

# Cornwall Cricket Board

## Learner Booklet



# Cornwall Cricket Board

## Learner BOOKLET

### Updated October 2024

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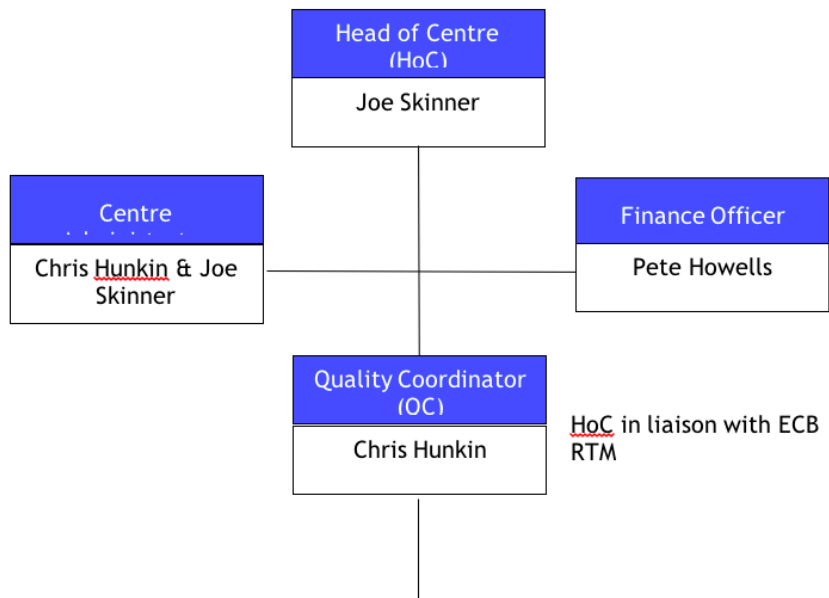
**1<sup>st</sup> 4Sport Recognised Centre Structure**

**Name of Centre:** Cornwall Cricket

**Main telephone number:**

**Main Office Address:**

**Cornwall Cricket Centre, Truro College, College Road, Truro, Cornwall, TR1 3XX**



Tutors	Internal	Internal	Moderator	Invigilator	Qualification Administrator	Mentor
As per ECB Tutor list	As per ECB Assessor list	As per ECB IV list	As per ECB IV list	As per ECB Tutor list	ECB Community	As per ECB Tutor &

# Health and Safety Policy

Cornwall Cricket Board is committed to providing a safe working, coaching, teaching and learning environment for all personnel, learners and any related third parties.

The Head of Centre, Joe Skinner, is responsible for ensuring that this policy is published, implemented and accessible to all personnel, learners and any relevant third parties. The Head of Centre will also ensure that all personnel have read and understood this policy and that any amendments to the policy are communicated to relevant parties.

Learners should be made aware of this policy at the start of their course/programme and the policy should be easily accessible to all Learners and Coach Developers (website).

## Objectives

All learners, personnel and third parties have a responsibility to prevent any accidents or injuries taking place. This is a legal responsibility under Section 7 of the Health and Safety at Work Act 1974.

Cornwall Cricket Board aims to promote health and safety in the workplace and learning environment by, this list is not exhausted:

- providing and maintaining safe equipment and environment, including a means of access in a condition that is safe and without risk to health.
- ensuring sufficient first aid cover is available during courses/programmes.
- implementing regular emergency and evacuation procedures in case of a significant incident.
- providing information on escape routes and emergency exits in case of a fire providing signage or information on the identification or location of fire-fighting equipment
- protecting the health and safety and welfare of individuals/vulnerable learners via systematic risk management.
- engaging with learners, personnel and any related third parties, to provide relevant information, instruction, training and supervision, as is necessary to ensure health and safety.
- providing adequate training and allocating appropriately qualified members of personnel to identify and control potentially hazardous situations/environments.
- having employer liability and indemnity insurance, which covers staff, learners and third parties.

## Version Control

**Designated Health and Safety Officer: Joe Skinner**

**Writer/reviewer of this policy: Joe Skinner Version: 4**

**Date: 3rd October 2024**

## Risk Assessment Procedures

Cornwall Cricket Board ensures that suitable and sufficient control measures are in place to reduce identified risks in the delivery of all courses/programmes.

All personnel required to conduct risk assessments will be given the appropriate training and/or will be made aware of what is expected of them in advance. All recorded risk assessments are made available to all relevant staff who must ensure that all control and/or recovery measures plans are complied with and related actions recorded.

The risk assessment will follow the following process:

1. The designated Health and Safety Officer will carry out a risk assessment
2. Risks identified are recorded onto the Risk Assessment Record and made available to relevant staff.
3. Controls put in place to minimise the identified risks.
4. Risk Assessment Records to be kept for a minimum of two years.
5. Where tutors/assessors identify additional risks which were not previously identified, or where a current risk assessment is not in place risk assessment must be conducted.

## First Aid Procedure

The nominated/appointed First Aiders are:

Joe Skinner - 0778572251  
 Chris Hunkin - 07980 768228  
 Chris Anderson - 07507 674346  
 Kellie Williams - 07842 765445  
 Tim Marrion - [07973 497454](tel:07973497454)

All confirmed nominees are appropriately qualified first-aiders, holding current first-aid certificates. Therefore, one of the first-aiders listed above must be contacted in the event of an incident occurring, to administer any first aid required. It is important that all issues where a first-aider has been involved are recorded in the necessary incident logbook(s) which accompany the first-aid box(es).

Whenever learners are present, to attend for a component of a course/programme, their tutor/assessor is responsible for making them aware of whom their nominated First-aiders are and where they can be found (they are required to be on site at the time of a course/programme taking place).

The first aid box(es) are located:

In the office at the Cornwall Cricket Centre.

Nominated first aiders are also provided with appropriate first-aid equipment and are responsible for providing them for the courses. These First Aid kits are updated annually.

## Accident Reporting

During a course the Tutor, Assessor, individual(s) in charge of the event (possible via delegation) involved in the accident/incident is responsible for ensuring that an investigation takes place and then an accident/incident/near-miss report is completed.

In the case of an injury, following appropriate care for the injured individual, the Tutor/ Assessor/individual(s) in charge of the event must inform the Head of Centre, Joe Skinner or Chris Hunkin, Course Coordinator at Cornwall Cricket Board.

The Accident Report Form should be forwarded immediately via the quickest route to enable details to be recorded and any actions noted.

Please note that delivery/assessment sites might also have their own recording procedures which will also need to be followed.

## Accident Report Form

Date, time, location and event details where the incident took place			
Date		Time	
Location (Venue)			
Event details (eg Qualification title and course number)			

Injured persons details			
Name:			
Occupation:			
Date of birth:			
Address:		Postcode	
Tel:			
Email:			

Details of all persons involved – insert details of all individuals actually involved in near miss, incident or accident		
	Name	Contact number
1		
2		
3		
4		
5		

Details of all witnesses –insert details of all individuals who witnessed the near miss, incident or accident		
	Name	Contact number
1		
2		
3		
4		
5		

Incident details			
Time of injury		Date of injury	
Description of the incident			
Treatment applied			
Name of person giving treatment			
Role of person giving treatment			
Loss of consciousness:	Yes/No	Ambulance called:	Yes/No
Person sent to Hospital:	Yes/No	If Yes, which Hospital:	
Name of person completing this report			
Date of report		Office use only: date report received	



# Equal Opportunities Policy

## Scope

Cornwall Cricket Board recognises that everyone has a contribution to make to our society and a right to equal opportunity. Cornwall Cricket Board is therefore committed to promoting a best-practice environment, where all individuals and groups are treated with respect and dignity. All staff, learners and any related third party are required to adhere to this policy and to the requirements of the Equality Act 2010 (as amended from time to time).

All staff, learners and any related third party are required to contribute to the effective implementation of this policy treating others equally and ensuring access for all. No one should feel threatened or degraded on the grounds of the following nine protected characteristics identified within the Equality Act 2010:

- Age,
- Disability,
- Gender reassignment,
- Marriage and civil partnership,
- Pregnancy and maternity,
- Race,
- Religion or belief,
- Sex
- Sexual orientation.

This policy aims to prevent and tackle all types of discrimination also identified through the Equality Act 2010

<b>Direct discrimination</b>	Where someone is treated less favourably than another person because of a protected characteristic.
<b>Associative discrimination</b>	Direct discrimination against someone because they are associated with another person who possesses a protected characteristic.
<b>Discrimination by perception</b>	Direct discrimination against someone because others think that they possess a particular protected characteristic. They do not necessarily have to possess the characteristic, just be perceived to.
<b>Indirect discrimination</b>	Occurs when there is a rule or policy that applies to everyone but disadvantages a person with a particular protected characteristic.
<b>Harassment</b>	Behaviour that is deemed offensive by the recipient. Employees can now complain of the behaviour they find offensive even if it is not directed at them.
<b>Harassment by a third party</b>	Employers are potentially liable for the harassment of their staff or customers by people they don't themselves employ, i.e. a contractor.
<b>Victimisation</b>	Occurs when someone is treated badly because they have made or supported a complaint or grievance under this legislation.

## Objectives

Effective implementation of this policy ensures that we promote equal opportunities, eliminate discrimination, eradicate harassment and ensure access for all.

This is achieved by:

- Ensuring that all staff, learners and any related third parties are treated equally at all times
- Ensuring all staff, learners and any related third parties are made aware of this policy and any related responsibilities
- Ensuring that all staff are responsible for creating an open and friendly learning environment
- Ensuring that staff selection for employment, volunteering, promotion, training or any other benefit will be on the basis of aptitude and ability
- Ensuring that learner and participant selection for courses and related initial assessments are conducted in accordance with the qualification prerequisites and specific selection and initial assessment criteria
- Ensuring that all selection/rejection decisions are recorded for staff, learners and any relevant third parties.
- Ensuring that an effective access arrangements procedure is in place and deployed through conduct of reasonable adjustments and special considerations
- Opposing all forms of unlawful and unfair discrimination.
- Taking any allegations or incidents of discrimination or any type of unfair treatment extremely seriously and responding to them swiftly
- Ensuring zero tolerance on any acts of discrimination on the grounds of the nine protected characteristics outlined within the Equality Act 2010. Where such instances of malpractice are proven, action will be taken in accordance with the Cornwall Cricket Board Malpractice Policy.

It is ultimately the responsibility of the Head of the Centre, Joe Skinner, to ensure that this policy is published and accessible to all personnel, learners and any relevant third parties. However, to further support effective implementation, Qualification Coordinators (QCs) specific to each qualification are responsible for ensuring this information is fully understood by their qualification team and by the learners who commence courses/programmes in their area.

In the event that someone feels as though they have been discriminated against or have seen discriminatory behaviour. All people have the ability to report this through the Cricket Regulator using this link: <https://www.cricketregulator.co.uk/safeguarding/share-a-concern>

## Version Control

**Designated Health and Safety Officer: Joe Skinner**

**Writer/reviewer of this policy: Joe Skinner Version: 4**

**Date: 3rd October 2024**

# Complaints Procedure

## Recognised Centre Procedure

Learners wishing to complain must do so within 14 working days of the course/programme end date or any assessment with which they are dissatisfied.

It is ultimately the responsibility of the Head of the Centre, Joe Skinner, to ensure that this procedure is implemented, published and accessible to all personnel, learners and any relevant third parties. However, the Qualification Coordinators (QC) specific to each qualification are responsible for ensuring this information is fully understood by their qualification team and by the learners who commence courses/programmes in their area.

Should learners wish to complain about any services provided by Cornwall Cricket Board, they are advised to follow the procedure stated below.

In the unlikely event that learners exhaust this procedure and remain dissatisfied with the decision made by Cornwall Cricket Board, they may take their complaint to the 1st4sport Incidents and Investigations Manager. Where a learner remains dissatisfied after the complaint outcomes have been confirmed by 1st4sport, they have a right to take the matter to the appropriate regulator.

### Stage 1

An informal complaint can be made to the learner's tutor/assessor. The tutor/assessor should discuss the complaint with the learner and attempt to agree a way forward or a solution that suits both parties. Learners should allow the tutor/assessor sufficient time to investigate or remedy the grievance.

### Stage 2

If the complaint cannot be resolved informally to the satisfaction of learners, or if learners feel that they cannot make an informal complaint to their tutor/assessor, the complaint should be submitted in writing using the Cornwall Cricket Board using the Learner Complaints Form to Joe Skinner [joe.skinner@cornwallcricket.co.uk](mailto:joe.skinner@cornwallcricket.co.uk)

Learners should use the Complaints Form to provide a detailed account of their grievance. The Complaints Officer will write to learners to acknowledge receipt of the complaint within 10 working days and outline the course of action to be taken.

The Complaints Officer will carry out an investigation, which will involve the relevant Qualification Coordinator (where required) and other members of personnel, and will write to the learner within 20 working days with the findings and a decision as to whether the complaint was justified.

If the complaint specifically involves the Complaints Officer, Joe Skinner, whilst delivering a course. The the complaint should be directed to the Chair of Cornwall Cricket Board, Derek Law, [Derek.law@cornwallcricket.co.uk](mailto:Derek.law@cornwallcricket.co.uk)

### All Stage 2 complaints should be sent to:

**The Complaints Officer** – Joe Skinner

Cornwall Cricket Centre, Truro College, College Road, Truro, TR1 3XX

[joe.skinner@cornwallcricket.co.uk](mailto:joe.skinner@cornwallcricket.co.uk)

07785722251

## Learners Complaint Form

Learners are required to complete this form when making a complaint and forward it to the Complaints Officer.

Learners Name	
Address	
Email Address	
Contact Number	
Date Complaint Submitted	
Date on course / assessment	
Event Authorisation Number (EAN) (if applicable)	

Describe the nature of your complaint as fully as possible:	
Please attached an additional sheet if necessary	
Learners Signature:	Date:

Please return this form to:

**The Complaints Officer** – Joe Skinner  
 Cornwall Cricket Centre, Truro College, College Road, Truro, TR1 3XX  
[joe.skinner@cornwallcricket.co.uk](mailto:joe.skinner@cornwallcricket.co.uk)  
 07785722251

### Stage 3

If you have followed Stage 1 and/or 2 of this complaints procedure and are still dissatisfied with the outcome, you have the right to take your complaint to our awarding body – 1st4sport Qualifications (where the complaint concerns services related to a qualification awarded by 1st4sport Qualifications) within 20 days of the decision being communicated to them by the Recognised Centre.

The 1st4sport procedure for Learner Complaints against Recognised Centre Services can be accessed online via [www.1st4sportqualifications.com](http://www.1st4sportqualifications.com)

On the home page, learners should click on ‘Learner information’ and ‘customer service’.

**All Stage 3 Complaints should be sent to:**

Address: FAO: Incidents and Investigations Manager

1st4sport Qualifications

Coachwise Ltd, Chelsea Close

Off Amberley Road

Leeds LS12 4HP

Email: [IManagement@1st4sportqualifications.com](mailto:IManagement@1st4sportqualifications.com)

#### Stage 4

If learners have followed Stage 1, 2 and 3 of this complaints procedure and are still dissatisfied with the outcome, they have the right to take their appeal to the appropriate regulator:

Ofqual	<a href="http://ofqual.gov.uk/">http://ofqual.gov.uk/</a>	The Welsh Government	<a href="http://wales.gov.uk/">http://wales.gov.uk/</a>
CCEA	<a href="http://www.rewardinglearning.org.uk/">http://www.rewardinglearning.org.uk/</a>	SQA Accreditation	<a href="http://www.sqa.org.uk/">http://www.sqa.org.uk/</a>

## Learner Appeals, Reporting and Handling Procedure

Learners wishing to appeal must do so within 14 days of receiving the disputed assessment decision and are advised to keep copies of all documents relating to the appeal.

It is ultimately the responsibility of the Head of the Centre, Joe Skinner, to ensure that this procedure is implemented, published and accessible to all personnel, learners and any relevant third parties. However, the Qualification Coordinators (QC) specific to each qualification are responsible for ensuring this information is fully understood by their qualification team and by the learners who commence courses/programmes in their area.

In the unlikely event that learners exhaust this procedure and remain dissatisfied with the decision made by Cornwall Cricket Board, they may take their appeal to the 1st4sport Incidents and Investigations Manager. Where a learner remains dissatisfied after the appeal outcomes have been confirmed by 1st4sport, they have a right to take the matter to the appropriate regulator.

#### Stage 1

The appeal should be made, in the first instance, to the assessor who made the original assessment decision. At this stage, a verbal appeal is acceptable, although the learner is recommended to put the appeal in writing using the Cornwall Cricket Board Learner Appeals Form 1 provided.

The assessor should explain the rationale for the decision that is being disputed. The assessor is required to record an overview of the appeal and the outcome of the discussion and forward this to the Cornwall Cricket nominated Appeals Officer to retain with the centre's assessment and appeals records.

## Learner Appeals Form 1 (Stage 1)

Learners are required to complete this form when making an appeal to the outcomes of an assessment decision and forward to the assessor.

Learner's Name			
Date of Assessment			
Name of Assessor			
Nature of Appeal			
Details of Original Assessment Decision			
Learner's Signature:		Date:	

**To be completed by the assessor**

Date of meeting:			
Assessor Response:			
Assessor Signature:		Date:	
Learner's Signature:		Date:	

## Stage 2

If learners remain dissatisfied with the assessment decision and wish to challenge the outcome of Stage 1, then an appeal in writing should be made to the Cornwall Cricket Board Appeals Officer within 14 working days of the Stage 1 process, using the Cornwall Cricket Board Learner Appeals Form 2.

The Appeals Officer will write to the learner to acknowledge receipt of the appeal within 10 working days and outline the course of action to be taken.

The Appeals Officer will carry out an investigation, ensuring that another appropriately qualified assessor and/or internal verifier is involved in the review, in addition to the relevant Qualification Coordinator specific to the qualification, and will write to the learner within 20 working days with the findings and a decision as to whether the appeal was justified.

Learners are required to provide as much information as possible regarding the disputed assessment decision. When completing the Appeals Form 2, information should include:

- the date and type of the assessment (ie observation of practical work, assessment of a set task/assignment, result of an internally assessed question paper)
- the name of the assessor involved
- a brief outline of the reason for the appeal
- any associated documents (ie learner evidence, record of feedback from the assessor involved).

All Stage 2 appeals should be sent to:

Appeals Officer – Joe Skinner  
 Cornwall Cricket Centre, Truro College, College Road, Truro, TR1 3XX  
[joe.skinner@cornwallcricket.co.uk](mailto:joe.skinner@cornwallcricket.co.uk)  
 07785722251

Upon receipt of the appeal the Appeals Officer will ensure an investigation is conducted with a focus on a review and/or reassessment of the learner's work against the assessment criteria for the qualification, where this is required.

One of the following decisions will be communicated to the learner by the Appeals Officer in writing within 10 working days of the decision having been made. This will be to either:

- uphold the original assessment decision
- offer the learner an opportunity for a resit/reassessment free of charge
- overturn the original decision.

These decisions will be recorded on the Learner Appeal Form 2. The decision will also be communicated to the original assessor and also to any other individual who supported the investigation.

The Appeals Officer will also ensure that in the event of identification of any malpractice or maladministration, this is reported with recommendations for action to the awarding organisation. The awarding organisation will review the information and will report all outcomes to all relevant stakeholders.

Copies of records of appeals are retained with the assessment and appeals records. Cricket Dorset will retain records of appeals for a minimum period of five years.

### Learner Appeal Form 2 (Stage 2)

Learners are required to complete this form and forward it to the appeals officer to make a formal appeal, if they are still dissatisfied after having appealed to their assessor.

Learner's Name	
Learner Registration Number	
Address	
Email Address	
Contact Number	
Date of Assessment	
Date Appeal Submitted	
Name of Assessor (against whose decision the appeal is being made)	

Describe the reasons for your appeal as fully as possible. Please include copies of any associated documents (eg learner evidence, record of feedback from the assessor involved).

Learners should keep a copy of this form.

Type of assessment and nature of the appeal



Please attach an additional sheet if necessary

#### Details of Original Assessment Decision

Please attach an additional sheet if necessary in addition to any supporting evidence

Learner's Signature:		Date:	
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Please return this form to:

Joe Skinner

Cornwall Cricket Centre, Truro College, College Road, Truro, TR1 3XX

[joe.skinner@cornwallcricket.co.uk](mailto:joe.skinner@cornwallcricket.co.uk)

07785722251

To be completed by the Appeals Officer

Date of Appeal Investigation/Review	
Investigation / Review participants	
Investigation Review Details	

Outcome (tick one only)	
Uphold the Original Assessment Decision	
Offer the learner an opportunity for a re-sit/reassessment free of charge	
Overtake the original decision	

Assessors Signature		Date	
Learner's Signature		Date	

**Stage 3**

If learners have followed Stage 1 and 2 of the appeals procedure and remain dissatisfied with the outcome, they have the right to take their appeal to the awarding organisation (1st4sport Qualifications) within 20 working days of the decision being communicated to them by the recognised centre.

The 1st4sport procedure for Learner Appeals against Recognised Centre Decisions can be accessed online via [www.1st4sportqualifications.com](http://www.1st4sportqualifications.com)

On the home page, learners should click on 'Learner information' and 'Customer Service'.

All Stage 3 Appeals Should be Sent to:	
Address: FAO: Incidents and Investigations Manager 1st4sport Qualifications Coachwise Ltd, Chelsea Close Off Amberley Road Leeds LS12 4HP	
Email:	<a href="mailto:Management@1st4sportqualifications.com">Management@1st4sportqualifications.com</a>

**Stage 4**

If learners have followed Stage 1, 2 and 3 of this complaints procedure and are still dissatisfied with the outcome, they have the right to take their appeal to the appropriate regulator:

Ofqual	<a href="http://ofqual.gov.uk/">http://ofqual.gov.uk/</a>	The Welsh Government	<a href="http://wales.gov.uk/">http://wales.gov.uk/</a>
CCEA	<a href="http://www.rewardinglearning.org.uk/">http://www.rewardinglearning.org.uk/</a>	SQA Accreditation	<a href="http://www.sqa.org.uk">http://www.sqa.org.uk</a>

## Internal Quality Assurance Policy

Cornwall Cricket Board ensures that these arrangements are in place to quality assure the assessment of qualifications. The objective of these arrangements is therefore to ensure that all assessment is fair, consistent and meets 1st4sport Qualifications and national requirements.

The Head of Centre Joe Skinner is responsible for ensuring that this policy is published, implemented and accessible to all personnel and any relevant third parties. The Head of Centre will also ensure that all personnel have read and understood this policy and that any amendments to the policy are communicated to relevant parties.

This policy has been designed to promote quality, consistency and fairness throughout the assessment and internal verification activities. It aims to ensure that standards of assessment are maintained consistently over time.

### **Aims**

The aims of Internal Quality Assurance are:

- to ensure the effective management of assessment.
- to ensure the consistency and validity of internal quality assurance processes.
- to ensure the effective support for assessment and quality assurance personnel.
- to ensure the quality assurance of the outcomes of assessment in-line with awarding organisation and national requirements.

### **Objectives**

The objectives of internal quality assurance fulfil a variety of quality assurance considerations. The list below outlines internal quality assurance objectives, which ensure Cornwall Cricket:

- Operates from this established quality assurance policy and related procedures which are consistently reviewed where required in accordance with generic quality control arrangements.
- Ensures an effective induction is provided for all members of the assessment and quality assurance teams, as required.
- Ensures effective appraisal and continued professional development for all members of the assessment and quality assurance teams.
- Ensures that the assessment and quality assurance teams understand and are able to follow and advise on all centre policies and procedures.
- Ensures equality and diversity is embedded throughout the internal quality assurance and assessment activities.
- Ensures quality via accurate and effective assessment of all learners.
- Monitor and ensure consistency of assessment outcomes via appropriate interpretation of 1st4sport Qualification's specific qualifications and/or national requirements.
- Reviews and evaluates the quality and consistency of assessment at different stages of the assessment process.
- Maintain accurate and current records of internal quality assurance.
- Carry out continuous improvement activities to ensure all corrective actions and best practice guidelines requested by awarding organisations and their moderation staff (including external quality assurers) are complied with.
- Standardise all components of the assessment where appropriate.

## **Version Control**

**Designated Health and Safety Officer: Joe Skinner**

**Writer/reviewer of this policy: Joe Skinner Version: 4**

**Date: 3rd October 2024**

## Access to Fair Assessment Statement

### **Commitment**

Cornwall Cricket Board is committed to providing ongoing support to learners with particular requirements and aspires to eliminate discrimination. On this basis, we ensure accessible services, making reasonable adjustments and applying special considerations where these are required, to facilitate learners in completing each course/programme as independently as possible.

Access arrangements ensure that the conduct of reasonable adjustments and special considerations reduce substantial disadvantages caused due to a learner's disability or difficulty. In accordance with the Equality Act 2010, we have a commitment to provide access for learners with particular needs to prevent discrimination in the delivery of qualifications and the assessment of learners.

### **Reasonable adjustments**

Reasonable adjustments are any arrangements made prior to the delivery or assessment of a qualification to reduce the effect of a disability or difficulty that places a learner at a substantial disadvantage. These arrangements are required to be granted by the awarding organisation for the assessment of learners with a permanent, long-term or temporary disability, a learning difficulty, illness or indisposition.

### **Special Consideration**

Special consideration is the implementation of arrangements at the time of an assessment to allow competence to be demonstrated by learners who have been disadvantaged or were unable to attend the assessment due to emotional/physical difficulties or adverse circumstances. These arrangements are required to be granted by the awarding organisation for the assessment of learners who have experienced temporary difficulties.

### **Objectives**

Our personnel are committed to contributing to this practice and the overall aims are to assist learners in managing their individual situation and create a more accessible learning and assessment environment for all. In order for this to be achieved, we aim to determine learners' particular requirements and requests for the provision of access arrangements at an early stage. To ensure sure we give access to fair assessment and treating all learners equally we intent to:

- ensure the access to fair assessment statement and practice are understood and complied with by any personnel involved in assessment and also by learners
- promote equality within of each learning programme and in the conduct of all qualification assessments
- adhere to related procedures and regulations regarding reasonable adjustments and special consideration; requesting permission to grant these for each learner from the relevant awarding organisation
- ensure buildings and assessment sites used for delivery and assessment are accessible to all learners, as far as is practicable
- ensure appropriate equipment/personnel (including technological equipment or any assistant personnel, ie reader, scribe, practical assistant, etc) is available for selected adjustments to delivery and/or assessment

- use assistive equipment and personnel within the reasonable adjustments framework, as outlined by the awarding organisation, without disadvantaging others who are not affected by particular requirements.

## Access Arrangements Procedure

Stage	Reasonable Adjustments	Special Considerations
Stage 1:	<p>The learner must request reasonable adjustments from the centre at the application stage of their course or by informing their tutor/assessor of the difficulty.</p> <p>This information will be passed to the The Access Arrangements Coordinator, (Chris Hinkin Quality Assurance, <a href="mailto:chris.hunkin@cornwallcricket.co.uk">chris.hunkin@cornwallcricket.co.uk</a>) who will evaluate the request and will liaise with the learner to validate their difficulty/disability and to ensure the relevant reasonable adjustments are identified.</p> <p>At this stage, the learner must provide all necessary evidence (medical evidence/certification, diagnostic test results, a statement from the invigilator/tutor/assessor or any other appropriate information) to support their request.</p> <p>Outcomes will be confirmed via email to the learner (Validated requests will then be forwarded to the relevant AO. For invalidated outcomes, no further action will be taken).</p>	<p>The learner must request all special considerations by contacting the centre's appointed Access Arrangements Coordinator Chris Hinkin Quality Assurance, <a href="mailto:chris.hunkin@cornwallcricket.co.uk">chris.hunkin@cornwallcricket.co.uk</a> )</p> <p>The Access Arrangements Coordinator will evaluate the need for the special consideration.</p> <p>At this stage, the learner must provide all necessary evidence (medical evidence/certification, diagnostic test results, a statement from the invigilator /tutor/assessor or any other appropriate information) to support their request.</p> <p>Outcomes will be confirmed via email to the learner (Validated requests will then be requested from the relevant Awarding Organisation.</p> <p>For invalidated outcomes, no further action will be taken).</p>
Stage 2:	The Access Arrangements Coordinator will request reasonable adjustments or special considerations from the relevant awarding organisation in accordance with the standard procedure.	
Stage 3:	The Access Arrangements Coordinator will ensure all reasonable adjustments and special considerations are implemented in accordance with outcomes confirmed by the Awarding Organisation. They will evaluate the implementation and audit all outcomes. All records relating to the application, relevant evidence and monitoring forms are securely retained for five years.	

### Equality and Access Appeals

Where learners have requested reasonable adjustments or special considerations from but are unhappy with the outcomes they have a right to make an appeal via the Cricket Dorset Learner Appeals Procedure

### **Equality and Access Complaints**

Learners have the right to raise any issues related to equal treatment and/or the implementation of access arrangements or make a formal complaint via the Cricket Dorset Learner Complaints Procedure.

## **Data Protection Policy**

Cornwall Cricket Board is fully committed to protecting the rights and privacy of individuals operating in accordance with the statutory legislation outlined within the General data Protection regulation (GDPR) and the forthcoming Data Protection Bill. In doing so we are committed to protecting the privacy and confidentiality of data provided to us. Any decisions for the disclosure, retention or disposal of information are made in line with relevant legislation.

The Head of Centre Cornwall Cricket, Joe Skinner, is responsible for ensuring that this policy is published, implemented and accessible to all personnel, learners and any relevant third parties. The Head of Centre will also ensure that all personnel have read and understood this policy and that any amendments to the policy are communicated to relevant parties.

Learners should be made aware of this policy at the start of their course/programme and the policy should be easily accessible (website, intranet, emails).

Information about our personnel, learners and other individuals will only be used in line with established regulations. Personal data will be collected, recorded and used fairly, stored safely and securely and not disclosed to any third party unlawfully.

### **Objectives**

As the lawful and correct treatment of personal data is critical to our successful operations and to maintaining confidence, Cornwall Cricket Board is committed to operate in line with the data protection principles by:

- Ensuring that personal data is accurate and, where necessary, kept up to date.
- Protecting staff, learners' and other individuals' personal details and any related records using this data fairly and only for specified lawful purposes
- Handling personal data for limited, specifically stated purposes
- Using personal data in an adequate and relevant manner, which is not excessive
- Holding personal data only for the time period required
- Maintaining personal data safely and securely
- Releasing personal data only to authorised individuals/parties and not outside the UK without adequate protection and the individual's permission
- Adhering to regulations and related procedures to ensure that all employees who have access to and handle any personal data held by or on behalf of Cornwall Cricket Board are in line with individual's data protection rights and are fully aware of and abide by their duties under GDPR and the Data Protection Bill.

### **Data Sharing**

Under GDPR and the Data Protection Bill personal data may be shared without a Data Subject's consent where one of the processing conditions from the following list is met:

- The sharing is necessary to comply with any non-contractual legal obligation of the Data Controller;
- The sharing is necessary to protect the vital interests of the Data Subject;
- The sharing is necessary for the administration of justice, to comply with a statute or for exercising functions of a public nature
- The sharing is necessary for the legitimate interests of the Data Controller or a third party to whom the data is disclosed, except where it is unwarranted because it is prejudicial to the Data Subject

Learners are made aware that data will be shared with 1st4sport Qualifications in order to register and certificate them and that data may be shared with relevant third parties (e.g. National governing Bodies) in line with the 1st4sport Qualifications Data Protection Position Statement. To view the 1st4sport policies and procedures visit <https://www.1st4sport.com/help-and-advice/policies-and-procedures>

### **Reporting Procedure**

Learners are required to report any allegation in relation to the unlawful treatment of personal data via the Cornwall Cricket Board complaints procedure.

Personnel are required to report any allegation in relation to the unlawful treatment of personal data via the Cornwall Cricket Board line management process.

A complaint should be made in the event that individuals feel that records of their personal data have been:

- Lost or not protected.
- Obtained through unlawful disclosure or unauthorised access.
- Recorded inaccurately and/or in a misleading manner.
- Provided to a third party without permission.
- Held longer than required.
- Used for unlawful purposes.

Where required, Cornwall Cricket Board will take appropriate action/corrective measures against unauthorised/unlawful treatment, loss, destruction or damage to personal data.

## **Version Control**

**Designated Health and Safety Officer: Joe Skinner**

**Writer/reviewer of this policy: Joe Skinner Version: 4**

**Date: 3rd October 2024**

## **Child / Adult Safeguarding Policy**

Cornwall Cricket (The Board) is committed to ensuring all Children (i.e all persons under the age of 18) participating in cricket have a safe and positive experience.

We will do this by:

- Recognising all children participating in cricket (regardless of age, gender, race, religion, sexual orientation, ability or disability) have the right to have fun and be protected from harm in a safe environment
- Ensuring individuals working within cricket at, or for, our Board provide a welcoming, safe, and fun experience for children
- Adopting and implementing the England and Wales Cricket Board (ECB) “[Safe Hands – Cricket’s Policy for Safeguarding Children](#)”
- Appointing a County Safeguarding Officer and ensuring they attend training modules required by the ECB,
- Ensuring all people who work in cricket at, or for, our Board (such as staff, officials, volunteers, team managers, coaches and so on) understand how the “Safe Hands Policy” applies to them
- Ensuring all individuals working within cricket at, or for, the Board are recruited and appointed in accordance with ECB guidelines and relevant legislation.
- Making sure that People working with U18s and vulnerable adults have completed a valid ECB DBS verification.
- Ensuring all individuals working within cricket at, or for, the Board are provided with support, through education and training, so they are aware of, and can adhere to, good practice and Code of Conduct guidelines defined by the ECB, and the Board
- Ensuring the name and contact details of the County Safeguarding Officer is available
  - As the first point of contact for Club or Association Safeguarding Officers, parents, children and volunteers/staff within the Board
  - As a local source of procedural advice for the Board, its Directors and members
  - As the main point of contact in Cornwall for the ECB Safeguarding Team, and as the main point of contact within the Board for relevant external agencies in connection with child safeguarding

Ensuring correct and comprehensive reporting procedures exist for raising and managing child safeguarding concerns.

- Providing an environment where the views of children, parents and volunteers are sought and welcomed on a range of issues. This will help us create an environment where people have the opportunity to voice any concerns (about possible suspected child abuse/neglect, and/or about poor practice) to Club or Association Safeguarding Officers

Details of the County Safeguarding Officer will be made available, in case a Club or Association Welfare officer is unavailable, or the concern relates to a Club or Association Safeguarding officer.

This is currently Sarah Fox , email, [safeguarding@cornwallcricket.co.uk](mailto:safeguarding@cornwallcricket.co.uk)

- Ensuring all suspicions concerns and allegations are taken seriously and dealt with swiftly and appropriately
- Ensuring access to confidential information relating to child safeguarding matters is restricted to those who need to know in order to safeguard children – including the Club or Association Safeguarding Officer and the appropriate external authorities, such as the Local Authority Designated Officer (LADO), as specified within ECB child safeguarding procedures.



## Version Control

**Designated Health and Safety Officer: Joe Skinner**

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**Date: 3rd October 2024**

The Safeguarding Officer is also responsible for conducting any investigation and demonstrating the results if a safeguarding incident has been reported. Throughout this procedure, records will be maintained and kept securely and confidentially, separately from the learners' file.

Incidents will also be reported to the ECB depending on severity, but Low Level Concerns (LLC) will be reported on the ECB Low level Concern reporting sheet, managed by the Safeguarding Officer. This will remain confidential between the Safeguarding Officer and the ECB. Three LLC will result in suspension from the game.

In the event of an allegation of a safeguarding incident being committed by any 1st4sport personnel or tutors/assessors/internal verifiers who appear on a 1st4sport partner list (where applicable), the Child/Vulnerable Adult Protection Officer is required to report any allegation to 1st4sport.

Allegations of possible child and/or vulnerable adult abuse required to be submitted to 1st4Sport must be sent to:
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Address:
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FAO: Incidents and Investigations Manager 1st4Sport Qualifications Coachwise Ltd, Chelsea Close Off Amberly Road Leeds LS12 4HP
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Email:
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imangement@1st4sportqualifications.com
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The 1st4sport Incidents and Investigations Manager will make a report to the authorities on any allegation, which places a child or vulnerable adult in danger.

## Malpractice and Maladministration Policy

### Scope

Cornwall Cricket Board is committed to the prevention, mitigation or management of malpractice and maladministration in the management of the organisation and in the delivery of qualifications.

Cornwall Cricket Board is recognised as a centre with 1st4sport Qualifications and also with the England and Wales Cricket Board.

1st4sport Qualifications is an awarding organisation recognised and regulated in England by the Office of Qualifications and Examinations Regulation (Ofqual), who also regulate vocational

qualifications in Northern Ireland. 1st4sport are further regulated in Wales by The Welsh Government and in Scotland by SQA Accreditation.

The England and Wales Cricket Board (ECB) is the national governing body for all cricket qualifications in England and Wales, established to create a unified body responsible for the management and development of every form of cricket.

In operating as a recognised centre for the above organisations, Cornwall Cricket Board is approved to deliver the following qualifications:

1st4Sport Awarded Qualifications	ECB Awarded Qualifications
<ul style="list-style-type: none"> <li>- ECB Foundation 1 (1st4sport Level 1)</li> <li>- ECB Core Coach (1<sup>st</sup>4sport Level 2)</li> </ul>	<ul style="list-style-type: none"> <li>- Cricket Activator</li> <li>- Coach Support Worker</li> <li>- ECB Game Based Learning for Children</li> <li>- ECB Creating the Learning Climate for Children</li> <li>- ECB Skill Development for Children</li> <li>- Cricket for Teachers: Primary</li> <li>- Coaching in Primary Schools</li> <li>- Cricket for Teachers: Secondary</li> <li>- Coaching in Secondary Schools</li> <li>- ECB Coaching Teams</li> <li>- ECB Training Interventions and Methods</li> <li>- ECB Performance and Video Analysis</li> <li>- Disability Inclusion Training</li> </ul>

Cornwall Cricket Board have established this policy to ensure the highest standards of probity and the elimination of malpractice and maladministration in the management of the organisation and in the delivery of listed qualifications. This policy is deployed in accordance with the definitions below and is relevant to all sub-contracted services, staff, learners and any relevant third parties.

Term	Definition
Malpractice	Malpractice is defined as any deliberate activity, neglect, default or other practice that is unethical or unlawful, which breaches regulations or conditions placed upon us by awarding organisations. Such deliberate activity, neglect, default or other practices may compromise the integrity of the organisational statuses, financial stability, reputation, the reputation of stakeholders and approved qualifications, courses and workshops. This includes deliberate non-compliance with any Cornwall Cricket Board policy, procedure, guidance.

Maladministration	Maladministration is defined as any activity which is not deliberate, but which neglects, defaults on regulation, conditions placed upon us by awarding organisations or compromises the integrity of our organisational statuses, financial stability, reputation, the reputation of stakeholders and approved qualifications, courses or workshops. This includes accidental non-compliance with any Cornwall Cricket Board policy, procedure or guidance.
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Any enquiries related to malpractice or maladministration in the deployment of this policy should be directed to the Malpractice/Maladministration Officer.

<p>Cricket Dorset Malpractice/Maladministration Officer</p> <p>Joe Skinner          Cornwall Cricket Board          Cornwall Cricket Centre, Truro College, College Road, Truro Cornwall, TR1 3XX  <a href="mailto:joe.skinner@cornwallcricket.co.uk">joe.skinner@cornwallcricket.co.uk</a>          07785 722251</p>
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## Statement

### Compliance commitment

Cornwall Cricket Board operates in accordance with all relevant legislation, regulations, 1st4sport, ECB and Cricket Dorset policy, procedure and related guidance arrangements. In doing so, Cornwall Cricket Board are able to prevent, mitigate or manage the occurrence of any alleged malpractice or maladministration.

Arrangements are in place to ensure all individuals have a safe, ethical and accessible environment in which to fulfil their role within the organisation. Where this is compromised, this policy ensures a safe and accessible procedure for reporting allegations of malpractice or maladministration in a confidential manner. As a result, Cornwall Cricket Board takes appropriate steps to ensure that individuals reporting allegations are not penalised are protected and that individuals accused are also protected against false, malicious or anonymous accusations.

Cornwall Cricket Board is keen to encourage all individuals to report allegations without fear and will ensure that any disclosure is treated with the utmost confidentiality. Therefore in the deployment of this policy all relevant individuals' are required to report any allegation of malpractice or maladministration. Cases of malpractice being withheld or confirmed may result in the imposition of sanctions, penalties or disciplinary procedures on relevant individuals and on learners.

All allegations related to both 1st4sport qualifications and/or ECB courses must be submitted for investigation to 1st4sport Qualifications in line with the standardised systematic process established to ensure objectivity and conflict mitigation.

Anonymous allegations will only be considered if they are of a serious nature and the evidence is sufficient to warrant an investigation and for appropriate action to be taken.

## 2.2 Malpractice and maladministration prevention

Cornwall Cricket Board is committed to pursuing the highest standards of probity and prevention of malpractice and maladministration in the management of our organisation and in the delivery of qualifications. In support of this statement clear and transparent operating rules must be complied with and are clearly outlined below. Failure to do so instigates investigation and will result in corrective action which serves to prevent, mitigate and/or manage any adverse effects.

Stakeholder	Operating Rules
Recognised centre partners, consortia or subcontracted services	<p><b>Partners and Consortia</b> Partners and consortia are required to operate in accordance with a current signed Agreement which clearly outlines each partner or consortia's role and responsibilities.</p> <p><b>Sub-contracted Staff</b> Staff – Where staff are subcontracted they are required to operate in line with a current signed <i>Supply of Service Agreement</i> detailing the terms and conditions related to their specific roles and responsibilities. They must also comply with a signed <i>Code of Conduct</i>.</p> <p><b>Sub-contracted organisations</b> Where organisations are subcontracted they are required to operate in line with a current signed <i>Supply of Service Agreement</i> detailing the terms and conditions related to their specific roles and responsibilities.</p> <p><b>Sub-contracted venues</b> Where venues are subcontracted they are required to operate in line with a current signed <i>Venue Hire Agreement</i> detailing the terms and conditions related to their specific roles and responsibilities.</p>
Recognised Centre Staff	Recognised centre staff are required to operate in accordance with all 1st4sport Centre Recognition Conditions and 1st4sport and ECB Qualification Approval Conditions. In doing so they must also comply with their own policies and procedures, job description and signed Code of Conduct.
Learners	Learners must comply with established Cornwall Cricket Board policies and procedures. In addition to this they must ensure that they comply with all relevant qualification approval conditions which are made clear via the 1st4sport and ECB qualification documentation. Finally, learners must also be required to operate in accordance with a learning agreement which details expectations related to conduct.

In addition to the above operating rules, all stakeholders are required to comply with legislation, regulatory conditions (1) and principles1, 1st4sport, ECB and the Cornwall Cricket Board policy, procedure and conditions.

(1) Ofqual and Welsh Government General Conditions of Recognition and SQA Accreditation Principles

### **Malpractice and maladministration reporting**

It is confirmed that the awarding organisation 1st4sport manage all allegations of malpractice or maladministration 1st4sport qualifications and also as a service provided to the ECB for ECB awarded qualifications. Therefore all allegations of suspected malpractice or maladministration in the delivery of 1st4sport or ECB qualifications must be reported to the 1st4sport Risk Manager using the Malpractice/Maladministration Report Form.

To source this form access the About us section of the 1st4sport Website. Then select Malpractice, Maladministration and Sanctions clicking to open, complete and submit the Malpractice Report.

Any related evidence should be sent via email to [imanagement@1st4sportqualifications.com](mailto:imanagement@1st4sportqualifications.com) to enable thorough evaluation of evidence and/or investigations to be conducted. The 1st4sport Risks manager will then liaise with the CCB Malpractice and Maladministration Officer in order to conduct a thorough investigation.

When reporting any allegation, care must be taken to include:

- a detailed account of the circumstances surrounding the suspicions and allegations
- details of any consequent actions/investigations carried out by recognised centre personnel (if this is available)
- any extenuating circumstances (e.g. medical reports)
- any unauthorised material found during the assessment process (if this is available)
- where applicable, statements signed and dated by any people involved

### **Malpractice and maladministration handling**

Malpractice and maladministration which occurs in the delivery of 1st4sport and ECB awarded qualifications is effectively handled in accordance with the 1st4sport Incident Management Process.

Incident reports are derived from a number of mechanisms and not solely resultant of malpractice or maladministration reporting. Any reported incident may infer alleged malpractice or maladministration in the first instance and then may be proven or not proven as a result of a fact find or investigation. Alternatively, any reported incident may prove that malpractice or maladministration did occur and will lead to implementation of corrective actions.

Where any malpractice or maladministration is confirmed in the development, delivery or award of any qualifications, course or workshop, 1st4sport, supported by the ECB, will promptly take all reasonable steps to prevent reoccurrence and take appropriate action against those responsible which is proportionate to the gravity and scope of the occurrence. Cooperation of third parties in taking such action may be sought.

Where there is any cause to believe that an occurrence of malpractice, maladministration, or any connected occurrence may affect another recognised centre in the delivery of a qualification we inform that recognised centre immediately.

Furthermore, where such an occurrence may affect another awarding organisation, notifications are sent to the awarding organisation, the ECB and the regulators.

#### Malpractice or maladministration confirmation

Stakeholder	Outcomes
Coachwise and 1st4Sport	Confirmed malpractice or maladministration on the part of Coachwise or 1st4sport staff will be reported directly to the Head of Personnel and Office Management which will then initiate disciplinary action proportionate to the offence.
ECB	Confirmed malpractice or maladministration on the part of ECB staff will be reported directly to the Head of Personnel (or equivalent) which will then initiate disciplinary action proportionate to the offence.
External Verifiers	Confirmed malpractice or maladministration on the part of external verifiers will be reported directly to the 1st4sport Business Excellence Working Group which will then initiate decision making and actions proportionate to the offence.
Recognised Centres	<p>Confirmed malpractice or maladministration on the part of CCBs as recognised centres (2) will be mapped to the relevant centre recognition and qualification approval condition by the 1st4sport Risk Manager. This will then be reported directly to the 1st4sport Business Excellence Working Group for decision making on sanctions proportionate to the offence.</p> <p>Confirmed malpractice or maladministration on the part of recognised centre staff will be reported directly to the 1st4sport Business Excellence Working Group for decision making on penalties proportionate to the offence which include retraining, temporary suspension, working only under supervision or permanent exclusion from the:</p> <ul style="list-style-type: none"> <li>- management of the centre</li> <li>- administration of the centre</li> <li>- financial management of the centre</li> <li>- from the delivery of qualification(s)</li> <li>- from the assessment of qualification (s)</li> <li>- from the internal verification/moderation of qualification(s)</li> </ul>

Learners	<p>Confirmed malpractice or maladministration on the part of a learner will be reported directly to the 1st4sport Business Excellence Working Group for decision making on penalties proportionate to the offence which may include:</p> <ul style="list-style-type: none"> <li>- written warning (if further non-compliance is identified, this will result in disqualification from the whole qualification)</li> <li>- disqualification from entering one or more (re)assessment</li> <li>- disqualification from the whole qualification.</li> <li>- disqualification from entering into any 1st4sport or ECB qualification.</li> </ul>
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(2) Recognised centre partners, consortia and subcontracted service are all covered under recognised centre, as the centre is ultimately accountable for these arrangements.

### **Monitoring and review**

Cornwall Cricket Board have in place a standardised and systematic monitoring process to ensure the relevance of this policy. In addition any data which is collected with relates to the implementation of this policy will be used to inform the ongoing management of our organisation and delivery of qualifications.

### **Malpractice/Maladministration Allegation Report Form**

This form should be used by anyone wishing to report an allegation of malpractice / maladministration.

## Malpractice/Maladministration Allegation Report Form

Name of person reporting the allegation			
Role of person reporting the allegation			
Qualification title (if appropriate)			
Names of those the allegation is against			
Details of the allegation			
Signature		Date	



To be completed by the Designated Malpractice/Maladministration Officer.

Date of Investigation			
Investigation Details			
Outcome (tick one only)			
No malpractice/maladministration identified			
Maladministration confirmed			
Malpractice confirmed			
Where malpractice or maladministration is confirmed, please indicate subsequent remedial action			
Designated Malpractice/Maladministration Officer signature		Date	

In the event that malpractice or maladministration is identified the Designated Malpractice/Maladministration Officer should inform the 1st4sport Qualifications Compliance and Risk Team who will then investigate following the 1st4sport Qualifications Position Statement – Malpractice and Maladministration.

### **Outcomes and Penalties**

Withholding information or failing to report promptly any suspected cases of malpractice or maladministration by centre personnel may result in the imposition of sanctions on. This may lead to withdrawal of centre statuses.

Personnel who commit malpractice/maladministration, which is confirmed after investigation, may be subject to penalties, including:

- Exclusion from the delivery of the qualification (either at the centre or across all centres).
- Exclusion from the assessment of the qualification (either at the centre or across all centres).
- Exclusion from the internal verification/moderation of the qualification (either at the centre or across all centres).
- Exclusion from the financial/quality management/administration of the qualification (either at the centre or across all centres).
- Temporary suspension.
- Work only under supervision.
- Undertake specific training.

Learners should be made aware of the penalties for/consequences of breaching regulations, which may include one or more of the following:

- Written warning.
- Disqualification from entering one or more (re)assessments.
- Disqualification from the whole qualification.

Learners must understand that where the allegations are proven, certificates may be invalidated and those already issued may be withdrawn.

## **Version Control**

**Designated Health and Safety Officer: Joe Skinner**

**Writer/reviewer of this policy: Joe Skinner Version: 4**

**Date: 3rd October 2024**

## **Customer Service Statement**

Cornwall Cricket Board is committed to providing a high standard of customer service to its learner coaches.

This entails:

- Responding to telephone calls or messages as quickly as possible
- Providing useful and accurate information
- Dispatching published information about courses within 10 working days
- Providing appropriate advice and guidance throughout periods of study in both a proactive way and in response to enquiries;
- Maintaining an overall service level of 10 working days for correspondence and applications

Cornwall Cricket Board is committed to ensuring that learner coaches are dealt with consistently and fairly and that its procedures and processes support this aim.

### **Complaints**

All complaints are acknowledged within 5 working days and provided with a written response within 20 working days (see complaints procedure).

### **Learner Appeals**

Appeals are dealt with according to the guidelines in our Appeals Procedure.

In the first instance, all enquiries should be directed to:

Recognised Centre: Cornwall Cricket Board

Head of Centre: Joe Skinner

Email: [joe.skinner@cornwallcricket.co.uk](mailto:joe.skinner@cornwallcricket.co.uk)