This agreement is between Hertfordshire Care Providers Association (HCPA) and [ORGANISATION] (hereafter known as the organisation)

HCPA will provide:  
[DETAILS OF TRAINING] over [TIMESCALE] at [VENUE] for a minimum of 6 and up to a maximum of [Number] delegates.

HCPA will provide a tutor / facilitator to your organisation for the duration of the training who will provide all required resources.  
All HCPA tutors are qualified in teaching with relevant qualifications and insurance and act within Hertfordshire Safeguarding procedures.

**Additional Learning Support**

If a learner requires additional support, then the tutor will take this into account.

As each person is different, an assessment will be made prior to classes starting properly.

From this assessment adjustments will be made or extra support will be brought in where appropriate.

**The Organisation agrees the following:**

To pay 50% of fees due before training commences – HCPA will not deliver training until this has been received.

To pay the remaining fees due within 30 days of completion of the training, as per our payment terms.

To notify HCPA of any changes as soon as requested.

To provide HCPA tutors with support as requested.

To complete all required paperwork.

To provide HCPA with feedback regarding the tutor and the content of the classes following the programme.

**Cancellations and Changes**

While we will endeavour to do all we can to accommodate any requested changes of training dates, learner numbers or other material changes, these may incur a cost. Cancellations must be within the agreed notification periods (outside of these periods then charges will apply) as below:

* Over 10 working days – no charge
* Between 5 and 10 working days – 50% of total cost
* 5 working days or less – 100% of total cost

**Funding**

If it is possible to fund the training through an outside organisation, such as Skills for Care, it should be noted that the agreement is between the organisation receiving the training and the funding body. HCPA may offer support in claiming funding, however this is not guaranteed.

**Comments, Compliments and Complaints**

HCPA believes that if an individual wishes to make a comment, complaint, register a concern or give a compliment they should find it easy to do so. It is our policy to welcome comments, compliments and complaints and look upon them as an opportunity to learn, adapt, improve and provide better services. This policy is intended to ensure that complaints are dealt with properly and that all complaints or comments by service users are taken seriously.

In order to protect complainants’ rights all information must be exchanged on a ‘need to know’ basis. Sometimes a complainant will wish to remain anonymous. It is always preferable to reveal your identity and contact details to us, however, if you are concerned about possible adverse consequences please inform us that you do not wish for us to divulge your identity.

Comments and complaints may be received verbally or in writing. In both instances HCPA’s primary aim is to resolve matters quickly and fairly by ensuring a full response is made.

If you wish to make a comment or give a compliment in relation to the service provided, the manager will handle the comment in an informal manner acceptable to the individual raising the concern.

If you are unsatisfied with the manner your comment has been handled with, you may still make a formal complaint.

Any compliments received either verbal or in writing will also be recorded.

Written and verbal complaints must be referred to the Programme Manager: Education and Corporate Standards or by filling out this [form](https://traininghcpa.wufoo.com/forms/m1fa50hf030igq0/). Following the receipt of a complaint HCPA will:

* Acknowledge receipt of the complaint
* Initiate an investigation into the issues raised by the complainant
* Provide a response to the complainants
* Ensure the data is captured to allow reflection, analysis and learning from the event

We aim to initiate the investigate of the complaint within 10 working days. If your complaint is more complex, or involves people who are not available at the time, we may extend this to 20 working days. We may contact you within this period to seek further information or clarification (in some instances we may recommend a meeting). At the end of the investigation we shall write to inform you of our decision

If delays in responding are anticipated the complainant will be informed in writing.

In situations where a complaint has been successful and indicates a failure in our assessment processes we will take appropriate actions such as:

* Identify any other learner who has been affected by that failure.
* Correct, or where it cannot be corrected, mitigate as far as possible the effect of the failure, and
* Ensure that the failure does not recur in the future.

If you disagree with the decision you can then take the matter through our appeal arrangements which are **outlined in our Appeals Policy below.**

**APPEALS**

**HCPA is committed to open and fair assessment.**

As a Learner, you should be involved in the assessment process. There may occasionally be times when you and your Assessor have differing views about an assessment decision. The process described below covers such situations.

**Stage 1**

If you disagree with an assessment decision, discuss this with your Assessor as soon as possible. Explain your reason for concern and your Assessor will provide a clear explanation and re-examine the evidence with you. Most appeals will proceed no further than this. If you are still unhappy, the appeal can proceed to Stage 2 and will be registered as a Learner Appeal.

**Stage 2**

The Learner Appeals Procedure Form, together with the assignment/assessment activity, and your evidence or work and any explanation you wish to include, will be sent to the Internal Verifier within 24 hours. The Internal Verifier will reconsider the decision and inform you of his/her decision within 5 working days. This decision will be entered on the Learner Appeal Form. In the rare event that you are unhappy with the reconsidered assessment decision, the appeal will move to stage 3.

**Stage 3**

At this stage, the Appeals Procedure Form and relevant evidence will go to an Appeals Panel which includes you, a friend (if you wish), the original Assessor, the Internal Verifier (stage 2) and 2 independent people appointed by the Quality and Standards Team, one of whom will be the chair.

The panel will reach a decision within 10 working days and notify, in writing, all parties of the outcome. The decision of the Appeals Panel is final for most qualifications. For some qualifications, the External Verifier, appointed by the Awarding Body, may be requested to investigate the appeal and the Awarding Body’s decision is final. The Awarding Body may charge a fee payable by you. You would be informed of any charges prior to proceedings***. If you have any queries about this process, please discuss it with your Personal Tutor or Assessor, or you can contact the Quality Assurance Manager kelliehopkins@hcpa.info.***