



Canine Therapies

Policies and procedures documentation



CANINE THERAPIES

EQUALITY AND DIVERSITY STATEMENT

FOR STAFF, STUDENTS AND COURSE PARTICIPANTS

Canine Therapies values the diversity of cultures and communities which are reflected across our country.

We consider the word "diversity" to cover areas such as race, gender, disability (including physical, mental and other unseen conditions), sexual orientation, religion and beliefs, personal values, age and culture.

It is our intention to provide a high standard of learning opportunities by helping participants to develop their practical skills, and broaden their understanding, whatever their background or previous educational experiences.

By embracing diversity we understand and value the differences between individuals. We will endeavour to nurture the potential of all our students by providing a good example of tolerance and respect, and expect our students to embrace similar values.

We recognise the importance of providing a fair and just environment and we will actively work towards eliminating discrimination and promoting diversity within our workplace. We are fully committed to the following:

- ❖ elimination of unlawful discrimination;
- ❖ meeting the needs of all our participants;
- ❖ promoting equality of learning opportunity;
- ❖ ensuring that all staff and participants respect each others' differences, and treat each other with courtesy, fairness and dignity.

We will not tolerate any form of bullying or harassment, but acknowledge that each party may have a very different viewpoint about what could be construed as such. We would encourage staff or students to raise the issue with the person or persons involved, and would suggest that they have a third party present as an arbitrator, should they choose to do so. Any matters which cannot be resolved easily should be referred to the Course Leader or another appropriate member of staff.

CANINE THERAPIES
DISCRIMINATION STATEMENT
FOR STAFF, STUDENTS AND COURSE PARTICIPANTS

1. It is the intention that the policies of Canine Therapies for training and employment should achieve equality of opportunity for all, irrespective of colour, race, creed, sexual orientation, marital status or disability.
2. Canine Therapies will not knowingly discriminate on any of those grounds listed above, either directly or indirectly, by applying conditions or requirements which cannot be shown to be justifiable on non-discriminatory grounds.
3. Canine Therapies will not knowingly discriminate against any student or client on the grounds of sex, sexual orientation or marital status. It acknowledges its responsibilities with regard to the Sex Discrimination Act 1976, and will promote equality for men and women without discrimination.
4. No student, client or employee will receive less favourable treatment on the grounds of race, colour or ethnicity, nor will they be disadvantaged by requirements or working conditions which cannot be justified. It acknowledges its responsibilities with regard to the Race relations Act 1976, and will promote equality of opportunities without discrimination.
5. Canine Therapies will consider any disabled person for training or employment on an equal basis with other applicants with the following provisos:
 - i. individuals are suitably qualified to carry out the role or training for which they are applying;
 - ii. their disability is such that they are able to carry out the work or training without inconvenience to other staff, clients or students;
 - iii. their disability will not jeopardise the safety of any person or animal and will not conflict with any safety or legal obligations.
6. The responsibility for the success of this policy is dependent on the efforts, understanding and attitudes of all staff, students and clients.

CANINE THERAPIES

DISABILITY AND EQUALITY ACT (2010) STATEMENT

At Canine Therapies we recognise our responsibility to provide our students and course participants with a high standard of tuition and learning opportunities. We will not tolerate any form of discrimination, and will promote an environment which positively encourages equality and opportunity.

Canine Therapies is committed to ensuring that all students, employees and clients are treated with equal respect and dignity. The Equality Act (Oct. 2010) places a duty on us to promote disability equality and to have due regard to the following:

- ❖ To promote equality of opportunity between disabled people and all others;
- ❖ to eliminate all unlawful discrimination, under the Equality Act;
- ❖ to eliminate harassment of disabled people that is related to their disabilities;
- ❖ to promote positive attitudes towards disabled people;
- ❖ to encourage participation by disabled people in public life;
- ❖ to take account of the disabilities suffered by disabled people, even when that involves treating disabled people more favourably than others.

Definition

The legal definition of a disability as detailed in the Duty to Promote Disability Equality: Statutory Code of Practice, England and Wales, Disability Rights Commission 2005 paragraph 1.6 states:

"A person has a disability if he or she has a physical or mental impairment, which has a substantial and long-term adverse effect on his or her ability to carry out normal day-to-day activities. "

Course Administration Arrangements

You will be asked to identify any particular problems you may have, either during the application process or by speaking personally and confidentially to the Course Administrator. It is important that we are made aware of your needs before embarking on the course so that we can identify whether we have the resources to be able to offer appropriate support.

We will provide you with an honest assessment of how suitable the course may be for you, including how you would cope with our facilities here. We would endeavour to assist in the identification and provision of any specialist equipment required to support your learning. We will also try to make any reasonable adjustments to the facilities to enable you to follow your chosen course. Clearly, our ability to do so would depend on the practicalities and the degree of disruption this would cause.



CANINE THERAPIES CONFLICT OF INTEREST STATEMENT

A conflict of interest arises when the judgement of anyone involved with Canine Therapies, including staff and students, may be compromised by financial situations, commitments or obligations, or any interest whether personal or not. Anything which may compromise judgement or objectivity must be disclosed at the outset.

The prevention of bribery and corruption, as detailed in the Bribery Act (2010), is considered paramount in avoiding a situation which could be considered to be a conflict of interest, whether or not that conflict is factual or supposition.

Within the selection and/or the assessment process of students Canine Therapies will not show favour or enhancement of any kind to family members, friends or acquaintances. Any such connections must be disclosed at the time of registration. Should it become apparent that disclosures have not been made the matter will be reported to the Proprietor and to the Moderator, who will decide what further action should be taken.



CANINE THERAPIES

DATA PROTECTION POLICY STATEMENT

Canine Therapies is committed to protecting the rights and privacy of individuals in accordance with the Data Protection Act (1998) and its Eight Principles of Good Practice. Information about staff, students, clients and others will only be used in accordance with established regulations. Personal data will be collected, recorded and stored safely and securely, and not disclosed to any third party. The lawful and correct handling of personal information is paramount. Canine Therapies is committed to the following:

- protecting the personal details of staff, clients, students and others;
- keeping all personal data up to date and confidential;
- maintaining personal data for only the time it is required;
- destroying information securely when it is no longer required;
- releasing personal information only to authorised individuals, and then only when permission has been given;
- collecting accurate and relevant data only for specified lawful purposes;
- ensure that all personnel who have access to any personal data held are fully aware of and abide by their duties under the Data Protection Act 1988, and adhere to regulations and procedures at all times.

Sensitive personal data is deemed to be any information relating to any of the following:

- racial or ethnic origin;
- political opinion;
- religious or other beliefs;
- trade union membership;
- physical or mental health or condition;
- sexual life;
- criminal proceedings or convictions.

Under the Data Protection Act people may write to Canine Therapies to request a copy of the information we hold about them. We reserve the right to charge the maximum fee (currently £10) payable under the Act for providing this information. If the details we hold are incorrect a request can then be made to amend them, which will be done at no further charge.

CANINE THERAPIES PROCEDURE FOR MALPRACTICE

Malpractice (for the purpose of courses at Canine Therapies) is defined as:

Immoral, illegal or unethical professional conduct or neglect of a professional duty by students or staff with regards to the provision of a qualification.

Students may not submit work which is not their own. They must not lend their work or allow other candidates to use their source material, nor may they include work copied directly from books, the internet or other sources without acknowledgement. A breach of this regulation may result in being disqualified from the course or from the qualification.

Procedures for Dealing with Malpractice:

1. If malpractice by students is suspected it should be reported to the Course Administrator or Proprietor within 5 working days of its discovery. If Canine Therapies fails to disclose such information its approval as a training provider may be suspended or withdrawn.
2. If a Canine Therapies representative suspects malpractice is happening or has taken place by a member of staff or a tutor it must be reported in writing to the Proprietor or Course Administrator within 5 working days.
3. If a report of malpractice is received the Proprietor will immediately appoint a competent individual to conduct an enquiry/investigation. Within one calendar month they will write a full report of their findings, including evidence, and Canine Therapies will then take whatever action is deemed appropriate. This may include taking action advised by the Awarding Body.
4. Canine Therapies will keep a record of all cases of malpractice and will share the report with the Awarding Body within 7 days of receipt. They will also pass on the information to any other relevant parties such as funding authorities.
5. Canine Therapies will co-operate fully with the Awarding Body, undertaking any further investigations if requested.

CANINE THERAPIES HEALTH & SAFETY POLICY

Client Management

- All staff will hold an up to date Canine First Aid Certificate, to be renewed at least every 2 years. This to include topics of drowning, electrocution and resuscitation.
- All dogs attending Canine Therapies, whether for a medical condition or for fun & fitness, will have the consent of their vet, which will be kept in each dogs' individual file.
- Canine Therapies reserves the right to refuse to treat a dog which displays behaviour or medical conditions which may be contra-indicated by water therapy or which may endanger the safety of the therapist, students, or other owners.

The Management of Chemicals

- Chemicals will be stored safely following guidelines provided on each chemical container, and will be kept locked so they are inaccessible to members of the public or animals.
- All staff will be familiar with the handling and storage of chemicals in accordance with COSHH.
- Any spillage will be thoroughly swilled with water and vacuumed (using wet/dry vac), and then the same process repeated to ensure complete removal of all residue.
- Only staff trained in the handling of chemicals will be given access to storage areas.

Pool and Water Management

- Water will be tested 3 times a day and the chemical balance adjusted accordingly, to the required standard, with results and actions recorded. This is assuming normal to heavy use, and will be reduced when the pool is closed.
- Filters will be cleaned frequently throughout the day, according to need.
- Backwashing will be carried out 3 times a week, assuming normal to heavy usage. During quieter periods this frequency may be reduced to twice a week.
- The bottom of the pool will be swept or vacuumed frequently, at least twice a week, and more frequently should the need arise.
- The surrounds of the pool will be swept each evening and vacuumed each morning prior to use.
- The floor of the drying area will be kept as dry as possible and swept after each client.
- The water will be microbiologically tested each month and remedial or corrective action taken as directed.

General Areas

- A risk assessment will be carried out by a qualified person, and all staff will be made aware of the document and any changes to it.
- Non-slip flooring will be maintained around the pool and throughout the building to reduce the risk of slipping.
- Children and animals must be kept under control at all times.
- No one under the age of 18 will be allowed in the water with their dogs without the full knowledge and agreement of the Proprietor and the parents of the young person.



CANINE THERAPIES PROCEDURES FOR QUALITY ASSURANCE

Maintaining Quality

Processes, policies and procedures are reviewed at least annually, and with staff consultation, to ensure they are fully understood, reasoned and agreed. In addition, the feedback process from students on completion of the course will be discussed in a meeting with all staff concerned prior to the next students going through the assessment process. Comments, concerns and suggestions from students and staff will be discussed and taken into consideration to ensure that future students may benefit from the feedback of others.

Canine Therapies is a small establishment which simplifies communications between staff, so any verbal or written feedback during the assessment process could be actioned even before the student completes the course.

Physical Resources

Canine Therapies houses one of the largest purpose-built pools for dogs in the North. First built in 1992, maintenance work has been carried out to improve the facility regularly over the years, to ensure safety, good hygiene and comfortable working conditions. It allows access on all sides for owners, students and staff. A water treadmill was installed in 2015 to extend our services and enable more complex conditions to be treated safely and effectively, and this also has access on all sides.

Canine Therapies complies with the required safety testing of equipment. We ensure that all staff and students are aware of safety procedures should an incident occur, and there is adequate first aid provision.

There is wheelchair access to the building including pool area and toilets, and the non-slip flooring around the pool area is of industrial quality. Safety bridges with handrails cover trip hazards, with appropriate signage.

Staff Resources

Staff using the facilities are well qualified within their areas of expertise and update their training by completing 20 hours of continuing professional development each year in order to keep abreast of new research, and to share good practice with staff from other centres.

Those delivering, assessing and managing training are qualified to a higher level than the course they are delivering. Where necessary, external specialists will be brought in to ensure a high standard of teaching and learning. They will all be familiar with assessment criteria and documentation.

Roles and Team Working

The responsibility for Quality Assurance lies with Anne Johnson, the Proprietor. It is her responsibility to ensure the course is run fairly and for the benefit of students, who, when they have completed the course, are equipped to deliver hydrotherapy in a safe and effective way.

Moreover, the students should feel satisfied that Canine Therapies will comply with regulations of the Awarding Body and with all the Policies specific to Canine Therapies.

Formal meetings with all personnel involved in the course structure will be minuted and made available to ABC Awarding Body if requested.

Tutors will ensure that formative and summative assessments throughout the course, both through e-learning and practical sessions, are of the required standard, and that the Internal Verifiers are equally familiar with the course requirements.

Records will be maintained to show the progress of each student and will be kept at the Centre and made available to the External Verifier when requested.



Learner Recruitment and Support

The description of the course informs learners of the standards required and of the content of the course so each potential student can establish its suitability for their own needs. It describes the facilities available and provides the opportunity for confidential discussion of an individual's needs before registration. We are aware of the personal disappointment and loss of self-esteem that can occur if a course is found to be unsuitable for a learner after the start, and we strive to avoid that by offering telephone consultation prior to registration.

Learners will be given constructive feedback and offered the opportunity for extended time to further their practical skills at the Centre in order to maximise achievement and understanding. Within the industry of Animal Rehabilitation hands-on experience and ability is paramount, so the practical elements will enhance the theory-based learning and will be cross-referenced constantly to ensure the learner develops the necessary skill applications.

Throughout the home studies the student will be able to speak to a tutor by telephone or e-mail their queries. Problems will be addressed within 48 hours of receipt.

Canine Therapies benefits students by accepting only 2 at a time on the practical section of the course, so by working alongside qualified tutors, with actual work-place scenarios, they should maximise their learning and ensure that assessments are valid and constructive.

Assessment Practice

Throughout the e-learning modules there will be mini-tests which provide immediate feedback. At intervals during each module formative assessments will be presented to reinforce the learning outcomes, which will then be tested more rigorously in the summative assessments at the end of each module. These will form part of the evidence for verification processes.

Records of achievement will be maintained securely and will be retained for a minimum of 3 years after completion of the course.

Verification of Assessment Outcomes

The Proprietor will ensure that all assessors follow the agreed assessment practice, and will monitor and update any areas of weakness which are identified, either via the audit process or by student feedback / learner surveys.

Evidence of assessment and verification will demonstrate the effectiveness of processes in place.

Assessment and verification will be recorded to ensure accuracy in claims for certification.

Registration and Certification

Learners will be provided with access to the e-learning course within two weeks of registration. Once registered they must complete the course, including the practical elements, within 2 years.

Certificates will be issued on completion of the course, having first been checked against assessments records.

All fraudulent claims will be reported to the Awarding Body.



CANINE THERAPIES

ACCESS TO FAIR ASSESSMENT POLICY STATEMENT

This policy refers to the arrangements for fair assessments for students undertaking any course at or organised by Canine Therapies. Participants are made aware of the existence of this policy and have access to it in the course materials on paper and on the e-learning information.

Equal access to assessment will be provided for all students, preventing unnecessary barriers to assessment, and ensuring that any special arrangements for participants preserve the validity, reliability and integrity of the qualification. All students will:

- be assessed fairly by procedures which will show what the student knows and understands, and their level of competency in practical situations;
- be assessed using the same criteria and a similar range of exercises throughout the course;
- be assessed against the same standards across different modules and sections of the course, and across different tutors.

If a student has identified a particular difficulty or disability on application to the course Canine Therapies will endeavour to evaluate and implement suitable access arrangements. The student will be expected to provide evidence to demonstrate the condition or reason which affects performance. Should the access arrangements as requested by the student not be deemed appropriate or could not be safely managed by Canine Therapies the course application may be rejected. However, it may be possible that other alternatives could be suggested. Should the access arrangements be accepted the decision will be communicated to all personnel involved in the delivery and/or assessment, and arrangements will be made as far as is practicable to assist the student.

All tutors at Canine Therapies are made aware of the contents and purpose of this policy. It may be revised in response to feedback from students, tutors and other people involved in the delivery and/or assessment of this course.

Procedure for Appeals:

If a student considers that they have not been fairly assessed they must first discuss the situation with the tutor or assessor concerned. A minor problem may be resolved at this stage, but if not the student will be directed to the Internal Moderator who will respond within 5 days and will report his findings within 14 days to the student and the assessor. Should the situation still not be resolved satisfactorily then the final arbitrator is the Course Director, who will discuss the matter with both parties and the Internal Moderator. A final decision by the Course Director will be made within a further 14 days.

CANINE THERAPIES

PROCEDURE FOR STUDENT ENQUIRIES AND APPEALS

Students who are not happy with any aspect of their course, assessments, tests or examinations should refer the matter first to the relevant tutor, or should they feel unable to raise the matter with them, then with the Course Administrator or the Proprietor as soon as possible.

The tutor or person they have contacted will listen to their concerns and formulate an action plan to try to resolve the issue quickly. It is always helpful for the student to write down the nature of the problem to prevent any misunderstanding, especially if the person to whom they refer the problem has not been directly involved.

If an assessment or test has been interrupted in some way, or there has been some failure in equipment a re-test will be arranged as soon as possible, by mutual agreement.

If the issue cannot be resolved or if the student is still unhappy about the outcome they may contact the Internal Verifier within 5 working days of receiving a copy of the action plan or other communication from the Proprietor or Course Administrator.

If the issue remains unresolved the student or the Course Administrator may forward the information to the Awarding Body.



EXAMINATIONS AND INVIGILATION PROCEDURES

Canine Therapies will abide by the requirements of the Awarding Body regarding the way in which examinations are conducted, and in the provision of invigilators.

All examinations will be supervised by one or more invigilators, who will agree to abide by and follow the instructions set by the Awarding Body, of which they will have made familiar at least one hour before the start of the examination. The invigilator is responsible to the Examinations Officer, and for the way in which each examination is conducted.

The Examination Officer must ensure that a sufficient number of invigilators are appointed and that each has a clear understanding of their responsibilities. At Canine Therapies invigilators will usually have had previous experience of invigilation, such as adults from the teaching or lecturing professions; they will have played no part in the teaching or assessments of any part of the course.

The Examinations Officer is responsible for ensuring the following:

1. the safe and secure storage of question papers, which will be kept in a sealed envelope and only opened in front of the candidates immediately before the start of the examination;
2. there is at least one invigilator for every 15 candidates; however, in most circumstances there would be at least 2 invigilators in an examination room;
3. in the event of only one invigilator being required, there is a means of that person contacting the Examinations Officer without the need to leave the room;
4. the question papers cannot be accessed by tutors or students prior to the examination;
5. every candidate is correctly identified by photographic evidence eg, passport, driving licence, official work/professional ID card immediately before the start of the examination;
6. the provision of calculators or dictionaries if the specific examination allows their use.

Invigilators are responsible for ensuring the following:

1. examinations are conducted fairly for the benefit of all candidates, and following the instructions provided by the Examinations Officer throughout the whole period of the examination;
2. no candidate uses unfair means or strategies during the examination;
3. no one assists the candidates in any way or changes the candidates answer paper; exceptions to this are only for the purpose of supporting candidates who have been awarded Special Arrangements, and then ensuring that the agreed and specified level of support is made available, as agreed by the Awarding Body.
4. that candidates are reminded before the start of the examination about the rules and conduct expected, including those regarding mobile phones, and other electronic devices, unless otherwise stipulated.
5. that they remain alert and observant throughout the examination, and report any concerns about unfair conduct;
6. that they make candidates aware of the start and finish time of the examination;
7. that no candidate re-enters the room once they have left, except under the supervision of another invigilator or the Examinations Officer;
8. that an accurate attendance record is completed and given to the Examinations Officer at the end;
9. that all completed answer papers and any other paper on which the candidate has written is collected at the end and given to the Examinations Officer;
10. That the Rules of Examination Conduct are read to the candidates before the start.



EXAMINATION RULES

The Invigilator must read the list of Rules to the candidates prior to the start of the examination.

1. Please write your name, Centre name, and candidate number at the top of your answer sheet, and make sure that every additional sheet has the same information at the top.
2. If you have any books, notes or paper other than those supplied now, please hand them in.
3. If you have a mobile phone please turn it off now, and hand it in to the invigilator for the duration of the examination.
4. Please remember that all rough work, calculations and notes must be done only on the answer paper, and must be handed in at the end. Cross out anything which is not to be marked.
5. Do not ask for help or for an explanation of any question. Neither the invigilator nor any other candidate is permitted to provide any explanation.
6. No communication in any way is allowed with any other candidate. If you need to speak to the invigilator please attract his attention discreetly and quietly.
7. No one is allowed to leave the room during the first 30 minutes of the examination. If you complete your work before the end of the examination you may quietly leave the room, but please remember you will not be allowed back in except in exceptional circumstances.
8. Your answer papers must be left in the examination room. Any answer papers removed from the room will not be marked.
9. Please do not deface your answer paper.





Misconduct during an examination.

A candidate is in breach of the examination rules of the Awarding Body if he or she ...

1. takes any notes, drawings or other documentation or means of communication for reference, other than those permitted for that examination;
2. attempts to copy or communicate by any means, or obtain answers from any other candidate;
3. deliberately causes an unnecessary disturbance in the examination room;
4. defaces his own work or that of another candidate, making answers illegible, or making comments or drawings which could cause offence.

Action for Misconduct

The following action will be taken if a candidate is found to be in breach of the rules of examinations:

1. Should drawings, notes or other documentation or means of communication for reference be found they will be immediately confiscated and the candidate may continue with the examination; a report will be made to the Awarding Body;
2. Should any attempt be made to copy from or communicate with any other candidate, by whatever means, the candidate will be told that a report will be made to the Awarding Body, and they may continue with the examination;
3. should a candidate cause unnecessary disturbance in the examination room they may be removed from the and not allowed back in. The decision for this action lies with the invigilator.
4. should a candidate deface his own work or that of another candidate they may be removed from the examination room and not be allowed back in. This decision lies with the invigilator. The candidate whose work has been defaced or damaged may be allowed extra time to re-do the work which has been rendered illegible. If the damage is to the candidates own work it may still be sent to the examiner but the candidate should be warned that it may not be marked.

It is the responsibility of the invigilator to report any misdemeanours to the Examinations officer as soon as possible after the examination, and complete the appropriate form.

The Examinations Officer must report the incident(s) to the Awarding Body as soon as possible, with full details, including any possible mitigating circumstances, which may be taken into account before decision is made to disqualify the candidate.

The decision for any action will be taken by the Awarding Body, and will be final.

Requests for Special Consideration

These must be made in writing at the time of, or within 7 days of the examination.

PROCEDURE FOR MANAGING INTERNAL ASSESSMENT

The hydrotherapy course is divided into 10 Units, each with its listed Learning Outcomes. Units have been grouped into 2 sets of 5, each called a Module, and students may apply for each module separately or for both in order to complete the Certificate. Throughout each Unit there are questions to test the learners' own understanding at each stage, and at the end of each Learning Outcome is a question or series of questions which enables the student to display their understanding and knowledge. This will be printed by the student and kept in a portfolio, to be brought to the practical training and assessment, or sent beforehand. If, at any stage during the course, the student requires further help or guidance, this will be available by phone or e-mail, and a response can be expected within a maximum of 48 hours.

The students' portfolio may be presented when every Learning Outcome answer sheet is completed for each of the Units within a Module.

On completion of their portfolio the student will arrange to attend Canine Therapies for practical days, 2 days for each of the two Modules. If both Modules have been booked the days may be split into 2 x 2 or may be done consecutively as 4 days together, the dates to be determined by mutual agreement. Only 2 students will be accepted at a time, to ensure that their practical training and assessments have the greatest value for their learning and understanding. The student will work alongside a qualified hydrotherapist with a minimum of 20 of different dogs in both pool and treadmill so they can experience and discuss the various conditions diagnosed and exhibited, with time spent in both facilities.

On Day 2 and Day 4 time will be allocated for an individual tutorial, discussing aspects of the course. The student will be given verbal feedback on their practical work and have the opportunity to discuss the written feedback from their portfolio; further pool work or classroom time may be arranged to re-visit any areas in which the student has failed to reach the required standard or requires additional experience. In the unlikely event that the student has still not reached the required standard in either academic or practical areas further days will be made available at Canine Therapies.

The process of assessment clearly follows the structure of the course as set out by the Awarding Body, and marked in accordance with the criteria detailed.

PROCEDURE FOR INTERNAL MODERATION

Canine Therapies will appoint a suitably qualified person to act as Internal Verifier, who will observe the assessment process to ensure that students can benefit from impartiality, and that all have achieved the standard set out by the Awarding Body. The Verifier will observe the assessors on each of the first 2 occasions that students attend, and thereafter on at least every third occasion that students attend the practical days for the first 2 years.

Providing the Verifier has no concerns about the assessment process he/she will visit at least twice a year in successive years. In the event of new persons being appointed as Assessors the Verifier will visit with the same regularity as in the initial process.

Should the Internal Verifier disagree with the Assessors about the achievements of a student the matter will be referred to the External Assessor appointed by the Awarding Body. Guidance given by the External Assessor will be followed by Canine Therapies.

CANINE THERAPIES

POLICY AND PROCEDURE FOR COMPLAINTS

Canine Therapies is committed to providing a good quality service to all those who use the facilities, and we will listen and respond to any views expressed by our clients and students. We are always looking to improve our quality of service and welcome comments and observations. If there are any areas of dissatisfaction or complaints we will take them seriously, respond promptly, and take appropriate action.

Complaints regarding a course may be made at any time during the course, or within 30 days of its completion.

Minor Issues

The quickest way of resolving minor issues is to contact the Course Administrator or Proprietor directly and arrange to meet or discuss in person by telephone.

Canine Therapies will then:

- keep a record of the complaint made by phone or in person;
- keep a record of any investigation carried out;
- record whether the complaint is upheld, and what action has been taken;
- will inform the complainant of the outcome.

More Serious Issues

If a student is unhappy about the way in which their minor complaint was dealt with, or if the complaint is of a serious nature, they should put their complaint in writing for the attention of the Proprietor. The following information must be supplied:

- name of the person making the complaint;
- their contact details;
- the full details of their complaint including dates, and names of other people present, if applicable.

Canine Therapies will provide an acknowledgement within 5 working days of receipt. The Proprietor will liaise directly with the student to try to find a resolution and will record the process, a copy of which will be given to the student.