



Accountancy Learning Ltd

An information guide for Staff and Learners

“Commitment to All”

This Guide has been produced to bring within one document Accountancy Learning Ltd’s Equal Opportunities policies, its strategies, its accessibility statement, its complaints and appeal procedure and finally details of those other bodies or organisations that learners can contact for further information and guidance.

March 2019

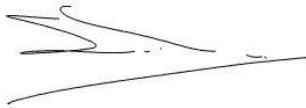
EQUAL OPPORTUNITIES: COMMITMENT TO ALL

1. INTRODUCTION: STATEMENT FROM THE DIRECTORS

Accountancy Learning (AL) is committed to providing equal opportunities to its staff, and in respect of the provision of training, to all current and prospective learners.

Our aim is that all staff and learners can access, engage, develop and ultimately achieve their goals whilst employed or learning at AL.

Signed



Simon Deane

Director

Dated: 29 March 2019

Signed



Prue Deane

Director

Dated: 29 March 2019

2. POLICIES

Formal policies for equal opportunities are in place for employees of AL, learners and employer placements. These are reproduced below:

(i) Equal Opportunities (Staff)

- We are committed to being an equal opportunities employer
- We value and encourage diversity
- We aim to develop all staff to enable them to make a full contribution to meeting our objectives and to fulfil their own potential on merit
- We will not tolerate harassment or other unfair discrimination on the grounds of sex, marital status, race, colour, nationality, ethnic origin, disability, mental health issues, age, faith or sexual orientation and will promote and abide by current government regulations.
- We will promote the use of a range of flexible working patterns to enable staff to balance home and work responsibilities, and we will treat people fairly irrespective of the working arrangements. For more information about flexible working patterns, go to <https://www.gov.uk/flexible-working>
- The Directors are responsible for this policy
- The policy will be reviewed annually

The Directors
Accountancy Learning Ltd

(ii) Equal Opportunities (Learners)

- We are committed to being an equal opportunities provider
- We value and encourage diversity
- We aim to develop all learners to enable them to progress towards meeting their objectives while in learning at AL
- We will not tolerate harassment or other unfair discrimination on the grounds of sex, marital status, race, colour, nationality, ethnic origin, disability, mental health issues, age, faith or sexual orientation and will promote and abide by current government regulations
- We will offer a range of study programmes in a variety of locations (including from home) for learners to access training. We will treat learners fairly in accordance with their needs and irrespective of their training arrangements
- The Directors are responsible for this policy
- The policy will be reviewed annually

The Directors
Accountancy Learning Ltd

Data Protection Policy

The Data Protection Act 2018 (GDPR) regulates how organisations may use personal data and protects the rights of individuals with regard to the use of their personal data.

GDPR:

1. Requires personal data to be processed lawfully and fairly, on the basis of the data subject's consent or another specified basis;
2. Confers rights on the data subject to obtain information about the processing of personal data and to require inaccurate personal data to be rectified, and
3. Confers functions on the Information Commissioner, giving the holder of that office responsibility for monitoring and enforcing their provisions.

The use of personal data is also governed by other statutory and common law requirements, including the law of confidence and defamation. Accountancy Learning Ltd is committed to ensuring that its use of personal data is fully compliant with the law and best practice.

Data Protection has implications both for those who provide personal information to AL (staff, learners and others) and for those who may use it in the course of their duties to enable AL to carry out its functions. Some of the requirements are complex and detailed, particularly for those members of staff who are responsible for deciding what personal information is kept and how it is used. For this reason, the Policy does not attempt to give detailed guidance. Instead, its purpose is to identify how Data Protection issues will be managed by describing rights and responsibilities.

For those who have Education Skills Funding Agency (SFA) funding, information on the ESFA's policy for data protection is provided.

All management and staff that are likely to have access to some personal information in the course of their duties will:

- Respect the privacy and confidentiality rights of all data subjects
- Be careful that personal information is not disclosed either orally or in writing, accidentally or otherwise, to any unauthorised third party. This includes making sure that casual access to data is not possible on screen or otherwise
- Only use personal information for approved purposes and ensure that they comply with any instructions and guidelines about the use of personal data
- Inform management of any proposed new uses of personal data
- Keep all personal data secure and not remove it from AL premises without the permission of their line manager
- Comply with all AL policies regarding the use of IT facilities
- Check that the information they provide to the AL in connection with their employment is accurate and up-to-date and inform AL of changes to or errors in information held

3. STRATEGY

The strategies we will use to promote and access opportunity for learners are:

- (i) To ensure that all learning and marketing literature is consistent with and promotes equal opportunities
- (ii) Working with employers to counter discrimination and actively promote equality of opportunity

4. ACCESSIBILITY STATEMENT

Introduction

"We encourage applications from those with specific or additional needs which they feel may impinge or inhibit their learning. Our programmes are designed to enable wide participation and access, and we seek to accommodate each learner's specific needs; we look forward to receiving your enrolment form and discussing the available options for your training here at AL."

Simon and Prue Deane, Directors

Overall Policy

At Accountancy Learning we strive to provide high quality, accessible training and career advice across the South West Region. We are a niche provider of training relevant to the accounting sector, specialising in AAT qualifications. We can provide advice on all accountancy qualifications and where they can be sourced. Our mission is to assist and guide our learners towards the achievement of their career aspirations or the recognition of their actual achievements.

Although our training provision is specialist, we strongly believe in ensuring that this provision is accessible to as wide a group of learners as possible. We are committed to equality and diversity and in ensuring that our training provision is inclusive and free from discrimination or undue obstacle. It is our policy, therefore, to maximize access to work-based training for all learners. If you have a learning difficulty or disability, this will be discussed with you so that we are clear about the extra support you need. If your needs are considerable, we would like this discussion to take place at least six months before you enrol so that we can do our best to meet them. If for any reason, we cannot offer you a place on our programmes because we do not have the resources or the expertise to meet your needs, or if you need the use of special equipment or work areas which we cannot access, then we will do our best to advise you on alternative provisions.

Enrolment Arrangements

Enrolment arrangements and entry criteria can be found in our relevant publications or by contacting our Learner Support Team. We can also have an informal discussion with Learner Support Team.

You are encouraged to discuss any additional needs you may have at the earliest opportunity and a copy of your completed Summary Initial Assessment form will be retained so that we can monitor your progress and ensure that your needs are met. Part of the initial assessment procedure may include a test for dyslexia and dyscalculia, to help recognise these common learning difficulties.

Additional Support

As a student with a disability or the need for additional support, you will have access to the same range of course programmes as everyone else, provided that you meet the standard entry requirements. Adults who wish to acquire or improve literacy, communications, study or numeracy skills for personal development, or prior to a return to education and training, should liaise with our learner Support Assistant. Where appropriate we will collaborate with local colleges to provide additional support. All students with known learning difficulties are monitored to see if progress is being maintained. Where needs are identified, additional support will be planned in liaison with you.

As we are a small organisation, we have limited resources and expertise to enable us to directly support all additional needs. However, through our relationship with Education Skills Funding Agency and other local training providers, we will endeavour to identify routes to access these resources and expertise. As with all support, the sooner we know about your needs, the more likely we are to be able to plan to meet them when you enrol.

Complaints and Appeals Procedure

The commitments, which we make to potential and enrolled learners are clearly set out in both our written Complaints and Appeals Procedures and Grievance Procedure, which are available on request. This deals with all aspects of our provision. Learners who enrol onto our programmes will receive a study support guide which contains details of the Complaints and Appeals procedures.

Examination Arrangements

It is generally the responsibility of learners to submit examination entry forms to assessment centres approved by the Association of Accounting Technicians. However, if you have a disability or need additional support, you may be eligible for extra help. Special arrangements can be requested from awarding bodies so that you are not disadvantaged in any way.

Special arrangements could include: extra time and supervised breaks; improved access to questions e.g. modifications to text; enlarged print, readers, low vision aids; signing or special amplification in aural tests; alterations in means of presenting responses e.g. Braille, transcriptions, amanuensis, use of typewriter or personal computer (but without assistance from features such as spell checkers, thesaurus or similar device). In exceptional circumstances, it is possible to provide individual or small group invigilation where necessary in separate accommodation, in hospital, or at home, provided that security can be guaranteed. With course work, it is possible to negotiate extensions to deadlines if necessary.

Where a case for special arrangements arises we will liaise with you to collect or generate the documentation necessary to support your request. This is most likely to include an up to date recommendations from an educational psychologist and/or a doctor's note.

We can negotiate modifications to course work assessment requirements to ensure that students with disabilities or those who have additional needs, are not penalised. For example, a dyslexic student with writing difficulties could present some course work in an alternative form, such as an audio-tape where a written report was requested. Overall, we aim to ensure that you will neither be penalised nor given an unfair advantage over other candidates.

Physical Accommodation and Access

We hope you will find that AL can meet your training needs. Do not hesitate to contact any of our staff for further clarification of any of the information given above.

Any queries or advice regarding this statement should be forwarded to:

Prue Deane
Accountancy Learning
Southernhay Lodge
Barnfield Crescent
Exeter
EX11QT

Telephone 01392 435349 or e -mail prue@accountancylearning.co.uk

5. PASTORAL CARE

We realise that our learners may have concerns and anxieties other than the course of training they are following. We also recognise that this can impact on their training; learners must feel confident that they can contact us with an anxiety or concern at any time. To this end, our contact details are repeated below.

We also recognise that you may wish to speak on a specific personal issue to someone other than ourselves and so have provided a list of contact details also shown below.

PLEASE NOTE THAT ANY ISSUE OF A PERSONAL NATURE THAT YOU RAISE WITH US REMAINS CONFIDENTIAL

Contact Details:

Firm Name	Telephone Number	Email & Website Address
Accountancy Learning	01392 435349	prue@accountancylearning.co.uk www.accountancylearning.co.uk

Youth Enquiry Service	01752 691511	http://www.youngdevon.org info@youngdevon.org
Careers South West	0800 97 55 11	enterprise@cswgroup.co.uk https://cswgroup.co.uk/

6. COMPLAINTS AND APPEALS PROCEDURE

Although it is unlikely to be needed, it is important that there is a procedure for dealing with any disagreements regarding assessment.

Queries on Assessment Outcomes

Examinations

Students who are dissatisfied with the outcome(s) of an examination(s) may apply to have their paper(s) re-marked under the AAT's query procedure. Students' queries will need to be backed by confirmation from their AAC – i.e. AL stating that the student was confidently expected to be assessed as competent in the subject. Further details of the query procedure, fees charged and application forms are available on request from the Assistant Assessment Officer at the AAT.

As all assessments are now performed by the AAT directly all queries on assessment outcomes will be passed to them. Training Providers are not involved in the assessment process.

Complaints about Approved Training Providers (ATP's)

The AAT has established a quality assurance system for the Education and Training Scheme which includes procedures for the approval and monitoring of Assessment Centres. As part of this process the Association is concerned about the effectiveness of centres and students' subsequent performance, and is interested in the feedback received from employers or their trainees.

However, queries/complaints on the service provided by AAC's should be addressed in the first instance to the AAC involved using the centre's own complaints procedure. Complaints which cannot be resolved should then be forwarded to the Awarding Body (AAT) whereby they will follow their established appeals procedure.

7. GRIEVANCE PROCEDURE

For the procedure to deal with disagreements regarding assessment decisions, there is a separate "Complaints and Appeals Procedure" which you are informed of within the Study Support Guide and at the time you are signed up to your programme.

For other complaints and grievances pertaining to or affecting your training, the following procedure is in place:

- You are to contact your allocated personal advisor at AL in writing, advising of the complaint or grievance. If it is the personal advisor about whom the complaint or grievance relates

then you are to contact one of the Directors.

- The AL personal advisor (or a Director) will investigate the complaint or grievance and aim to resolve the matter. You will be advised of the outcome within 10 working days.
- If you are not satisfied that the matter has been satisfactorily resolved, then you can, in writing, address the complaint or grievance to the Managing Director (provided both have not been previously involved in the matter). The Managing Director will investigate the matter and inform you within 10 days of the outcome.
- If this too proves unsatisfactory for you, then the matter will be passed over to a panel consisting of you, a colleague or friend of yours, the AL personal advisor and a director of AL. If this panel is unable to resolve the matter to your satisfaction then you will be advised to bring the complaint to the Association of Accounting Technicians.

Write to the AAT's Customer Service team by post to tell them your concerns. Customer Service team, AAT, 140 Aldersgate Street, London EC1A 4HY. Please provide as much information as you can about the complaint. You can access the AAT's complaints procedure at: <https://www.aat.org.uk/about-aat/aat-customer-charter/complaints-about-aat-approved-training-providers>

8. ACCOUNTANCY LEARNING CONTACTS

We are a small team and pride ourselves on the close support we provide learners. Our office hours are 9.00am to 5.30pm (Monday to Thursday, finish 5.00pm on Friday). Any matters regarding the contents of this document should be addressed to:

Simon Deane or Prue Deane
Accountancy Learning
Southernhay Lodge
Barnfield Crescent
Exeter
EX1 1QT

Telephone 01392 435349 or e-mail simon@accountancylearning.ac.uk or prue@accountancylearning.ac.uk