner Information Pack (includes: Equal Opportunities Policy, Aims and Purpose of the Course, Teaching and Learning Contract).
- Assessment Pack (if applicable includes: Assessment Guidelines, Marking Criteria, Appeals Procedure).

3. Start of the Training Programme

On the first day of the course, the learner will receive:

- Learner Manual
- Learner Handouts
- Learner Worksheets and where relevant, any multi-media resources
- Assessment Task Pro-forma and Assessment guidelines
- Contact details for training support during and post training

4. During the Training

The tutor will:

- Conduct a training needs analysis to establish the group and individual skill and knowledge competency.
- Include individual activities, quizzes and audits to assess learners' current competency in relation to the Aims and Outcomes and be offered individual support and guidance.

- Lead small group activities and workshops will provide practice opportunities for all learners and feedback will be given in relation to the assessment criteria.
- Run whole group plenary sessions; small group tutorials will be used for formative assessment purposes.
- Enable learners on every training programme to have the opportunity for one-to-one and small group tutorials during the course.

5. **Post-course and Assessment Preparation**

The learners will have:

- Full written and verbal assessment instructions.
- Online and offline sample assessment projects.
- Online and offline tutor support towards assessment completion.
- An opportunity to be re-assessed if necessary.
- Access to an online resource library.
- Appeals Procedure.

Training Cancellation Policy

Date created	31/10/2019
Person responsible	Jenny Burrell
Last reviewed	31/10/2021
Responsibility for review	Janine Davis

This policy applies to all training.

We recognise that there may be times when customers are unable to attend booked training and we aim to be helpful and flexible in accommodating cancellation requests wherever possible. However, cancellations may affect our costs and the quality of training for other customers, therefore any decisions relating to cancellations will be at the final discretion of the Manager.

Customer Cancellation

- Cancellations received up to 14 days before the start of the training start date will not be charged the training fee.
- No refund will be given for cancellations received 1-7 days prior to the training start date.
- No refund will be given for failing to attend the training without any prior notification.

Organisation Cancellation

- We reserve the right to cancel or change the training at any time, including but not limited to, lack of participation, venue and equipment unavailability, equipment or trainer availability.
- We will aim to provide you with a minimum of 14 days notification, or the earliest possible notification of any changes where unforeseen circumstances have resulted in the change.
- Learners will not be charged for the training and we will endeavour to provide alternative training arrangements
- We will not be deemed liable for any direct or indirect consequential costs that the learner may have incurred as a result of cancelled training, including, but not limited to, accommodation and transportation costs.

General Disclaimer

- We shall not be liable for damages resulting from errors or omissions in the training resources.
- We shall not be liable for any damages that result from the use of the training materials or content from the training programme.

Health and Safety Policy

Date created	31/10/2019
Person responsible	Jenny Burrell
Last reviewed	31/10/2021
Responsibility for review	Janine Davis

Tutors, learners and others who attend our training are expected to take responsibility for their own safety and that of other people.

The tutors, management and staff aim to ensure that the training takes place in a safe working environment, without risk of accident and the subsequent pain and suffering which could result. To meet these ends we aim to ensure that our training team carry out their duties in a safe and responsible manner within an overall framework of safe working practices.

General Policy Statement

We recognise our responsibility under the Health and Safety at Work Act 1974 (and other relevant legislation) and are fully committed to do all in our power to protect the safety, health and welfare of staff, learners and others.

We aim to ensure, as far as is reasonably practicable, safe premises, equipment and systems of work without risk to health. We recognise the importance of safety and efficiency in prevention of accidents and injuries and will make health and safety a priority.

Aims

To comply with the statutory requirements regarding the safety, health and welfare of tutors, learners and relevant others to whom we have legal responsibilities.

- To provide equipment that is safe and without risk to health.
- To provide such information, instruction, training and supervision as is necessary to ensure the health and safety of tutors, learners and relevant others.
- To maintain the training environment in a condition that is safe and without risks to health (including safe means of access and egress to and from the places of work).
- To provide and maintain a working environment which is safe and without risks to health, including appropriate facilities and arrangements for the welfare of employees.
- To identify and work for the elimination or control of hazards.

Organisation and Arrangements for Health & Safety

Everyone has responsibility for Health and Safety. Any member of staff will report any failures of policy, hazards or dangerous events to the Managing Director. Tutors, assessors, learners and others

have a duty to act responsibly and not to put themselves or others at risk by their acts or omissions. Where relevant, any unsafe conditions must be reported to the tutor or Managing Director and co-operate with Health and Safety matters. Tutors, assessors and learners must use all control measures and follow safe systems of work and keep the training area clean and tidy.

Health and Safety Conditions

Environment

- Adequate arrangements will be made to provide the correct levels of temperature, lighting, ventilation and noise for health and safety.
- Should this not be possible, then an alternative venue or solution will be sought to protect the individual concerned.

Safe Systems of Work

- It is the duty of the lead tutor to create and then maintain safe working practices.
- Where specific safety rules apply, for example: in using a new piece of equipment, these must be stated and shared with all relevant parties.

Housekeeping and Hygiene

- A clean and tidy training space is required to ensure that safety objectives are achieved.
- All are required to tidy and clear in the course of the training to prevent accidents and incidents and keep the areas clean and hygienic.

Slips and Falls

- Most serious accidents originate from people slipping, tripping or falling so particular care must be taken to be alert to potential hazards such as water on the floor, trailing cables and obtrusive equipment.
- People running or hurrying increase the risk of slips, trips and falls so special care should be taken when there are obvious hazards, conditions change or people are tired or distracted.
- Everyone is required to move around the work space diligently and with concern for their own and other's safety.

Training and Competency

- The training team will be suitably competent and capable in terms of health and safety for the tasks that they are responsible for.
- Specific training will be provided, where required and as identified by Risk Assessment.

Fire

- Fire extinguishers are to be provided around the premises and are marked "FIRE POINT"
- Fire escape routes and exits are to be clearly marked with 'FIRE EXIT' signs

- A fire alarm system (siren) operates with a break glass operation situated at the marked 'FIREPOINT'
- If a person discovers a fire, the alarm should be activated. Anyone who are not trained should not tackle a fire but proceed safely to the assembly point via the escape routes.
- No unauthorised person is to interfere with any fire safety arrangements.
- Everyone is responsible for keeping fire routes and exits free from obstruction and abide by the notices explaining the fire arrangements.
- Smoking is forbidden in the building.

Equipment

- Any fault or defect in a piece of equipment or controls must be notified immediately to the Lead Tutor.
- The machine/equipment must not be used until it has been repaired and safe to use again.
- As instructed by the tutor, only suitably trained individuals are permitted to use equipment and this should only occur when they have been trained to do so and when supervision and instruction will be provided.

Guidelines to Health and Safety

Below is a list of some basis guidelines for all to follow:

- Keep workplace clean and tidy etc. to prevent slips, trips and falls
- Always use equipment the right way as per the instructions
- Follow the safety procedures and rules from the Risk Assessment and ask if you are ever uncertain
- Never interfere with equipment, electricity or any safety feature
- No smoking
- Report any defects or damage to any part of the premises or equipment
- Do not put yourself or others at risk and this includes horseplay or misuse of equipment.

Prevent Duty & Safeguarding Policy

Date created	31/10/2019
Person responsible	Jenny Burrell
Last reviewed	31/10/2021
Responsibility for review	Janine Davis

Purpose

Burrell Education is committed to safeguarding all learners who attend our programmes. The purpose of this policy is to develop good practice for all learners about whom we may have particular concerns regarding their health, safety or welfare. The policy applies to all learners and includes, although is not exclusive to the following adults over 18 years of age who may be at risk, regardless of age, class, ethnicity, gender, marital status, religion or belief, disability, sexual orientation or gender reassignment.

Definitions

The definition of an adult at risk for the purpose of this policy adults at risk who are over 18 years of age and includes:

- Are in residential accommodation of sheltered housing
- Receive domiciliary care of any form of healthcare
- Are detained in lawful custody
- Are under the supervision of the courts
- Receive welfare service of a prescribed description
- Receive payments under the Health & Social Care Act 2001
- Require assistance in the conduct of their own affairs.

The definition of abuse includes:

- situations of self-neglect or self-harm or where a learner discloses abuse or abuse is suspected.

For the purpose of this policy, we will adopt the following definition of abuse: 'Abuse may consist of a single act or repeated acts. It may be physical, verbal or psychological. It may be an act of neglect or an omission to act or it may occur when a vulnerable person is persuaded into financial or sexual transactions to which he or she has not consented or cannot consent. Abuse can occur in any relationship and may result in significant harm to, or exploitation of, the person subject to it.' (Department of Health 2000 No Secrets).

Principles of Prevent Duty & Safeguarding

Prevent is part of the Government's counter-terrorism strategy and aims to stop people becoming terrorists or supporting terrorism. Burrell Education, in line with the Prevent Duty Guidance for Further Education institutions in England & Wales, has a duty to safeguard its students keeping them both safe and within the law.

The Prevent Duty is not about preventing students from having political or religious views and concerns, but about supporting them to address these concerns or act on them in non-extremist ways. Prevent is about preventing vulnerable individuals from being exploited by extremist beliefs.

The Prevent Duty is an extension of the same safeguarding process which the education sector already employs in order to effectively safeguard vulnerable adults from exploitation, abuse, drug use or alcoholism.

If you believe that someone is vulnerable to being exploited or involved in violent extremism, please use the established safeguarding duty or care procedures and escalate your concerns to the person responsible for safeguarding.

Process

The responsible Safeguarding Officer will make a referral through the local authority Prevent Co-ordinator or Channel (early intervention multi-agency) Co-ordinator towards safeguarding vulnerable people from being drawn into extremist behaviour.

Procedures Staff are Expected to Follow

If you see or hear something or if you are given information that causes you concern about a learner's health, safety, welfare, or behaviour you should not ignore it.

What you should do:

- Stay calm
- If it is a medical emergency or a situation of immediate danger, call the relevant emergency service(s) straight away. You do not need anyone's permission to do this. Otherwise, ask the learner whether they feel that they are, or that anyone else is, at immediate risk
- Ensure that the learner's basic needs are met, enlisting others to help if necessary and if you need to stay with the learner
- Listen to anything the learner may want to tell you
- Take notes of what is said and what you observe, at the time or immediately after
- Pass the information on to designated person responsible for safeguarding (the member of staff with lead responsibility for issues concerning adults at risk) at the earliest opportunity.
- Inform the learner that you are doing this and that their views and wishes will be taken into account.

Responsibilities

All those working with learners at or for Burrell Education have a duty to comply with this policy. One member of Burrell Education will be designated to take lead responsibility for issues concerning adults at risk. Except in an emergency, all concerns should be communicated them so that they can decide what action, if any, to take. As the designated member of staff, they should make themselves aware of any 'multi-agency' procedures operating locally and involve relevant health.

Media Policy & Procedure

Date created	31/10/2019
Person responsible	Jenny Burrell
Last reviewed	31/10/2021
Responsibility for review	Janine Davis

Burrell Education is an established and highly respected company. We have a reputation for providing excellent, professional services and we enjoy strong relationships with our customers as their destination for CPD courses in women's health, training and education.

While providing this service, we will use a range of social media and other news media and we have a responsibility to be open and responsive to information requests. Social media is among the many ways our customers and business partners build their individual perceptions of Burrell Education and the work we do in our industry

Purpose

This policy exists to assure that information disclosed by Burrell Education is timely, accurate, comprehensive, authoritative and relevant to all aspects of Burrell Education. Adherence to this policy is intended to provide an effective and efficient framework to facilitate the timely dissemination of information.

Scope

This media policy applies to all employees of Burrell Education and its subsidiaries and divisions as well as members of its Board of Directors concurrent with the Company's Disclosure Policy. This policy covers all external news media and social media including broadcast, electronic and print.

Designation of Company Spokesperson

Jenny Burrell is designated as Burrell Education's principal media contact and company spokesperson. Jenny Burrell has expertise in media relations and weighs each media inquiry to determine the best way to provide information. Among corporate communications responsibilities:

- Increase public awareness and understanding of Burrell Education, the services that we provide and our future prospects for growth.
- Promote a positive public image of Burrell Education and the work we do to the audiences that are important to the Company, which includes existing and prospective customers, employees and our industry peers.

Guidelines for Talking with the Media

A reporter, producer or other news media may contact you for a number of reasons, for example:

- To get information about Burrell Education.

- To get information or comment about an action or event that could impact our industry, new product launches, etc
- To get general information on a topical story in your community

Refer all media calls to the company's spokesperson. Please do not say you are not allowed to talk to a reporter or have to get permission to do so. Instead, tell the reporter: "Burrell Education's policy is to refer all media inquiries to the company's spokesperson. You can reach them at (insert telephone number)."

Whenever taking a call from the media, the same courtesy and professionalism in which we approach customers should be displayed toward the media. Please act quickly when approached by the media to ensure that the reporter's deadline is met. This is important because the way this call is handled may be the reporter's first impression of Burrell Education and that first impression may end up in the story published. In order to promote our customer service image, it is important to respond quickly, courteously and professionally to all media calls.

Guidelines for Photographs and Film

A similar process as described above will be used when someone from the media is requesting permission to take photographs or to film inside our facilities. Refer the caller to the Company's spokesperson. No one will be given access to our facility for a photo or filming without approval from the Company's spokesperson, and equally important, the Company's spokesperson will not give approval without talking in advance with the manager of the facility. This is a joint decision between the facility and the Company's spokesperson. Decisions will be based upon a number of considerations including but not limited to:

- What does Burrell Education have to gain from the photo and filming?
- How much disruption will this cause to operations?
- What is the age and condition of the facility?
- Does the facility look 'picture perfect' good?

When dealing with reporters and camera crews who may show up unannounced, the facility manager and staff should act with the same courtesy and professionalism as we approach customers. Contact the Company's spokesperson immediately and let them know which news source is there so that they can contact the camera crew's newsroom or the print photographer's editor for clarification.

We cannot prevent the filming or photographing in areas outside of our facilities, which we do not operate. Examples would include parks and outdoor spaces.

The following guidelines should be used when television camera crews or print photographers show up unannounced at your facility.

- The media cannot enter our facility to photograph or film without permission.
- The media cannot block the entrance to our facility or prevent people from entering our facility or conducting business as usual.

Be courteous and friendly, but also remember that no matter how congenial or affirming the reporter, photographer or camera crew are, everything you say and do may be observed and reported by the media representative.

Guidelines for Seeking Media Coverage

In circumstances in which you believe you have a positive news story to share with the public, contact the company's spokesperson. It is the only department authorized to distribute Burrell Education news releases, pitch coverage of particular events or hold news conferences.

- Do not call a reporter directly without first consulting the company's spokesperson
- The company's spokesperson will work with you to gather information and determine if and how the news media should be contacted.

Social Media Policy & Procedure

Date created	31/10/2019
Person responsible	Jenny Burrell
Last reviewed	31/10/2021
Responsibility for review	Janine Davis

Policy

This policy provides guidance for employee use of social media, which should be broadly understood for the purposes of this policy to include blogs, wikis, microblogs, message boards, chat rooms, electronic newsletters, online forums, social networking sites, and other sites and services that permit users to share information with others in a contemporaneous manner.

Procedures

The following principles apply to professional use of social media on behalf of Burrell Education as well as personal use of social media when referencing Burrell Education:

- Employees need to know and adhere to the Company's Code of Conduct, Employee Handbook, and/or other company policies, when using social media in reference to Burrell Education.
- Employees should be aware of the effect their actions may have on their own image, as well as Burrell Education's image. The information that employees post or publish may be public information for a long time.
- Employees should be aware that Burrell Education may observe content and information made available by employees through social media. Employees should use their best judgment in posting material that is neither inappropriate nor harmful to Burrell Education, its employees, or customers.
- Although not an exclusive list, some specific examples of prohibited social media conduct include posting commentary, content, or images that are defamatory, pornographic, proprietary, harassing, libellous, or that can create a hostile work environment.
- Employees are not to publish, post or release any information that is considered confidential or not public. If there are questions about what is considered confidential, employees should check with Jenny Burrell- Head of Burrell Education.
- Social media networks, blogs and other types of online content sometimes generate press and media attention or legal questions. Employees should refer these inquiries to authorised Burrell Education spokespersons.

- If employees encounter a situation while using social media that threatens to become antagonistic, employees should disengage from the dialogue in a polite manner and seek advice from Jenny Burrell.
- Employees should get appropriate permission before you refer to or post images of current or former employees, members, vendors or suppliers. Additionally, employees should get appropriate permission to use a third party's copyrights, copyrighted material, trademarks, service marks or other intellectual property.
- Social media use shouldn't interfere with employee's responsibilities at Burrell Education. When using Burrell Education computer systems, use of social media for business purposes is allowed (for example Facebook, Twitter, Burrell Education blogs and LinkedIn), but personal use of social media networks or personal blogging of online content is discouraged and could result in disciplinary action.
- If employees publish content after-hours that involves work or subjects associated with Burrell Education, a disclaimer should be used, such as this: 'The postings on this site are my own and may not represent Burrell Education positions, strategies or opinions.'
- It is highly recommended that employees keep Burrell Education related social media accounts separate from personal accounts, if practical.

Complaints Policy & Procedure

Date created	17/08/2023
Person responsible	Jenny Burrell
Last reviewed	17/08/2023
Responsibility for review	Janine Davis

Statement of Policy

The aim of this policy is to provide a clear and transparent process in the event someone needs to make a complaint regarding any of services within Burrell Education. Anyone has the right to complain if they are not satisfied with any element of service within Burrell Education. Each circumstance may have different and more specific content within the complaint, so this will be dealt with on a bespoke basis, but equally treated in resolving the issue.

Complaints

Any learner who believes that they have not been treated fairly, and in accordance with this policy, is entitled to raise their concerns. The complaint is to be addressed to Jenny Burrell, Head of Burrell Education.

Any complaints of discrimination will be dealt with fairly, promptly and confidentially.

We reserve the right to change our Policy without prior notice. This policy is kept under review and subject to change in line with changes and amendments to law and any events that require the policy is updated.

Scope of Policy

This policy is non-exhaustive but applies to:

- All learners who apply for training.
- All training events or activities.
- All resources and support opportunities that we offer.
- All staff who are employed or contracted to work with or for us.

Implementation

We accept responsibility for the effective implementation of this policy. In order to implement the policy, we shall:

- Ensure that training course places are allocated to all staff through staff meetings, monthly management meetings, training days, individual training as needed.
- Not discriminate or treat any individual unfairly on grounds of gender, race, disability, ethnic origin, religion, sexual orientation or social background.
- Aim to make reasonable arrangements to support throughout any complaints process.
- Ensure confidentiality is maintained at all times and only those who need to be involved in the individual complaint, will do so.
- Ensure that staff take part in training and personal development to enable them to confidently and competently meet the needs of any complaints.

All complaints will go directly to Jenny Burrell, Head of Burrell Education. There will be a 28 day standard turnaround time for any complaint to be responded to. If additional time is needed to further investigate your complaint, you will be notified with reasons and an explanation of the plan to move forward with the complaint.

Falsification of information or malicious complaints will not be tolerated in any way. Burrell Education will not accept any abusive behaviour, persistent contact or threatening behaviour to any of its staff, students or other workers. In the event of this happening, a formal warning will be given, if this continues, the person involved will have all contact with Burrell Education revoked and no further training or communications will be allowed.

Burrell Education 2023