

Policies and procedures for the ESCAPE-pain programme and training course

About this document

This document serves as a guide outlining the principles, operational policies, and detailed procedures governing Orthopaedic Research UK's ESCAPE-pain programme. This document serves as a roadmap, ensuring clarity, consistency, and accountability in our daily operations.

At the core of our approach is a commitment to excellence, integrity, and the well-being of our stakeholders. By adhering to these policies and procedures, we aim to create a conducive environment for innovation, collaboration, and sustainable impact. Whether you are a team member, partner, or stakeholder, this document is designed to provide a clear understanding of our mission, values, and the systematic processes that underpin our programmatic efforts. Embracing transparency and accountability, we invite all users to engage with this resource actively, fostering a culture of continuous improvement and collective success.

Disclaimer

This Policy and Procedure Document is provided for informational purposes. While every effort has been made to ensure the accuracy, currency, and completeness of the information presented herein, Orthopaedic Research UK (ORUK) makes no representations or warranties of any kind, expressed or implied, about the reliability, suitability, or availability of the document's contents. ORUK reserves the right to modify, update, or withdraw any part of this document without notice. The document is not a substitute for legal advice, and ORUK disclaims any liability for actions taken or not taken based on the contents of this document.

Contact information

For inquiries or further clarification regarding our policies and procedures, please feel free to contact our team at escape-pain@oruk.org. We value your feedback and are committed to assisting you promptly in navigating any questions or concerns you may have.

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Appeals Policy and Procedure

Introduction

The purpose of Orthopaedic Research UK (ORUK) appeals procedure is to ensure that every learner who is not satisfied with the outcome of an assessment decision has the right to appeal against the decision that has been made.

All learners:

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

Grounds for appeal

Learners 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.

In addition, ORUK will ensure that assessors:

- possess a discipline specific qualification equivalent to the qualification being taught
- have relevant industry experience
- demonstrate active involvement in a process of industry relevant Continued Professional Development during the last two years.

Examples of areas you may wish to appeal against:

- you feel you have not been given the correct support throughout the course
- you found there was very little contact or response from your tutors during part or all of the course
- a marking decision was unfair
- you feel you have been unfairly treated by a member of staff or fellow learner
- you experienced major delays or course days were not run at all.

Appeals procedure

Within 7 days of receiving the outcome of the assessment the learner should notify ORUK of any dissatisfaction based on the criteria above. Any learner wishing to appeal against an assessment decision should adhere to this process:

- complete the appeals form below
- include any supporting evidence and assessment paperwork in support of your appeal
- send the appeal form and evidence to the Executive Officer (d.palmer@oruk.org)
- 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.

If a medical issue has the potential to affect your performance, then it is your responsibility to inform ORUK prior to assessment so that an informed decision can be made in terms of an appropriate action plan.

Throughout the assessment process ORUK will comply fully with its policy on reasonable adjustments and special considerations.

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

Cancellation policy (ESCAPE-pain training)

If you wish to cancel your place on an ESCAPE-pain training course/ event you must do so by telephoning 020 7637 5789 or emailing: escape-pain@oruk.org. Please note that you must receive an email from the ESCAPE-pain team confirming that your place has been cancelled.

Cancellation Fees, Terms and Conditions

- **Cancellations made within 24 hours of registration** will receive a full refund.
- **Cancellations made 6 weeks prior to the event** will incur a £25 administration fee.
- **Cancellations received between 3 – 6 weeks prior to the event** will incur 25% of the registration fee.
- **No refunds will be made less than 3 weeks before the event start date.**
- **If attendees would like to move attendance to a later date, informing the ESCAPE-pain team less than 3 weeks prior to the facilitator training,** this will incur a cost of 50% of the original ticket price.

In some cases we may accept the fee paid as payment towards a place on the same or another course that takes place within 12 months following the originally booked event. This is at the discretion of Orthopaedic Research UK and will be viewed on an individual basis. Bookings can only be transferred once. Substitutions can be made at any time. Please call 020 7637 5789 or email escape-pain@oruk.org to make any amendments to your booking.

Orthopaedic Research UK reserves the right to cancel any event. We aim to give as much prior notice as possible. The full registration fee will be refunded unless a mutually convenient transfer within a 12 month period can be arranged. In the event the training is postponed and the registrant is unable to attend on the rescheduled date, a full refund will be paid.

Orthopaedic Research UK shall assume no liability in the event a training or event is cancelled, rescheduled or postponed due to an unintended event, Act of God, unforeseen occurrence or any other event that renders performance impracticable, illegal or impossible.

Please note that while speakers and topics were confirmed at the time of publishing, circumstances beyond the control of the organisers may necessitate substitutions, alterations or cancellations of the speakers and/or topics. As such, Orthopaedic Research UK reserves the right to alter or modify the advertised speakers and/or topics if necessary without any liability to you whatsoever. Any substitutions or alterations will be updated on our web page as soon as possible.

If you have any questions or concerns relating to our policy, then please don't hesitate to contact us: escape-pain@oruk.org

Complaint's Policy and Procedure

Introduction

This document sets out Orthopaedic Research UK's (ORUK) complaints policy and procedure and is aimed at our learners and all interested parties who encounter a direct or indirect service from ORUK. ORUK values the learners who undertake our courses. Our aim is for you to experience great teaching that supports you to achieve excellent results. We value honesty, a good work ethic, clear guidelines and supporting each other in our learning journey.

Therefore, it is important should you feel you have encountered a level of service that is below both yours and our expectations that you raise any concerns you may have with us immediately so that we may address them and learn lessons appropriate to improving service level expectations.

Scope of the policy

This policy covers complaints that learners and members of the MSK community may wish to make in relation to the qualifications offered by ORUK.

It is not to be used to cover enquiries about services offered by ORUK or appeals in relation to assessment decisions made by ORUK. These areas are covered by our Appeals Policy. Should a complaint be submitted which is in fact an appeal we will respond to inform the relevant party that the issue is being considered in accordance with our Appeals Policy.

If you are unhappy about the way an examination or assessment was delivered and conducted and you suspect malpractice and/or maladministration may have occurred, you should send your concern to us in accordance with the arrangements in our Malpractice & Maladministration Policy. This should occur as soon as possible to protect any associated evidence that may form part of your complaint.

How should I raise a complaint?

Stage 1: If you have a complaint, please raise your concerns as soon as possible with a member of the training team involved in the delivery of the training course. They will attempt to resolve your concerns.

Stage 2: However, if you feel this does not deal with the matter fully, a manager will become involved to work with you and the individual or team to reach a satisfactory resolution.

Stage 3: If you are still not satisfied with how your concerns have been handled, you may begin the formal complaint procedure by putting the nature of your complaint in writing to the Head of Education & Events (r.threadgold@oruk.org). Please provide sufficient detail including dates and venue for the training, staff involved and the nature of your complaint.

Confidentiality and whistle blowing

Sometimes a complainant will wish to remain anonymous. However, it is always preferable to reveal your identity and contact details to us. If you are concerned about possible adverse consequences, please inform us that you do not wish for us to divulge your identity.

What happens if my complaint is upheld?

If any part of your complaint is upheld, we will respond accordingly and give due consideration to how we can improve our service and arrangements. For example, by reviewing our procedures to assess the impact on our arrangements and assessment process (if relevant) or arranging for staff training. In extreme circumstances, internal disciplinary procedures may be exercised where the performance or behaviour of our staff is deemed inappropriate.

In situations where a complaint has been successful, or where an investigation indicates a failure in our processes, ORUK will give due consideration to the outcome and will, as appropriate, take action.

For any general feedback (both compliments and suggestions for service improvement) please contact us by email at (general events feedback) events@oruk.org or (ESCAPE-pain training feedback) escape-pain@oruk.org.

Delivery of ESCAPE-pain Memorandum of Understanding and Declaration

Background

The ESCAPE-pain programme is an intervention for people with chronic knee, hip or back pain. ESCAPE-pain is delivered by Orthopaedic Research UK (ORUK) under license from Guy's and St Thomas' NHS Foundation Trust (GSTT), the programme was created by Professor Michael Hurley and has been developed within the NHS. ESCAPE-pain is a UK registered trademark.

All Intellectual Property Rights rest with ORUK & GSTT. To the fullest extent permitted by law, you do not have permission to copy, modify, publish, sell, rebrand and/or distribute to anyone without first obtaining express written permission from ORUK.

Declaration

The trained facilitator/ prospective provider undertakes:

- 1 To: deliver the programme(s) in adherence to the 'Core Four' as described below.
- 2 To: ensure that the programme(s) delivered **only** by staff who have attended the accredited training course.
- 3 Not to: adapt or otherwise modify the programme(s).
- 4 Not to use descriptors such as "based on the ESCAPE-pain programme" for any interventions that you may deliver.
- 4 The Provider understands that failure to comply with points 1, 2 and 3 above will mean that the organisation may no longer use the 'ESCAPE-pain' title or branding.
- 5 The Provider also undertakes to supervise the use of the Programme(s), control access to it and keep it secure.
- 6 The Provider remains fully responsible at all times for all acts and omissions of anyone it allows to use the Programme(s), including without limitation, any employee or independent contractor.

The provider agrees to deliver the 'core four':

- I. deliver 12 sessions over six weeks
- II. each session comprises an education and exercise component
- III. each group of participants begins and ends the programme together
- IV. the programme is delivered **only** by staff who have attended the accredited training course.

Equality and Diversity Policy and Procedure

Introduction

We promote a working environment in which diversity is recognised, valued, and encouraged. We acknowledge the multi-cultural and diverse nature of the UK workforce and society in general. We are committed to principles of fairness and mutual respect where everyone accepts the concept of individual responsibility. These principles are embedded into Orthopaedic Research UK's (ORUK) Equality and Diversity Policy.

We recognise that discrimination in the workplace/ provision of training in any form is unacceptable and, in most cases, unlawful. We view any breach seriously. We will investigate and take appropriate action.

Definitions and Protected Characteristics

Diversity

The concept of diversity encompasses acceptance and respect. It means understanding that everyone is unique and recognising our individual differences. These can be along the dimensions of race, ethnicity, gender, sexual orientation, socio-economic status, age, physical abilities, religious beliefs, political beliefs, or other ideologies. It is the exploration of these differences in a safe, positive, and nurturing environment. It is about understanding each other and moving beyond simple tolerance to embracing and celebrating the rich dimensions of diversity contained within everyone.

Protected Characteristics

No learner, or anyone our organisation engages with, receives less favourable treatment because of their protected characteristics. The protected characteristics are:

- age
- disability
- gender reassignment
- marriage and civil partnership
- pregnancy and maternity
- race (including colour, nationality, ethnic or national origin)
- religion or belief
- sex
- sexual orientation

ORUK's Stance

In adhering with this stance ORUK ensures equality of treatment for all by aiming to:

- raise awareness of equality and diversity.
- not discriminate or treat any individual unfairly on grounds of gender, race, disability, ethnic origin, religion, sexual orientation, or social background.
- preventing unlawful occurrences of direct discrimination, indirect discrimination, harassment, and victimisation (as per protected characteristics of The Equality Act, 2010).
- acknowledge any issues that could be defined as discrimination, victimisation, or harassment with an appropriately sensitive and prompt investigation.
- promoting a harmonious working and training environment where all people are treated with respect and helped to achieve their full potential.
- ensure that training course places are allocated solely on the individual merits of the learner's suitability for the course.
- 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.
- 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.
- provide support to individuals who have identified specific learning requirements or require additional support.

Your Responsibilities

Each one of us is a stakeholder in the success of this policy. We expect you to make a positive contribution towards maintaining an environment of equal opportunity throughout the organisation. Please make sure you always observe this policy. You have individual responsibility to adopt the following:

- do not take unlawful discriminatory actions or decisions contrary to the spirit of this policy
- do not discriminate against, harass, abuse, or intimidate anyone on account of their protected characteristics
- do not place pressure on any other learners to act in a discriminatory manner
- resist pressure to discriminate, placed on you by others and report such approaches to an appropriate member of staff
- co-operate when we investigate, including providing evidence of conduct which may amount to discrimination
- co-operate with any measures introduced to develop or monitor equal opportunity

Discrimination is not just treating one person less favourably than another. It can take place because:

- someone associates with a person with a protected characteristic
- someone is believed to possess a protected characteristic (even though they do not).

We expect you to treat, and be treated by our staff, other learners and the people our organisation engages with, considerately and with respect.

Where You Encounter Discrimination

- If you feel subject to discrimination of any kind as identified within this policy, make clear to the individual concerned that you find it unacceptable. Person-to-person discussion at an early stage may be enough to resolve your concern without involving anyone else. Alternatively, seek the help of a trusted colleague (e.g. a fellow learner or a trusted member of staff) and ask them to approach whoever has caused you offence.
- If discrimination continues, or you consider an instance to be particularly serious, you should consider who to highlight the issue with. For most cases this will likely be the tutor or assessor. However, we appreciate that this staff member may be implicated in your concern and therefore when this happens, you should approach the tutor/assessors line manager to escalate 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. Please see ORUK's Complaints Procedure Policy for further information.

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

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.

Malpractice and Maladministration Policy and Procedure

Definition of Malpractice

Malpractice is any activity or practice which deliberately contravenes regulations and compromises the integrity of the internal or external assessment process and/or the validity of certificates and associated achievement. It covers any deliberate actions, neglect, default, or other practice that compromises, or could compromise:

- the assessment processes
- the integrity of a regulated qualification
- the validity of a result or certificate
- the reputation and credibility of Orthopaedic Research UK (ORUK), the qualification or the wider qualifications community

Malpractice may include a range of issues from the failure to maintain appropriate records or systems, to the deliberate falsification of records to claim certificates.

For the purpose of this policy this term also covers misconduct and forms of unnecessary discrimination or bias towards certain groups of learners.

Examples of Malpractice

The categories listed below are examples of training centre and learner malpractice. Please note that these examples are not exhaustive and are only intended as guidance on our definition of malpractice:

- Denial of access to premises, records, information, learners, and staff to any authorised representative and/or the regulatory authorities
- Failure to carry out internal assessment, internal moderation or internal verification in accordance with our requirements
- Deliberate failure to adhere to our learner registration and certification requirements
- Deliberate failure to continually adhere to our centre approval and/ or qualification approval requirements or any actions assigned to your centre
- Deliberate failure to maintain appropriate auditable records, e.g. certification claims and/ or disposal and/ or forgery of evidence
- Fraudulent claim(s) for certificates
- The unauthorised use of inappropriate materials/ equipment in assessment settings (e.g. mobile phones)
- Intentional withholding of information which is critical to maintaining the rigour of quality assurance and standards of qualifications
- Deliberate misuse of our logo and trademarks or misrepresentation of ORUK
- Collusion or permitting collusion in exams/ assessments
- Persistent instances of maladministration within the centre
- A loss, theft of, or a breach of confidentiality in, any programme materials
- Plagiarism by learners/ staff
- Copying from another learner (including using ICT to do so)
- Impersonation - assuming the identity of another learner, or having someone assume your identity during an assessment
- Unauthorised amendment, copying or distributing of exam/ assessment papers/ materials
- Inappropriate assistance to learners by centre staff (e.g. unfairly helping them to pass a written exam or practical assessment)
- Deliberate submission of false information to gain a qualification

Definition of Maladministration

Maladministration is any activity or practice which results in non-compliance with administrative regulations and requirements and includes the application of persistent mistakes or poor administration within ORUK (e.g. inappropriate learner records).

Examples of Maladministration

The categories listed below are examples of centre and learner maladministration. Please note that these examples are not exhaustive and are only intended as guidance on our definition of malpractice:

- Late learner registrations (either infrequent or persistent)
- Unreasonable delays in responding to requests and/ or communications
- Failure to maintain appropriate auditable records, e.g. certification claims and/ or disposal and/ or forgery of evidence
- Misuse of partner and/ or endorsement logo and trademarks

Making an allegation of malpractice or maladministration

Anybody who identifies or is made aware of suspected or actual cases of malpractice or maladministration at any time must immediately notify the appropriate personnel at ORUK. In doing so, they should put them in writing/ email and enclose appropriate supporting evidence. If the area of malpractice or maladministration involves ORUK, then the informant may bypass us as a training provider and report straight to CIMSPA.

All allegations must include (where possible):

- Learner's name
- ORUK personnel details (name, job role) if they are involved in the case
- Details of the course/ qualification affected, or nature of the service affected
- Nature of the suspected or actual malpractice and associated dates
- Details and outcome of any initial investigation carried out by the centre or anybody else involved in the case, including any mitigating circumstances.

ORUK should ensure that staff involved in the initial investigation are competent and have no personal interest in the outcome of the investigation. However, it is important to note that in all instances, ORUK must immediately notify CIMSPA if they suspect malpractice or maladministration has occurred as CIMSPA have a responsibility to the regulatory authorities to ensure that all investigations are carried out rigorously and effectively.

In all cases of suspected malpractice and maladministration reported to CIMSPA they will protect the identity of the 'informant' in accordance with their duty of confidentiality and/ or any other legal duty.

ORUK's responsibility to prevent malpractice and maladministration

To eradicate cases of malpractice/ maladministration ORUK will ensure:

- All staff are aware of policies and procedures and receive appropriate training/ briefings on these
- Staff have clear roles and responsibilities
- There is a documented internal quality assurance procedure/ methodology that is clearly in place and is subject to regular internal reviews
- There are documented internal standard arrangements in place and evidence that these take place at least once a year
- Learners are informed of their roles and responsibilities in terms of not doing anything that may be deemed a malpractice and jeopardise their potential achievements
- All assessment and internal verification activities are accurately recorded and carried out in accordance with the ORUK internal quality assurance arrangements and in line with the ORUK expectations as outlined in its qualification guides etc.
- All registration and certification records are subject to appropriate internal review before submission

ORUK's procedure to investigate malpractice or maladministration

To embed effective arrangements to investigate instances of malpractice/ maladministration the following process will ensue. It is intended that the stages involve generic key activities; however, not all these would be implemented in every case.

Stage 1: Briefing and record-keeping

- Anyone involved in the conduct of an investigation should have a clear brief and understanding of their role.
- All investigators must maintain an auditable record of every action during an investigation to demonstrate that they have acted appropriately.

There may be occasions when a joint investigation occurs with CIMSPA, with the roles of the two teams being clarified by CIMSPA. It is ORUK's responsibility to ensure their investigators are fully aware of the agreed roles and processes to follow during the investigation.

Stage 2: Establishing the facts

Investigators should review the evidence and associated documentation, including relevant CIMSPA guidance on the delivery of the qualifications and related quality assurance arrangements. Issues to be determined are:

- What occurred (nature of malpractice/ substance of the allegations)
- Why the incident occurred
- Who was involved in the incident
- When it occurred
- Where it occurred – there may be more than one location
- What action, if any, ORUK has taken

Stage 3: Interviews

Interviews should be thoroughly prepared, conducted appropriately and underpinned by clear records of the interviews. For example:

- Interviews should include prepared questions and responses to questions which should be recorded
- Interviewers may find it helpful to use the 'PEACE' technique:
 - plan and prepare
 - engage and explain
 - account
 - closure
 - evaluation

Face-to-face interviews should normally be conducted by two people with one person primarily acting as the interviewer and the other as note-taker.

Those being interviewed should be informed that they may have another individual of their choosing present and that they do not have to answer questions. These arrangements aim to protect the rights of all individuals. Both parties should sign the account as a true record/ reflection of what was covered/ stated/ agreed.

Stage 4: Other contacts

In some cases, learners or employers may need to be contacted for facts and information. This may be done via face-to-face interviews, telephone interviews, by post or email.

Whichever method is used, the investigator will have a set of prepared questions. The responses will be recorded in writing as part of confirmation of the evidence. Investigators should log the number of attempts made to contact an individual. Again, accounts should be signed for agreement with written records to be formatted as non-editable PDF.

Stage 5: Conclusions

Once the investigators have gathered and reviewed all relevant evidence, a decision is made on the outcome.

Stage 6: Actions

Any resultant action plan is implemented and monitored appropriately and CIMSPA notified.

Quality Assurance Policy and Procedure

Introduction

To ensure a consistently high standard of training and assessment across the range of training offered, Orthopaedic Research UK (ORUK) monitors and evaluates all its systems, policies, and procedures for the delivery of courses and qualifications.

Continuous improvement is assured through ongoing monitoring, thus promoting public confidence in the quality of all ORUK courses and qualifications. Prompt action is taken to address any weakness identified, and this monitoring forms part of ORUK's annual self-assessment activities.

ORUK will also monitor and evaluate the following to better inform our processes:

- malpractice/ maladministration events
- reasonable assessment adjustment and special consideration requests
- the nature and number of enquiries and appeals.

Quality Assurance Plan

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

- identify a member of the central team who is responsible for verifying the quality and standards of our training programmes
- training and assessments are observed and monitored by an experienced trainer to ensure that there is a consistent level of quality across all training and assessments
- where relevant trainers/ assessors are sufficiently trained and qualified to make valid and reliable assessment decisions
- adequate support and training for inexperienced/ new trainers/ assessors
- experienced trainers/ assessors to support less experienced trainers/ assessors.

Have regular communication with trainers to:

- discuss and agree actions towards standardisation
- retain notes of agreed actions
- review training programme and assessment practice to identify action plans for development
- discuss and agree staff development needs and action plans for implementation
- ensure that all existing and newly recruited trainers/ assessors are technically and occupationally competent.

Reasonable Adjustments and Special Considerations Policy and Procedure

Introduction

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 fair access to training and assessment.

This policy is primarily for our learners who are undertaking or have completed an Orthopaedic Research UK (ORUK) course or qualification. It is also for use by our staff to ensure they deal with all reasonable adjustment and special consideration requests in a consistent manner.

This policy outlines

- our arrangements for making reasonable adjustments and special considerations in relation to our courses and qualifications
- how learners qualify for reasonable adjustments and special considerations
- the reasonable adjustments we will permit and those where permission is required in advance before they are applied
- what special considerations will be given to learners

Our responsibility

It is important that all ORUK staff involved in the management, assessment, and quality assurance of ORUK qualifications, including our learners, are fully aware of the contents of this policy.

Review arrangements

We will review the policy annually as part of our self-evaluation arrangements and revise it as necessary in response to learner feedback, changes in our practices, actions from the regulatory authorities or in line with any changes in legislation.

Arrangements not covered by this policy

Circumstances for both internal and external assessment not covered in this policy should be discussed with ORUK *before* assessment takes place. Please contact us via the details provided at the end of this policy.

Appeals

If you wish to appeal against our decision to decline requests for reasonable adjustments or special consideration arrangements, please refer to our Appeals Policy.

Definition of reasonable adjustments

A reasonable adjustment is any action that helps to reduce the effect of a disability or difficulty that places the learner at a substantial disadvantage in the learning and/ or assessment situation. They are made to a learning environment or assessment to enable a learner to demonstrate his or her knowledge, skills and understanding of the levels of attainment required.

Reasonable adjustments must not affect the integrity of what needs to be assessed. Reasonable adjustments are approved or set in place before the learning or assessment activity takes place; they constitute an arrangement to give the learner access to the course.

ORUK is only required by law to do what is 'reasonable' in terms of giving access. What is reasonable will depend on the individual circumstances, cost implications and the practicality and effectiveness of the adjustment. Other factors, such as the need to maintain competence standards and health and safety, will also be taken into consideration.

Definition of special considerations

Special consideration can be applied after a course or assessment if there was a reason the learner may have been disadvantaged.

For example, special consideration could apply to a learner who had temporarily experienced:

- an illness or injury
- some other event outside of their control and which has had, or is likely to have had, a material effect on that learner's ability to take an assessment or demonstrate his or her level of attainment

Special consideration should not give the learner an unfair advantage; neither should its use cause the user of the certificate to be misled regarding a learner's achievements. The learner's result must reflect his/ her achievement in the assessment and not necessarily his/ her potential ability.

Special consideration, if successful, may result in a small post-assessment adjustment to the mark of the learner. The size of the adjustment will depend on the circumstances and reflect the difficulty faced by the learner.

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 learners if they have any individual learning needs or physical needs that may necessitate adjustments or additions to the training programme or assessment process.

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

Provide learners with the opportunity to share written feedback on the course and their experience.

Assessments

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

For questions or comments regarding reasonable adjustment requests or this policy please contact us by email at (general events) events@oruk.org or (ESCAPE-pain training) escape-pain@oruk.org.

Safeguarding and Prevention Policy

Introduction

Orthopaedic Research UK (ORUK) are committed to safeguarding adults in line with national legislation and relevant national and local guidelines. We will safeguard adults by ensuring that our activities are delivered in a way which keeps adults safe.

We are committed to creating a culture of zero-tolerance of harm to adults which necessitates: the recognition of adults who may be at risk and the circumstances which may increase risk; knowing how adult abuse, exploitation, or neglect manifests itself; and being willing to report safeguarding concerns.

This extends to recognising and reporting harm experienced anywhere, including within our activities, within other organised community or voluntary activities, in the community, in the person's own home and in any care setting.

We are committed to best safeguarding practice and to uphold the rights of all adults to live a life free from harm from abuse, exploitation, and neglect.

Policy statement

ORUK believes everyone has the right to live free from abuse or neglect regardless of age, ability or disability, sex, race, religion, ethnic origin, sexual orientation, marital or gender status.

We are committed to creating and maintaining a safe and positive environment and an open, listening culture where people feel able to share concerns without fear of retribution.

As an organisation, we acknowledge that safeguarding is everybody's responsibility and are committed to prevent abuse and neglect through safeguarding the welfare of all adults involved.

ORUK recognises that health, well-being, ability, disability and need for care and support can affect a person's resilience. We recognise that some people experience barriers, for example, to communication in raising concerns or seeking help. We recognise that these factors can vary at different points in people's lives.

We recognise that there is a legal framework within which sports need to work to safeguard adults who have needs for care and support and for protecting those who are unable to take action to protect themselves and will act in accordance with the relevant safeguarding adult legislation and with local statutory safeguarding procedures.

Actions taken by ORUK will be consistent with the principles of adult safeguarding ensuring that any action taken is prompt, proportionate and that it includes and respects the voice of the adult concerned.

Purpose

The purpose of this policy is to demonstrate ORUK's commitment to safeguarding adults and to ensure that everyone involved in our organisation is aware of:

- The legislation, policy, and procedures for safeguarding adults.
- Their role and responsibility for safeguarding adults.
- What to do or who to speak to if they have a concern relating to the welfare or wellbeing of an adult within the organisation.

Scope

This safeguarding adult policy applies to all employees of ORUK.

Commitments

In order to implement this policy, ORUK will ensure that:

- Everyone involved with ORUK is aware of the safeguarding adult procedures and knows what to do and who to contact if they have a concern relating to the welfare or wellbeing of an adult.
- Any concern that an adult is not safe is taken seriously, responded to promptly, and followed up in line with ORUK'S Safeguarding Adults Policy.
- The well-being of those at risk of harm will be put first and the adult will be actively supported to communicate their views and the outcomes they want to achieve. Those views and wishes will be respected and supported unless there are overriding reasons not to.
- Any actions taken will respect the rights and dignity of all those involved and be proportionate to the risk of harm.
- Confidential, detailed, and accurate records of all safeguarding concerns will be maintained and securely stored in line with our Data Protection Policy and Procedures.
- ORUK will cooperate with the Police and the relevant Local Authorities in taking action to safeguard adults.
- All employees understand their role and responsibility for safeguarding adults and have completed and are up to date with safeguarding adult training and learning opportunities appropriate for their role.
- ORUK uses safe recruitment practices and continually assesses the suitability of volunteers and staff to prevent the employment/ deployment of unsuitable individuals in this organisation.
- ORUK will share information about anyone found to be a risk to adults with the appropriate bodies. For example: Disclosure and Barring Service, Services, Police, Local Authority and Social Services.
- Actions taken under this policy are reviewed by directors and the senior management team on an annual basis.

Review arrangements

We will review the policy annually as part of our self-evaluation arrangements and revise it as necessary in response to feedback, changes in our practices, actions from the regulatory authorities or in line with any changes in legislation.

For questions or comments regarding safeguarding and prevention or this policy please contact us by email at (general events) events@oruk.org or (ESCAPE-pain training) escape-pain@oruk.org.

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