

Bild Association of Certified Training

Customer Handbook

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BILD Association of Certified Training

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| | |
|--------------------------------|--------------------------------------------------------------------------------------------------------------------------------|
| Changes since the last edition | |
| p.9-10 | Clarification on overrun charges |
| Previous Changes: | |
| | <ul style="list-style-type: none"> • Addition to schedule of fees: Charge for 'Transfer of Ownership' |
| | <ul style="list-style-type: none"> • Assessor competency |
| | <ul style="list-style-type: none"> • Information Sharing |
| | <ul style="list-style-type: none"> • Constitution of a Panel |
| | <ul style="list-style-type: none"> • List of Panel Outcomes |
| | <ul style="list-style-type: none"> • Monitoring & Surveillance |
| | <ul style="list-style-type: none"> • Issuing Certificates to Training Delegates |
| | <ul style="list-style-type: none"> • Need for Orgs to use NCAP's |
| | <ul style="list-style-type: none"> • Common Non-Conformities**** |
| | <ul style="list-style-type: none"> • Process for Changing Scope |
| | <ul style="list-style-type: none"> • Adding an Affiliate System |
| | <ul style="list-style-type: none"> • Quarterly Update Procedure |
| | <ul style="list-style-type: none"> • Position on Temporary/Agency Staff |
| | <ul style="list-style-type: none"> • Annual Reviews |
| | <ul style="list-style-type: none"> • Recertification |
| | <ul style="list-style-type: none"> • Senior Trainers: Managing caseloads |
| | <ul style="list-style-type: none"> • Marketing Training That is Certificated Against the RRN Training Standards |
| | <ul style="list-style-type: none"> • Notification of a 'Transfer of Ownership' |
| | <ul style="list-style-type: none"> • Appendix 2 Bild ACT Organisational Details/Chart |
| | <ul style="list-style-type: none"> • Appendix 5: Change of Scope Form |
| | <ul style="list-style-type: none"> • Appendix 7: Affiliate Approval Form |
| | <ul style="list-style-type: none"> • Appendix 8: Affiliate Update Form |
| | <ul style="list-style-type: none"> • Appendix 9: Temporary/Agency Staff |

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|---------|-------------------------------------------------------------------------------------------------------------|
| Various | <ul style="list-style-type: none"> Change from 'Submittable' to 'Evidence Submission Portal' |
| | Confidentiality statement added |
| | Clarification on levels of non-conformity |
| | Publicly available updated |
| | Observation clarification |
| | Non-Conformity Definition |
| | Review panel addition to meeting including virtual |
| | Bild ACT Chair of Trustees |
| | Misinterpretation and change UKAS logo to new guidance |
| | Update diagram of Certificated Training Service |
| | Replace Certification Manager with Certification Director |
| | Remove CPD statement and Observation Matrix |
| | Greater clarity on fees, timeframes, and non-conformities |
| | Greater clarity on the scope of training |
| | Greater clarity on the Affiliate Model, and the operation of Affiliates |
| | Greater clarity on the decision maker process |
| | Update on the intellectual property policy |
| | Introduce annual affiliate declaration |
| | Introduce quarterly updates |
| | Increase clarity throughout, including creating more standalone sections |
| | Rearrange order of sections to present information in logical sequence |
| | Confirm the outcome of complaint investigations will be shared with complainants [11/21] |

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Certifying Training Against the RRN Training Standards

The Restraint Reduction Network

The Restraint Reduction Network [RRN] is an independent body that brings together government departments, professional bodies, people with lived experience, practitioners, and academics. It is a coalition of the willing who are passionate about restraint reduction and human rights.

It is responsible for developing and keeping the RRN Training Standards up to date.

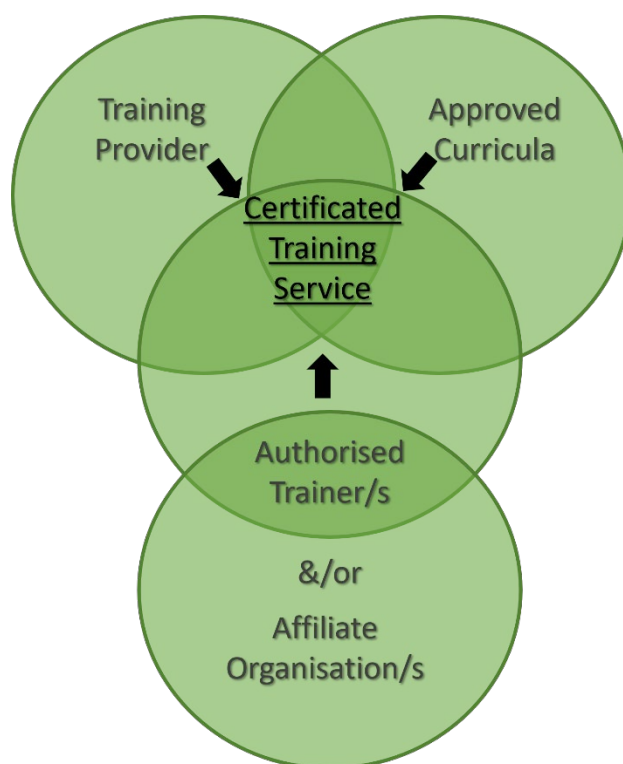
The Bild Association of Certified Training

Bild Association of Certified Training [Bild ACT] is a separate charitable organisation and is a certification body accredited by United Kingdom Accreditation Service [UKAS] as complying with the ISO 17065:2012 certification standards and licensed by the RRN to use the RRN Training Standards and deliver the RRN Certification Scheme.

This handbook sets out how BILD ACT will assess training organisations against the RRN Training Standards and therefore must be read in conjunction with the Training Standards and the RRN Training Standards Certification Scheme Handbook, available on <https://bildact.org.uk/training-standards/>

Bild ACT Certified Training Services are certified when the 'Training Provider', 'Approved Curricula', and 'Authorised Trainers' [and/or 'Affiliate Organisations'] have been scrutinised and met the requirements for certification. This will be clear on the certificate and website to ensure clarity of what is certified.

The diagram below illustrates how the constituent parts of a Certificated Training Service come together.



Organisations seeking Certified Training Service status must demonstrate their compliance with the RRN Training Standards by:

- completing an eligibility form online
- completing a certification familiarisation session
- notifying Bild ACT of the intention to certificate, paying an application fee and agreeing to abide by the rules of the scheme
- submitting documentary evidence through an online self-assessment form [the 'online submission portal'] and making training delivery available for classroom observation
- ensuring, as part of that evidence submission, that they have a robust a quality assurance strategy in place that monitor the consistency of delivery and adherence to the standards across all training services. This includes monitoring all curricula and all trainers delivering in Affiliated Organisations
- Successfully completing the entirety of the evidence submission within the 12 months permitted.
- attending a review panel subject the Lead Assessors confirming that the evidence provided demonstrates compliance with the RRN Training Standards.
- contracting with Bild ACT to a three-year audit cycle to maintain certification which demonstrates compliance with the RRN Training Standards
- being subject to Bild ACT quality assurance surveillance where 20% of Senior Trainers, and Affiliates Organisations have their delivery observed over the three-year certification cycle
- ensuring Bild ACT are notified of any changes in scope within 1 month of the change taking place, and providing the evidence required to prove conformity

- completing an annual review of certification, and providing all evidence within the required timeframe
- successfully addressing any non-conformities identified by Bild ACT within an agreed timeframe

The Cost of Bild ACT Certification

The various costs attached to the certification process are outlined below:

| Certification fees | Cost* | Frequency |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|----------------------------------------------------------------------------------------------------------------|
| Application fee | £6,995 | One off |
| Organisational Fee | £795 | Annual |
| Senior Trainer Fee | £395 | Annual |
| Curriculum Fee | £350 | Annual |
| Affiliated Organisation Fee ¹ | £450 | Annual |
| Recertification fee ² | £2000 | Every 3 years |
| Transfer of ownership review | £1500 | As and when |
| Discretionary extension | £2500 | At Certification Directors discretion. |
| Re-Application Fee | £6,995 | In event of the failure to certificate within the allotted time [including discretionary extension IF granted] |
| Additional Assessment Work in relation to failing Affiliate Organisations. | £995 | Day rate. At discretion of the Certification Director May also incur further expenses |
| *All costs are excluding V.A.T at 20% | | |
| ¹ Affiliate fees will be charged pro- rata at the point within the year cycle that new organisations are approved [bringing fees in line with the annual organisational fee] and thereafter £450 annually. | | |
| ² The recertification fee is then supplemented by the annual maintenance fees; Organisational, Senior Trainer, Curriculum and Affiliate Organisation fees. | | |

PLEASE NOTE you are required to complete your application within the 12 months of the start date.

It is your responsibility to meet all of the deadlines outlined in the Customer Handbook, and ensure you provide evidence that an assessor determines shows compliance with the standards.

In certain circumstances a discretionary extension may be granted by the Certification Director. A maximum of 6 months is permitted under the terms of the scheme.

In the event an extension is granted the first three months will be without charge.

Thereafter a fee of £2500 plus VAT will be levied for any additional time taken [up to the permitted limit].

If the application is still not completed at the end of the agreed extension period a further £4495 plus VAT (Equal to the full application fee of £6995 plus VAT) will become payable, should you wish to continue with the application for certification.

A day rate may be levied when Affiliate Organisations fail to discharge NCAP's within agreed timeframes with no reasonable excuse. This will be determined by the Certification Director on a case-by-case basis.

The table below shows the fees that are charged across the initial cycle which includes the one-off application year, and the initial 3-year certification cycle. Within it, 'n' represents the unique number of chargeable entities that are included in a submission. Note that Affiliates are an optional component.

| Application year | Year 1 Certification | Year 2 Certification | Year 3 Certification |
|----------------------|----------------------------------------------------------------------------|----------------------------------------------------------------------------|----------------------------------------------------------------------------|
| Application fee only | Organisational Fee x 1 Senior Trainer Fee x 'n' Curriculum Fee x 'n' | Organisational Fee x 1 Senior Trainer Fee x 'n' Curriculum Fee x 'n' | Organisational Fee x 1 Senior Trainer Fee x 'n' Curriculum Fee x 'n' |
| | Affiliated Organisation Fee x 'n' | Affiliated Organisation Fee x 'n' | Affiliated Organisation Fee x 'n' |

The Scope of Certified Training

The Type of Training That Can Be Certificated

Organisations seeking to provide 'Certified Training Services' will be approved to offer a range of curricula that may include:

- **Initial / standard courses**, comprising the core theory content requirements (Standards 2.1 to 2.15 amounting to 12 hours) with a defined range of restrictive interventions including escape / breakaway techniques and restraint techniques as well as clinical holding procedures and mechanical restraints which must be supported by a rationale for inclusion as well as risk assessments
- **Refresher courses** (a minimum of 1 day / 6 hours)
- **Breakaway courses** (a minimum of 1 day / 6 hours)

Where the core of a curricula (course, programme, pathway) remains consistent, and it forms the majority of the curricula this is regarded as one curriculum – even if there are minor adaptations to the content (e.g. different modules) to contextualise for different populations (e.g. learning disability or mental health) or different settings (e.g. medium secure or special schools) according to the TNA.

However, where there is a curriculum that is bespoke or specifically designed and marketed for specific populations or settings, then these will need to be certified as curricula in their own right. 'Marketed' will be taken to mean promoted publicly, or in publicly available materials such as on the company website, and in marketing literature as well as in training proposals.

The Type of Training That Cannot Be Certificated

The certification scheme has been established principally to certificate curricula with a restrictive component i.e., holding or restraint techniques. It has been extended to cover breakaway skills, so continues to cover training containing physical techniques or use of force strategies. Bild ACT is unable to certificate any of the following as standalone curricula:

- Positive behaviour Support
- Trauma Informed care
- Safewards
- Conflict resolution/conflict management
- Other purely theoretical courses covering related content.
- Any purely practical courses covering only physical skills
- Train the Trainer courses

Many of these topics are covered on certificated courses, and can form substantial parts, but are not certifiable in their own right. They must not be marketed or represented as certificated entities. Such misrepresentation would be construed as an organisational level non-conformity if it was discovered. [see p. 8-9]

The Scope of Certificated Training

The RRN Training Standards apply across education health and social care settings, and across the four nations in the UK as well as across different populations, including people with learning disabilities, autism, mental health conditions and dementia.

The Scope of any certificated training (listed on certificate and on website entry) includes:

- Settings (Education, Health, and Social Care)
- Populations (Mental Health, Dementia, Learning Disability, Autism)
- Nations (England, Wales, Scotland, Northern Ireland)

As well as:

- Curricula Titles*
- Names of Senior Trainers
- Names of Affiliated Organisations

Any certification bestowed will reflect the settings, populations, and nations that the training provider can evidence that are able to cover. This evidence will be scrutinised during the certification process and annual reviews.

Operating an Affiliate Training Model

In those instances where a Certificated Training Services wishes to expand their training delivery, they can do so by getting an Affiliate Training 'model' signed off.

This can be undertaken as part of the initial certification process or can be added as an extension of scope at a later date.

The Affiliate 'model' referred to is simply evidence of a systematic method in place which ensures that any 'Affiliate Organisations' and 'Associate Trainers' operating within it do so in line with the RRN Training Standards and maintain the integrity of the approved curricula.

This system or 'model' must as a minimum, comprise:

- An Organisation Level Agreement
- A Trainer Level Agreement
- A Quality Assurance Policy or Strategy

Once the system paperwork has been reviewed and signed off a test case Affiliate organisation will be approved.

This requires the Certificated/Certificating training service to provide signed and dated copies of the organisation and trainer level agreements, as well as a summary of any quality assurance activity that has been undertaken or is planned.

An assessor will also be required to observe at least one day's training delivery, and to record this observation on an Assessor report specifically designed to cover such observations [recorded in an 'Affiliate Observation Report']

If there are no non-conformities the 'model' will be considered to be signed off. Thus, allowing the Certificated Training Services to approve further Affiliate Organisations as required using the appropriate upload form.

Any non-conformities will be recorded and discharged using a Non-Conformity Action Plan [NCAP]

The minimum content requirement for the documents listed above is outlined in [see Appendix 3]

Affiliate Organisations and Associate Trainers

Affiliate Organisations [or Affiliated Training Providers or Satellite Training Services] are defined by the RRN as *"service provider organisations that deliver certified training services within their own organisations on behalf of the training provider (these may be known as in-house or in-service training models)"* (RRN, 2020 p. 169)

Affiliate Organisations come in varying sizes and configurations. The following guidelines are provided with a view to defining the parameters of what can be considered an Affiliate organisation:

1. An affiliate organisation must be a single legal entity
2. It may be comprised of separate service delivery elements
3. The proviso to this is that all the service delivery elements operate to a central governance structure. Such a governance structure should include
 - Board level commitment to restraint reduction
 - Consistent or complimentary operational policies on behaviour support/crisis management and restraint reduction
 - Unified training development and delivery
 - A culture of shared learning

Affiliate Organisations will use individuals, who are approved by the Certified Training Service to operate as Associate Trainers

Affiliate Organisations must sign a training agreement within the Certified Training Service through which they commit to maintaining the RRN competencies of their trainers, abide by the RRN training Standards more widely, preserve the time and content integrity of any certificated curricula they deliver and maintain a safe training environment as well as be subject to quality assured by the external Certified Training Service and scrutiny by Bild ACT Assessors

Associate Trainers must sign a training agreement within the Certified Training Service through which they commit to maintaining their RRN competencies, abide by the RRN training Standards more widely, preserve the time and content integrity of any certificated curricula they deliver and

maintain a safe training environment as well as be subject to quality assured by the external Certified Training Service and scrutiny by Bild ACT Assessors.

Associate trainers are only authorised by the Certified Training Service to deliver approved curricula within the confines of the Affiliate organisation. They cannot deliver certificated training to other organisations, and they cannot deliver train the trainer programmes.

Certified Training Services have a responsibility for the quality assurance of both Associate Trainers' and the delivery of approved curricula in an affiliate organisation. This will be assessed by the Bild ACT assessor through documentary evidence review activities, and during observation visits to Affiliate Organisations.

The Certification Process

Support Provided to Certifying/Certificated Organisation

The Bild ACT certification team can offer support to new applicants as well as existing customers by providing them with information and guidance about the certification scheme.

This can include:

- Answering queries relating to the Bild ACT Customer Handbook [this handbook]
- Advising on timescales for applications
- Clarifying aspects of the certification process
- Facilitating a feedback meeting with the assessor (if required), following an evidence submission. NOTE: Any agreed actions and timeframes will be recorded in a Non-Conformity Action plan [NCAP], with all review meetings logged by a Certification Co-Ordinator.

Support will however not include:

- Writing any sections of the application, or giving advice specifically about the writing, structuring or content of any section or part of the application
- Giving advice on which physical techniques should be included in the application
- Having meetings with individual applicant organisations or representatives of applicant organisations to advise or provide consultancy on any aspect of the process
- Giving specific advice about feedback from the panel over and above clarification of the certification decision

Assessor Competency

The process of certification requires evidence presented by applicants [as well as Certificated Training Services once they are certificated] to be evaluated against the RRN Training Standards. This task is undertaken by one of our assessors, and subsequently reviewed by a lead Assessor and the independently chaired panel.

A competency framework has been established to ensure that assessors have the knowledge and skills necessary to operate on behalf of Bild ACT. An excerpt showing the core competencies is included below:

| |
|-------------------------------------------------------------------------------------|
| <i>Assessor competency criteria (CORE)</i> |
| <i>Acting with integrity</i> |
| <i>Organising and maximising professional performance</i> |
| <i>Focusing on the customer</i> |
| <i>Communicating effectively</i> |
| <i>Developing professional performance standards</i> |
| <i>Understand relevant legislation and guidance</i> |
| <i>Understand restraint reduction frameworks</i> |
| <i>Understand co-working / co-production frameworks</i> |
| <i>Understand primary preventative models</i> |
| <i>Understand secondary measures</i> |
| <i>Understand tertiary strategies</i> |
| <i>Understand anatomy and physiology</i> |
| <i>Understand quality assurance</i> |
| <i>Using evidence to make assessment decisions</i> |
| <i>Understand BILD Association of Certified Training assessment procedures</i> |
| <i>Understand and implement Restraint Reduction Network training standard 1.3.7</i> |

Further to being able to demonstrate a knowledge base, assessors are required to evidence relevant experience of working within one or more of the following contexts:

- Learning disability Adults/children
- Mental health adults/children
- Autistic adults/children
- Children/education
- Deaf and mental health
- Eating disorders
- Brain injury
- Dementia

Customer Confidentiality

Certification requires balancing confidentiality with openness. It is a necessary part of certification to publish details of the scope of certification and certification status. Otherwise Bild ACT will observe strict confidentiality concerning any organisations operations, intellectual property and information gained during its work to assess and certify organisations against the RRN Training Standards.

There are however certain circumstances where the duty of confidentiality is overridden. For example, when a criminal offence has been committed or where safeguarding concerns are highlighted, and someone is at risk. Additional confidential information may be requested by a court and where it is prohibited by law, the customer will not be notified. In these circumstance Bild ACT will adhere to the law, local safeguarding instructions. Where the law permits Bild ACT will inform the training organisation within 7 days of the request for this information.

All Bild ACT team members, including associate Assessors, are required to sign, date, and return a 'Restraint Reduction Network and Bild ACT Declaration of Interest Disclosure' and a 'Restraint Reduction Network and Bild ACT Confidentiality Declaration' annually.

Please see also 'Declaration of Interest Policy' and 'Intellectual Property Policy'

The rest of this section outlines the key stages in the certification journey.

Information Sharing

As part of its work Bild ACT will necessarily be required to retain personal information. This will be done in line with our GDPR policy and under the auspices of our 'Data Controller', the Certification Director

For very specific 'agreed purposes', Bild ACT will use such information to support our core business activities:

- To maintain our public database of certificated training services,
- To maintain our private database of key personnel,
- To fulfil our initial assessment activities and certification procedures, &
- To fulfil our training/trainer surveillance during the certification cycle which is a fundamental part of our quality assurance

The personal details will be limited to the names of the organisation contact/s, and the named senior trainers which inform our public database. These will also be held on our private PW protected database of key personnel.

Within Affiliated training organisations the requirement will be for named contacts, and associate trainers. These will be held on our private PW protected database of key personnel.

The certification co-ordinators, along with the Lead Assessor or “Data Disclosers”, will share personal information on a restricted basis to fulfil our core business activity:

- Commissioning assessors to observe trainers
- Notifying certificated training services of non-conformities or complaints
- Sharing information with panel members for the sole purpose of evidence scrutiny

Those individual with whom we share the limited information will be restricted to Assessors, Panel members and key operational personal such as Certification Co-Ordinator’s, Lead Assessors and the Certification Director.

All of these parties are required to sign a ‘Restraint Reduction Network and Bild ACT Declaration of Interest Disclosure’ and a ‘Restraint Reduction Network and Bild ACT Confidentiality Declaration’ every year.

We will not disclose or share personal data with third parties. There are however certain circumstances where the duty of confidentiality is overridden. For example, when a criminal offence has been committed or where safeguarding concerns are highlighted, and someone is at risk. Additional confidential information may be requested by a court and where it is prohibited by law, the customer will not be notified. In these circumstance Bild ACT will adhere to the law, local safeguarding instructions. Where the law permits Bild ACT will inform the training organisation within 7 days of the request for this information.

In the event Certificated Training Services are no longer certificated, or Affiliate Organisations are no longer affiliated any related personal information will be moved to an archive area in the data base for a period of time that is deemed reasonable by the ‘Data Controller’ which is to cover the re-instatement of trainers, recertification of training services. This period will not exceed that stated here: [Purpose-of-data-collection-table \(bild.org.uk\)](https://www.bild.org.uk/Purpose-of-data-collection-table).

All data management, including data sharing, will be undertaken in accordance with the UK GDPR; the Data Protection Act 2018 (DPA 2018) (and regulations made thereunder); the Privacy and Electronic Communications Regulations 2003 (SI 2003/2426) as amended] [and all other legislation and regulatory requirements in force from time to time which apply to a party relating to the use of personal data (including, without limitation, the privacy of electronic communications)]; [and the guidance and codes of practice issued by the Information Commissioner or other relevant regulatory authority and applicable to a party].

The Eligibility Form

To ensure that only those applicants that are delivering training covered by the scheme enter into the process an eligibility form must be completed.

The link to the online form is

<https://bild.submittable.com/signup?ReturnUrl=%2Fsubmit%2F196450%2Fcertification-eligibility-form>

See Appendix 1

It requires applicants to sign up to online submission portal first.

Applicants are advised to store their online submission portal logins somewhere safe and secure

[NOTE: The application process is 12 months, so you may need to make provision to be able to share it with team members, or pass it on to colleagues if holidays, periods or redeployment or some other leave of absence limits your ability to access the platform]

The Familiarisation Session

Applicants are then required to attend a familiarisation session before they can commit to certification.

The session provides applicants with the opportunity to meet members of the certification team and will be provided with:

- Information about the application process; the stages; the assessors role; review meetings; assessor reports and non-conformity actions plans
- Information about the panel: the format of the panel meeting; expectations for training providers making training dates available for assessment
- Information about the post panel process; the decision-maker, certificates, and contracts
- Information about surveillance during the 3-year certification cycle, and the positive obligations of Certificated training Services
- Information about extensions, and further assessment fees that may become liable to payment in the event stated timeframes are not met
- An opportunity to meet with other training providers who are considering undertaking an application for certification

Within 12 weeks of attending the familiarisation workshop, the training provider must notify Bild ACT of any formal intention to apply.

On receipt of the fee, Bild ACT will supply the training provider with an organisational link which permits completion of the online self-assessment form using the applications online submission portal log-in

This date marks the commencement of the 12 months that are permitted to complete the certification process.

Using the Self-Assessment Form

All applicants must complete an online self-assessment form. The form is accessible through the online submission portal and enables applicants to upload and save their documentary evidence. This can be reviewed, altered, and added to until formally submitted for review.

The self-assessment and all supporting evidence **must** be finally submitted within six months of receiving the self-assessment link.

The Self-Assessment form provides the applicant with a means of RAG rating the evidence as the application is assembled over time, i.e., Red Amber and Green. This is provided solely for the applicant's discretionary use.

The Self-Assessment form should not be formally submitted until the applicant believes the standards are fully met.

Uploading Evidence into the Self-Assessment Form [via the online submission portal]

The Self-Assessment Form allows for evidence to be uploaded in batches i.e., the area indicated for Std 1.1 requires the upload of evidence to meet the following sub-standards: 1.1.1, 1.1.2, 1.1.3, 1.1.4 and 1.1.5

When submitting documentary evidence, the following guidance is offered:

- Use file clear naming conventions that indicate what the document is e.g., 'Completed TNA for service x'
- Only upload one copy of a single file i.e., there is no need to upload numerous copies of the same set of PowerPoint slides
- Use the narrative box provided to point to particular slides or pages in documents e.g. "see slide 4 of Induction slides for Duty of care" or "see page 2 of the restraint reduction policy [paragraph highlighted in yellow] for measurable outcomes"
- If you have a form or a template also include a real, completed version as "evidence of process" i.e., how it should be used [redact any names as required]

Evidence Review and Assessment Decisions

The role of the assigned assessor is to assess applications against the RRN Training Standards.

The assessor does this by scrutinising documentary evidence submitted using the self-assessment form and observing training delivery during an onsite visit. It will be evaluated against the explicit requirements of the sub-standard.

Assessors use a RAG rating in the following way:

| | |
|--|--------------------------------------------------------------------------------------------------------------------------------------------|
| | No evidence provided, or the evidence that is provided does not relate to the specific sub-standard |
| | Evidence is insufficient to meet the specific sub-standard, &/or Requires further 'evidence of process', &/or Requires clarification |
| | Evidence is sufficient to meet this specific sub-standard |

If non-conformities are identified (amber and red) the assessor will note these in the assessor report, and in the Non-Conformity Action Plan [NCAP] copies of which will be supplied to the applicant, along with a copy of the Assessor Report. This will be provided to the applicant within 4 weeks of the Self-Assessment form being initially submitted

Review Meeting/Assessor Feedback

An offer of a formal review meeting will be made following the initial evidence submission. Here the assessor discusses non-conformities with the applicant and agrees a timeframe for the submission of additional evidence.

Any new evidence will be reviewed by the assessor and the initial ratings upgraded where the assessment standard is met.

Classroom Observations

The initial review of documentary evidence will be followed up by classroom observations, where the appointed assessor will be able to review training delivery as well as the wider management of the course and delegates.

Observations will only take place when the majority of standards are green following the assessors review, and less than 10% of the sub-standards are red.

The number of observation days will be dependent on size of the number of curricula being certificated, the number of senior trainers as well as the robustness of evidence reviewed during the first phase of assessment.

As a minimum the Assessor will observe the delivery of theory, and of practical skills. They will also seek to review the administration of the course and the management of learners and the learning environment.

To arrange observations, a Certification Co-Ordinator will make contact with the applicant and ask them to submit the following information about forthcoming training dates:

- Dates of the delivery
- Titles of the courses being delivered
- Names of the trainers who are expected to be delivering
- Details of the training venue [including location, and parking or security arrangements]

It is the responsibility of the training provider to ensure there is enough room for the assigned assessor in the training room, to provide suitable seating and a table for use, and to make course participants aware of the visit.

Reasonable adjustment may be made including virtual observation where physical observations are not practical but may be followed by a physical observation where insufficient evidence is seen.

Classroom observations must capture delivery of training to delegates and must include a proportion of theory and practical content. During the observation visit, the assessor will:

- discuss the delivery arrangements and content with trainers
- examine course administration procedures

NOTE. Bild ACT reserve the right to undertake additional assessment work, including observation where a concern has come to light. Such concerns centre around non-conformities [p. 8-9] and IPR concerns [see 'Intellectual Property Policy' p. 39-42]. Additional assessment work will be authorised by the Certification Director as and when required.

Further Assessor Feedback

Following on from the documentary evidence review feedback, feedback from the observation visit will be provided via an updated Assessor Report and/or NCAP. This will be provided to the applicant within 4 weeks of the observation visit.

Where the assigned assessor identifies further evidence requirements, these will be documented in the non-conformity action plan. Timeframes for completion will be identified.

Any new evidence will be reviewed by the assessor and the initial ratings upgraded where the assessment standard is met.

This process will continue until all outstanding evidence requirements are fully met.

Review by a Lead Assessor

A Lead Assessor will complete a review of the evidence submitted in the Self-Assessment form. Their findings will be compared with those in the Assessors Report. This blind review of evidence is designed to ensure that the evidence is carefully considered, and to ensure that assessment decisions are consistent and fair.

Once the standards have all been met, and the Lead Assessor is satisfied that the evidence provided is suitable and sufficient, the application is then put forward by them for a further review by the Panel, who provide independent scrutiny. This will be formally recorded in a 'Lead Assessor Sign-Off Form'

The Panel Review

The role of the panel is responsible for ensuring the evidence provided by the applicant, meets the standards for certification outlined by the RRN Training Standards, and UKAS.

The panel is responsible for:

- Reviewing the evidence put forward by each applicant
- Recommending whether the applicant is awarded certificated status
- Providing written feedback to the applicant. This is recorded in a 'Chair of Panel Report'

To be quorate a panel will comprise a minimum of three persons:

- An independent chair of panel (or deputy)
- An individual with lived experience of the services the training is intended for and/or restrictive interventions themselves, who is independent of BILD or Bild ACT
- A representative of Bild ACT who is not directly involved in the assessment of the applicant. This can may be the Quality Improvement Lead, Lead Assessor, or other person of standing with direct experience of the certification process

Panel Members

Panel members will have shown a commitment to, or experience of, the challenges involved in reducing restrictive practice or related understanding of restrictive practices and their impact. They may have acquired these skills and knowledge from their own lived experience or involvement in areas of practice such as those listed below:

- Training and development
- Delivering or providing support to health, social care, and education services
- Commissioning services for people with mental health conditions, learning disabilities, autistic people, people living with dementia, personality disorder, older people, and detained people, as well as services for children and young people
- Charities and voluntary organisations

- Regulating services, i.e., Ofsted, CQC

Panel members must:

- Sign an agreement of confidentiality and manage information made available to them in their role in a professional manner
- Read applications and make decisions based on the evidence provided to the panel through the applicant's self-assessment and supporting documentation and the evidence presented at the panel meeting
- Declare and excuse themselves from panel if there is any conflict of interest

Declaration of Interest Made by Panel Members

Panel members and all members of the Bild ACT team must declare any relationships or contacts that may prevent them from operating impartially under ISO/IEC 17065 impartiality requirements.

The Certification Director will assess and decide if there are any conflicts of interest or perceived conflicts of interest between assessors and applicants. These could include personal relationships, professional connections, financial interests or other connections to applicant training organisations.

The Certification Director will also make a determination about appropriateness of panel members based on their declarations.

The Panel Meeting and Oral Presentation

The review panel meeting may take place physically or virtually as long as all other rules are met including being quorate. The oral presentation at the panel meeting given by the training manager or suitable representative of the training provider will last for a maximum of 20 minutes.

An oral presentation may be accompanied by visual aids such as video or PowerPoint presentation. A written outline of the oral presentation must be made available to the certification panel in advance, two weeks prior to attendance.

The oral presentation should:

- Explain how the RRN Training Standards are incorporated into all aspects of training services put forward for certification
- Identify how the applicant training provider has responded to any issues raised by their assigned assessor's feedback

There will be an opportunity for members of the panel to ask questions based on the presentation, their review of the evidence contained within the applicant's Self-Assessment form, as well as the

assessor's written report and any supporting evidence. The panel appearance may last up to one hour, details of the presentation will be kept in the panel records and detailed in the panel report.

Roles Of the Chairperson

The role of the chairperson is to chair the panel meetings. They will be appointed for a term of four years (by the CEO or chair of trustees) and will not be eligible for re-appointment. The chair is also responsible for ensuring written feedback to the training provider is clear and appropriately detailed.

When reviewing submissions, panel members will:

- Review each submission individually
- Make judgements based on the information provided to them evidencing compliance to the RRN Training Standards
- Complete the panel review report based on the evidence supplied

Any concerns in respect of the panel review or a panel member should in the first instance be raised with the certification coordinator via email or letter within 14 days following attendance at a panel meeting. Concerns must make specific reference to the detail for which the applicant believes they have a right to raise a concern and on what specific grounds. For example:

- There was an act or omission, on the part of Bild ACT or its representatives, which resulted in adverse / inaccurate evidence being presented
- Evidence that was available to the assessor / panel was not given due consideration

If concerns cannot be resolved informally in the first instance the applicant training provider will need to log a formal appeal. Detailed written feedback will be given to the applicant organisation and kept on record.

The Panel Meeting

For a panel to be quorate, at least the chairperson, a person with lived experience and a Lead Assessor must be in attendance.

Prior to the panel, members will:

- Read the Assessors report
- Review the evidence submitted thus far

At the meeting of the panel members will:

- Discuss the merits of the evidence so far reviewed, and highlight lines of enquiry
- Listen to the training provider's presentation and ask questions further where required

- Provide the applicant with opportunity to ask questions or discuss any relevant related issues
- Ask the applicant to confirm they have the rights to use any licensed materials, and are not using any materials that are another organisation or individuals' intellectual property

Three panel members have voting rights, and the majority (two out of three) must agree on the formal conclusion. Based on all the evidence provided for the application, assessors feedback, the panel presentation, and answers to panel questions the Panel may:

- Recommend certification
- Recommend certification, along with non-binding recommendations
- Recommend provisional certification, with binding requirements that must be discharged within a stated timeframe [to prevent certification being withdrawn]
- Withhold certification until specific additional evidence has been provided to address stated non-conformities

The appointed assessor will be invited to provide the panel with a summary of the application. This may be undertaken in person, via a video link or in written form. The assessor will not have voting rights at panel.

A panel decision will be made in the meeting as to whether the organisation will or will not be recommended for certification against the RRN Training Standards. Three panel members have voting rights and the majority (two out of three) must agree on the recommendation.

The Panel Report

The Certification Co-Ordinator will communicate with the applicant and provide them with a copy of the panel Report.

This communication will outline the next steps and time frames.

The next steps cover the Decision maker process and Sign off Process.

Decision Maker and Sign Off Process

The Decision Maker's role is to ensure that the applicant has met the RRN Training Standards and Bild ACT have conducted a thorough and fair assessment.

When the panel are satisfied that the RRN Training Standards have been met by the applicant, and they recommend certification, the Decision Maker is required to audit the process, and sample evidence.

The Decision Maker needs to ensure that the Bild ACT assessment was carried out in accordance with the standards defined by UKAS. They conduct a review to confirm that the process was carried out in a methodical and procedurally proper manner and that the documentary evidence supports

the recommendation for certification. This process will be captured in a 'Certification Review Checklist'

The Bild ACT Decision Maker will confirm the decision in writing to the training organisation confirming the outcome of the decision and any alterations to their certificate status. Necessary documentation such as the certification contract and invoice will be enclosed. For initial certification this will be sent within ten working days of review panel.

The certification contract must be signed, and invoice paid within 30 days of being received.

The organisation is NOT certified until the contract has been signed and the invoice paid.

Once these are received the training organisation's details will be updated on the Bild ACT website within ten working days.

In case of any declaration of any conflict of interests from the Bild ACT Certification Director in relation to any customer seeking certification is received, an alternative Decision Maker will be appointed.

Certification Award

Once certification has been awarded and invoice paid the training provider will be issued with a certificate which will detail that the training service has been certified by Bild ACT to deliver training that demonstrates adherence to the RRN Training Standards. The certificate will be valid for three years (subject to continuous compliance).

Each certificate is clearly marked with an issue date, expiry date and details of scope of certification to avoid any confusion about the current status of the certification of the service. In accordance with the certification contract the Certificated Training Service will be required to continue to meet the RRN Training Standards during the three-year cycle and adhere to all the clauses therein.

Their self-assessment will be required to be reviewed and updated at least yearly as per the audit cycle. Bild ACT assessor will continue the relationship and over the three-year cycle checks will be made on 20% of all:

- Senior Trainers
- Affiliated Organisation who uses the Certificated Training Provider's in-house trainer model (where applicable)

The 20% is likely to prioritise high risk areas of the above during the 3-year audit cycle. For practical purposes the 20% will be calculated 2.5 years into the certification cycle, ensuring these are completed prior to a re-certification panel.

Failure to Gain Certification

If an applicant fails to gain certification, they can re-submit their application to panel. This must be done within three months of their panel feedback.

The training provider will be required to complete the following stages:

- Inform the certification coordinator of an intention to resubmit their application within 14 working days of receiving panel feedback. Notification will be given of a new panel date as soon as possible
- Submit further evidence no less than one calendar month prior to the agreed panel meeting date to their assigned assessor based on feedback from panel
- The training provider must provide evidence consistent with the feedback provided from panel and assigned assessor. This must address the areas where they failed to evidence adherence to the RRN Training Standards. Occasionally, panel may recommend a further observational assessment visit
- The training provider may be asked to attend a further panel meeting and will be required to deliver a short presentation (no more than 15 minutes in length) which outlines how they have responded to the feedback and highlights the changes that have been made to the original submission
- The panel will consider the evidence provided, against adherence to the RRN Training Standards. Notification of the outcome related to this panel will then be given within 14 working days. No decisions will be given to applicant training providers on the day of panel

An applicant training provider can only complete **one** re-submission. Any applicant training provider that resubmits may also appeal against the decisions as outlined in appeals policy.

Logos and Trademarks

Organisations that have completed or are in the process of certification are permitted to display the Bild ACT logo. This document sets out how it may be used and surveillance of the use of logos will form part of the certification process.

The RRN has its own guidance around the use of the RRN logo and the certification marque. These logos have been being trademarked. 'The RRN Certification Scheme: Guidance for the Use of Logos' should be read in conjunction with this document and is available at <https://bildact.org.uk/wp-content/uploads/2021/02/Restraint-Reduction-Network-Logo-guidance-January-2020.pdf>

Use of the Bild ACT Logo



Training organisations that have been successfully certified by Bild ACT can apply for a version of our logo. This logo may be used on the organisation's webpages or printed materials (e.g., workbooks and certificates) exclusively relating to certified training services. If an organisation is not yet certified, the logo may only be used on the website and not on printed materials and must always be used in conjunction with this text:

'[Organisation] is working towards certification against the RRN Training Standards.'

Organisations are only entitled to use the Bild ACT logo in accordance with the following provisions:

- a. The logo may only be used in communication media, including advertising, promotional material and only in connection with the training curriculums agreed and certified
- b. Organisations undertake to discontinue any use of the scheme logo or any reference to scheme which is unacceptable to Bild ACT
- c. Upon suspension, withdrawal, or termination of certification for any reason whatsoever, the organisation will discontinue all use of the scheme logo and any reference to RRN Training Standards and the Bild ACT Certification Scheme within five working days of termination. Failure to discontinue, may result in Bild ACT taking further legal advice and action.

The logo must not be altered in any way. It should not be:

- Stretched, squashed, or distorted
- Used on a conflicting patterned, coloured, or photographic background
- Used as your primary logo on any items
- Shown at the head of a document
- Enlarged to be given visual prominence on a page
- Otherwise used by a third party as a feature item

Do not change the colours of the logo from those shown.

The specifications and sizing for the Bild ACT logo is as follows:

| | |
|----------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------|
| Grey – CMYK: C66, M55, Y55, K0 (Black only: 66%) Pantone: PMS 423 RGB: R112 G112 B106 Hex: #70706A | Green – CMYK: C66, M0, Y99, K0 Pantone: PMS 376 RGB: R102, G175, B39 Hex: #66AF27 |
|----------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------|

- Use the CMYK spec for normal digital print
- Use the Pantone spec when printing in two colours (black and a spot colour) or when you need an exact colour match
- Use the RGB spec for normal screen-based work (e.g., websites, PowerPoint slides)
- Use the Hex spec when creating colour specs in CSS style sheets for websites

The logo should not be used in any way to mislead the public about the status of a certified organisation or service.

The logo should not be used in such a way as to imply that Bild ACT accepts responsibility for activities carried out under the scope of certification.

It is the responsibility of each organisation to minimise the risk of a client being misled as to the extent and limitations of its certification. Whether this be in relation to quotations for work, work being undertaken, results being reported, and the use of sub-contractors or in any publicity material used for advertising activities or services.

Any unauthorised use of the Bild ACT Logo or misrepresentation regarding what is certified is likely to result in suspension from the certification process. [see 'non-Conformities' p. 8-9]

If you wish to use the Bild ACT Logo for any other purpose that is not covered in this guidance, please consult our Certification Director.

Use of UKAS Symbol and Logo

Requirements and *National Accreditation Symbols* for Certification Bodies and their certified Clients. This needs to be in line with the new UKAS logo and guidance.

B1.1 The appropriate *national accreditation symbol* may only be used by the client of a certification body in connection with the certification body's award of UKAS accredited certification. The *national accreditation symbol* must be relevant to the certificate.

B1.2 Holders of certificates issued by UKAS accredited certification bodies may use the appropriate *national accreditation symbol* in accordance with the requirements of this publication on stationery and publicity material or other items relevant to their certificate. The *national accreditation symbol(s)* shall always be used in conjunction with the logo/mark of the certification body and/or

product certification scheme (see Figure 2 below). Holders of accredited certificates may use the logo/mark of the certification body or certification scheme without the accreditation symbol.

B1.3 Certification bodies shall ensure that they audit the use of *national accreditation symbols* by their certificate holders.

B1.4 The Product Certification *national accreditation symbol* may only be used in connection with a product, process or service certified under an accredited product certification scheme.

The UKAS Certification Logo can only be used on training certificates of attendance not certificates of competence. If certificates of competence are being issued to delegates, the UKAS logo must be removed. [see 'Non-Conformities' p. 8-9]

For more information about the use of UKAS logos please visit: <https://bildact.org.uk/wp-content/uploads/2021/02/UKAS-brand-website-FAQs.pdf>

Issuing Certificates to Training Delegates

Where training providers issue certificates to successful delegates they should contain the following information:

- Certificated Curricula name* [the name listed on the Bild Act website]
- The delegates name
- The date of the course
- An indication that the certificate is valid for 1 year

*There may be occasions when the certificated curricula is part of a larger programme of learning. In such instances the certificate issued may reflect this fact. In such instances the names of the certificated curricula should be present on the certificate somewhere in parenthesis. See below for illustrative purposes:

The Overarching Programme

[including 'The Certificated Curricula']

Post Certification

Monitoring and Surveillance

Having achieved certification, the Certificated Training Service is required by virtue of their certification contract and continuing certification to remain compliant with the RRN Training standards, and to ensure that any Affiliate Organisation operating under their auspices is similarly compliant.

It is expected that the Certificated Training Service will have a surveillance system in place as part of their broader quality assurance programme. Such surveillance activities include reviewing course paperwork, speaking with key personnel on a regular basis as well as sampling training delivery. The amount of time and effort expended in such activities may be informed by various things:

- The newness of the working relationship with the client
- The experience of trainers
- Anomalies identified through review of administration
- Reported complaints, incidents, or accidents
- Other concerns raised or reported by third parties

Bild ACT will sample a minimum of 20% of Senior Trainers and Affiliates Organisations as part of its own Quality Assurance Programme over the 3 year certification cycle

Non-Conformities and Non-Conformity Actions by Bild ACT

The RRN certification process is underwritten by ISO 17065:2012 certification standards and is therefore strictly regulated.

To become a Certificated Training Service [or an approved Affiliate Organisation] applicants must remain compliant with the RRN Training Standards.

If any of these requirements are not met, or clearly breached, a non-conformity is then said to have occurred.

These should be recorded in a Non-Conformity Action Plan [or NCAP] which should identify how the specific non-conformity will be resolved, and a stated timeframe to do so.

Both the Certificated Training Service and Bild ACT will be expected to implement NCAPs [see Appendix 10 'Specimen NCAP']

If non-conformities are detected by Bild ACT, they reserve the right to draw upon a range of Non-Conformity Actions. These include:

- The agreement of a Non-Conformity Action Plan [NCAP] with stated deadlines
- Additional fees including the charging of assessment work undertaken after any deadline has passed. Fees will be levied in whole day increments at the rate [see p.9]. The applicant/Certificated training Service will be notified of the intention to levy additional fees in advance in order to provide every reasonable chance to avoid them.
- The suspension of 'certificated' status for the Certificated Training Service, with the removal of details from the website
- The suspension of 'working towards' status with the removal of details from the website
- The suspension of 'certificated' status for a named Affiliate Organisation and possibly the certified organisation responsible for that Affiliate Organisation (if the affiliate NCAP is not addressed to the satisfaction of Bild ACT) with the removal of details from the website
- The revocation of certificated status, as a last resort

A failure to provide sufficient evidence

The certification process requires applicants to provide evidence that individual sub-standards are met. Examples of insufficient evidence include:

- An incomplete or outdated TNA. Meaning that evidence of the unique composition of the organisation commissioning training is incomplete thus negating the substandard.
- Incomplete or outdated Risk Assessments. Means that physical and psychological risks thus negating the substandard
- Incomplete or outdated trainer portfolios, meaning evidence of the RRN trainer competencies may be missing, thus negating the substandard
- A failure to provide suitable & sufficient evidence on an Affiliate Organisation observation

Applicants and certificated Training Services should consider that they have a positive duty to ensure all evidence is in place and up to date. The online submission portal storage area should always contain current evidence that provides proof of compliance.

A failure to respond within stated timeframes

The certification scheme requires various activities to be completed by applicants within stated timeframes. These include:

- The application process must be completed within 12 months of commencement
- Annual review. To be completed within 4 weeks of anniversary of certification date
- Change of scope. To be completed within 12 weeks of change of a scope being made

Applicants and Certificated Training Services should consider that they have a positive duty to complete activities within the stated timeframes, and respond to the Certification Co-Ordinators enquires for progress updates

A failure to notify the Certification Co-Ordinator in advance that you will fail to meet a deadline, or a failure to respond to an explicit request for an update made by Certification Co-Ordinator will be considered a non-conformity.

A failure to represent certification status, or uphold the integrity of certificated training delivery

Once certificated the ongoing delivery must in line with the RRN Training standards. Examples of non-conformities may include:

- Curtailed sessions, where RRN required content is reduced or removed
- The use of non-RRN competent trainers as main trainers
- The delivery of training where the trainer to delegate ratio is higher than permitted
- The use of unsafe or poorly managed training practices
- The teaching of techniques reliant on pain for anything other than rescue or escape
- The passing off, of uncertified training as certified
- The misuse of scheme logos, i.e., not in accordance with logo guidelines

Non-conformities can take place at organisational level [e.g., Risk Assessments are not kept up to date] or can be linked to the actions of an individual [e.g., allowing a first aid certificate to lapse, or technique non-approved techniques on a course]

Some non-conformities are more serious than others, however Bild ACT will respond to and investigate any they become aware of. Urgency will be attached to investigations where safety is considered to have been compromised, and where there are unethical practices taking place. Additional charges may be added in the event extra assessment work exceeds that which is deemed reasonable by the Certification Director.

Within the context of the initial application, non-conformities are typically minor and linked to minor omissions of evidence products or pending clarifications. The actions taken by Bild ACT will reflect the relative severity of the non-conformity. Please note if additional assessment work is required it may be charged for at the discretion of the Certification Director.

Some non-compliance issues arise from operational constraints, e.g., covid related disruption. Bild Act have taken a pragmatic position and require Certificated Training Services [and Affiliate Organisations] to actively manage common non-conformities.

The table below provide examples of common non-conformities. It should however be remembered that if Bild ACT determine that such periods of reasonable adjustment are being manipulated or used to circumvent compliance this would amount to a serious non-conformity and potential suspension or revocation of certification.

| Non-compliance Issue | Acceptable overrun period | An NCAP MUST be in place | Non-Conformity Consequence |
|-------------------------------------------------|--------------------------------------------------------------------|--------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Staff miss their annual training refresher | <ul style="list-style-type: none"> • Up to 3 months | <ul style="list-style-type: none"> • After 3 months | <ul style="list-style-type: none"> • At 6 month point the staff member is considered to be untrained • At 6 month point the certificated training service [where in house] will be considered to be formally non-compliant, and may be sanctioned • At 6 month point the certificated training service [where the non-conformity is by one of their affiliates] will be considered to be formally non-compliant, and may be sanctioned |
| Trainer misses his or her annual trainer update | <ul style="list-style-type: none"> • Up to 3 months | <ul style="list-style-type: none"> • After 3 months | <ul style="list-style-type: none"> • At 6 month point the trainer is considered no longer competent and unable to deliver training. Their name will be removed from the Bild ACT website |
| Trainer first aid certificate lapses | <ul style="list-style-type: none"> • Up to 3 months | <ul style="list-style-type: none"> • after 3 months | <ul style="list-style-type: none"> • At 6 month point the trainer is considered no longer competent and unable to deliver training. Their name will be removed from the Bild ACT website |

Post Certification: A Change of Scope

The Certificated Training Service is required to update Bild ACT of any material changes to their status during the 3-year cycle. Changes of scope may include:

- Changes to organisations contact details, address, or key personnel
- Changes to settings (Education, Health, & Social Care)
- Changes to populations (Mental Health, Dementia, Learning Disability & Autism)
- Changes nations (England, Wales, Scotland & Northern Ireland)
- Adding or removing curricula
- Amending curricula e.g., adding additional modules, or title changes
- Adding or removing Senior Trainers
- Adding an Affiliate training model

The Process of Changing Scope

Changing scope requires the appropriate evidence to be submitted for review.

To this end a 'A Change of Scope Form' [see appendix 5] has been developed. This covers the most common changes: Adding a new Senior Trainer and ADDING a new Curricula. The form should be completed and returned to the Certification Co-Ordinator

Requests for a change of scope should be made as soon as possible, and within 3 months of the change being made in practice.

In the event there is a change of scope, the documentary evidence will need to be submitted via the online submission portal and scrutinised by an assessor before being approved by the Lead Assessor

In some instances, a Lead Assessor may determine an observation visit is required [e.g., if a new curriculum is being added].

A Lead Assessor will be required to review and approve any change of scope. In the event a Lead Assessor has any concerns they will invite another Lead Assessor in to review the scope change independently. In the event a consensus cannot be arrived at Lead Assessors will refer the evidence to the Panel to review and approve or not.

Once a decision has been made if there is sufficient evidence to extend (or where necessary reduce) scope an updated certificate will be issued, and updates to the Bild ACT website entry made.

If the organisation is not successful in securing certification for the change of scope they can appeal and attend Panel.

Bild ACT reserves the right to reduce scope where there is evidence of non-conformities to the standards.

Surveillance observations completed across the 3-year certification period, will include a focus on changes of scope.

Adding An Affiliate ‘System’

Some Certificated Training Services may wish to operate an Affiliate ‘model’, i.e., cascade their certificated training curricula down through third party training teams.

A Certificated Training Service may add the Affiliate ‘model’ at any point in their 3-year cycle.

For an affiliate to be approved, the following must be in place:

1. A signed agreement / contract / SLA between the Certificated Training Service and the Affiliate Organisation. This agreement clarifies the responsibilities of the Certified Training Service (including quality monitoring to ensure consistency of programmes, trainer competency, and training is in line with RRN Training Standards) and the Affiliate Organisation
2. A signed agreement between the Certificated Training Service and any Associate Trainers employed by the affiliate.
3. A quality assurance system (agreed with Bild ACT) that ensures training delivered by affiliate consistently meets all the RRN Training standards (this may be a risk-based approach to QA that clearly outlines what evidence is required / sampled for audit trail).

The documentation listed above, which comprises the system in place to assure the integrity and quality of the third-party delivery of certificated curricula, will be reviewed by a Lead Assessor.

Once the documentary ‘system’ has been signed off by a Lead Assessor, the Certificated Training Service is required to put a single Affiliate Organisation forward to provide evidence of process.

For this concluding part of the affiliate system assessment, and in order to sign the system off, the following are required:

- A signed copy of the Organisational Level Agreement
- Signed copies of the Trainer Level Agreement for all Associate Trainers operating within the Affiliate Organisation
- Evidence of quality assurance activity [evidence of planned activity is permissible, and will be followed up through Bild ACT Affiliate surveillance activity]
- The completion of a 1-day site visit which samples training delivery, and proof of trainer competency

Once this has been completed, and signed off the Certificated Training Service may add further Affiliate Organisations by using the ‘Affiliate Approval Form’

Adding New Affiliate Organisations

the ‘Affiliate Approval Form’ [An Excel spreadsheet] can be obtained from the Certification Co-ordinator [see Appendix 7]

The following information must be included:

- Organisation name
- Contact name
- Contact details
- The relevant setting, population[s] and geographic area
- Does the service provider have a registration with regulator (e.g., CQC)?
- Is the service provider a single company (with Companies House)?
- Is the service provider an affiliate for any other training organisation?
- Is the service provider working to a centralised single model of certified training across the group?

The following documents must be provided:

- A signed copy of the Organisational Level Agreement
- Signed copies of the Trainer Level Agreement for all Associate Trainers operating within the Affiliate Organisation

The fees for Affiliates are outlined on p.9

Affiliate Organisations: Quarterly Update Procedure

Those organisations operating Affiliates Organisations are required to keep Bild Act notified off changes in Affiliate Organisations i.e., change of name, contact details, Associate Trainers – addition and removal. Removal of Affiliate Organisations from the Certified Organisation. NOTE/. The addition of new Affiliate organisations is covered by the procedure previously outlined.

An 'Affiliate Quarterly Update' form should be returned to the Certification Co Ordinator(s). A copy of the update document will be provided on request by the Certification Co Ordinator(s) [see Appendix 8]

There will be four quarterly return periods. If returns are not submitted within the allotted months, changes to the website will not be made until the next return period.

| April to June | July to September | October to December | January to March |
|-------------------------------------------------|----------------------------------------------------|----------------------------------------------------|--------------------------------------------------|
| To be submitted within the month of <u>July</u> | To be submitted within the month of <u>October</u> | To be submitted within the month of <u>January</u> | To be submitted within the month of <u>April</u> |

Transparency Around Affiliate Organisations

Bild ACT is required to publish a directory of certified training services that is publicly accessible and clearly shows the scope of certification. All aspects of the scope of certification (including affiliates) must be published and publicly accessible. Such transparency and complete openness of information relating to the scope of certification is necessary to minimise the risk of misleading the

public over what is approved and certified. This has been approved by UKAS as meeting the requirements of the International Standards for certification against which the certification scheme is accredited. In addition, this information can be used by regulators such as CQC when gathering pre-inspection information and may also be useful to other wider stakeholders.

UKAS have identified that where training is delivered indirectly via affiliate service providers there is reduced visibility and increased risk of miss-leading information. Therefore, such transparency and openness is vital in mitigating this risk. Therefore, the contract with affiliates must include the requirement to appearing on the publicly available Bild ACT website. No contact details for the affiliate will be published as this is commercially sensitive.

RRN Certificated Training for Temporary/Agency Staff

Training organisations working with staffing agencies, as well as staffing agencies themselves seeking certification and those exploring the Affiliation of such organisations are operating at what might be characterised as ‘arms-length’, or more specifically the relationship between the training provider and training commissioner may be indirect.

The publication of the recent Mental Health Use of Force Act Statutory Guidance has now also informed how such training will be provided into this space. It states "For the safety of both patients and staff, it will also be important for the responsible person to ensure that all staff, whether employed or contracted, temporary, bank or agency staff have been trained in the use of the same techniques" [p.42]

Staff should wherever possible, undertake the training provided to substantive staff within the organisation in which they will work:

- Bank staff working within the organisation itself will typically have undertaken certificated training in their substantive role. If this training has not included all the physical skills, they need to work in the full range of settings they are deployed within, they made need to complete some top up training.
- Agency staff may get access to certificated training by attending training hosted or booked by the organisation they will be placed to work within. This provided assurance that staff are made aware of and familiarised with key local theory, and approved skill sets/techniques.

Where this is not possible, staff may undertake training based on a generalised TNA (Training Needs Analysis) rather than an organisation specific TNA.

A guidance document if provided [see Appendix 9] which outlines how reasonable adjustments can be made to the TNA component of the process, to enable training to be certified, and certified training to be supplied into this space.

It is not foreseen that staff will have to retake or duplicate training when they work within more than one organisation but the issue of whether staff are trained in the appropriate techniques is something now that has been put on a statutory footing

Maintaining Certification and Surveillance: The Three-Year Cycle

Annual Review

The Certificated Training Service is required to review and update its Self-Assessment form every year following initial certification.

The requirement to do this is linked to the certification anniversary date.

Bild ACT will send a reminder out to the named contact within the service, and will open the online submission portal for editing, 4 weeks prior to the anniversary date.

The online submission portal will remain open until 4 weeks after the certification date, providing 8 weeks for the Certificated Training Service to update its evidence.

An assessor will be appointed to review the evidence and record their findings with an Assessor report. This any NCAP will be returned to the Certificated training Service within 4 weeks. Where required a review meeting can be convened.

As part of ISO 17065 training providers must use logos in accordance with BILD ACT logo guidance and UKAS guidance. Your assessor will review your website prior to the appointed review to confirm that the scheme/ISO/UKAS guidelines are being observed.

As part of ISO 17065 training providers must use and issue certificates in accordance with BILD ACT guidance and UKAS guidance. You are required to submit a copy of your certificate prior to the review for your assessor to check.

The Assessor will also check the following:

- **Contact info up to date?** Any change in address, email, or phone contact details? Any change in personnel?
- **Curriculum changes?** Any curriculum added or removed?
- **Scope changes?** Any change to scope? Populations? Settings? Nations? Affiliated Organisations?
- **Senior trainers?** All RRN competent? e.g., First Aid Updates, Annual Trainer Refreshers. Any trainers added/removed?
- **Quality Assurance Activity?** Evidence of QA, evidence of how any non-conformities have been managed.
- **Other annual updates:** Evidence of up-to-date insurance, TNA, training proposals, review of continuing rationale for physical techniques

If the evidence is not submitted within this time frame the failure to do so will constitute a non-conformity [see p. 8-9]

Any changes to fees will take effect from the following quarter and invoices / credit notes will be raised accordingly.

Further to this, where additional observations may be required to cover 20% of Senior trainers they will be arranged and carried out. This process for booking observations will be the same as that operated during the application process.

Annual Affiliate Review

Where a Certificated Training Service operates Affiliate Organisations, additional observations will be required to cover 20% of those Affiliate organisations. This process for booking observations will be the same as that operated during the application process.

Every year those organisations using Affiliates are expected to issue a positive declaration to the effect that their Affiliates continue to comply with the RRN Training Standards, and UKAS requirements: Annual Positive Declaration for Affiliates’.

In the event there are any that don’t comply. The Certificated Training Service is expected to provide evidence of a Non-Conformity Action Plan that is being used to ensure conformity is reached within 3 months.

The Third Year Following Certification of Training Services

In addition to the ongoing annual reviews, every third year the Certificated training Service will be required to attend a recertification panel

Before panel the Certification Director will check the required 20% observations have been completed and the self-assessment evidence is up to date and no non-conformities remain outstanding. Where Affiliates are used this requirement extends to their operation.

The training provider will be required to attend panel, this is done virtually. Attendance at panel typically takes up to one hour. Training providers are expected to give a presentation lasting no more than 20 minutes, summarising how their training services adhere to the RRN Training Standards and how they have addressed any issues identified during the self-assessment process. There will then be an opportunity for members of the panel to ask questions.

The panel review the evidence presented ensuring it continues to meet the RRN Training Standards’ requirements for certification and will make recommendation to the decision maker of Bild ACT to either:

- The Certificated Training Service continues to be awarded certification, or
- Identified non-conformities need to be discharged

Certificated Training Services will be notified of the panel recommendation and provided with written feedback supporting the decision within **14 working days** of their panel meeting.

Each Certificated Training Service will receive written feedback where the panel identify non-conformities. The training provider will be offered a meeting with the assigned assessor or lead assessor to discuss the feedback and evidence required.

Any Certificated Training Service that has non-conformities will be given the opportunity to resubmit evidence and they may also appeal against the decisions as outlined in the appeals policy.

When the panel makes recommendations that the training provider has met the RRN Training Standards the report will go to the Bild ACT Certification Director. They will check the evaluation and review process has been adhered to and evidenced and make a decision to agree to certification being continued. If the Bild ACT Certification Director does not agree to certificate, details will be sent to panel requesting further clarification.

Re-Certification

At the end of the third year of the certification cycle the applicant will be required to attend panel.

The panel members will review the current documentary evidence within online submission portal, which has been kept up to date through Annual Reviews, and quarterly updates.

This will be supplemented by Assessors reports [and NCAPs] documenting the surveillance activity that has taken place over the 3 years.

This will also cover surveillance activity directed at Affiliate Organisations.

Organisations attending the Panel would need to have complied with the 20% observation rule [Senior Trainers, Curricula and Affiliate Organisations]. A failure to meet this requirement would preclude organisations from being invited to panel, and therefore amount to a strategic non-conformity which could lead to a suspension.

The submission of a training case study

Organisations attending panel will be required to submit a training case study prior to attending panel. It can cover any one of the presentation topics.

The case study, which should be no more than 2 or 3 pages, should use the following format:

- Identify the progress domain, i.e., restraint reduction, the inclusion of lived experience in training development or delivery, the development of trauma informed approaches and improving the quality of training delivery,
- Provide some background context so that the progress can be fully understood
- Explain how you defined the domain, and made it measurable
- Describe the data you gathered and the sense you made of it
- Explain how you have, or intend to use, this information and learning

The aim of the case study is to provide evidence of progress within the scheme, and to inform the further development of the standards and certification process.

A presentation to panel covering progress in specific areas.

Organisations attending panel will be required to make a short, 20–30-minute presentation covering the following four areas:

1. Progress on restraint reduction
2. Progress in relation to std 1.5
3. Progress in relation to promotion trauma informed approaches
4. Progress made in relation to assuring the quality of training delivery [including that of Affiliate Organisations]

NOTE/. The panel consideration of these four requirements will be on a case-by-case basis, as not all organisations operate affiliates and there may be differences in the quality of data offered by in-service training providers vs. commercial training providers.

The panel will raise questions based on the case study, and the presentation.

The panel must decide whether suitable and sufficient evidence has been provided to convince them that the Certificated Training Service [and Affiliate Organisations] continue to operate within the RRN Training Standards, and in line with the certification scheme requirements outlined in ISO17065.

In the event the panel are determine this is the case, the Certificated training service will have their status extended for a further 3 years.

If the panel determined that there are non-conformities that need to be resolved, the same process as is outlined in the Bild Act Customer Handbook will be followed.

Senior Trainers: Managing Caseloads

It is common for trainer to work sub-contractually for training providers. In this role they may be a named Senior Trainer. A Senior Trainer may manage a training caseload as part of the broader quality assurance arrangements operated by a Certificated Training Service [CTS]. The management of a caseload may include being involved in various strands of work:

- Delivering direct Training to clients
- Delivering direct Training to Affiliate Organisations
- Co-delivering training with associate trainers within Affiliates
- Delivering 'Train the Trainer' training to Associate Trainers within Affiliate Organisations
- Delivering Trainer refreshers to Associate Trainers within Affiliate Organisations
- Undertaking Affiliate observations as part of the broader quality assurance strategy
- Undertaking any reasonable task to assure or improve quality

For a Senior Trainer to fulfil this role, the following criteria must be met

| | <i>Interpretation Notes/.</i> |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. The individual* must be a Senior Trainer within a named commercial Certificated Training Service (CTS) | <ul style="list-style-type: none"> • The individual must be RRN competent [detailed in Section 4 of the RRN Training Standards] • The individual must be subject to the same QA processes as ALL Senior Trainers within the CTS |
| 2. The individual must have the explicit written authorisation of the CTS if the role includes procuring and managing clients at arm's length clients | <ul style="list-style-type: none"> • The individual must have written explicit authority to procure/manage clients on behalf of the CTS • See 'Marketing Training That is Certificated Against the RRN Training Standards' |
| 3. In event of the above, the responsibility for the commissioning process must be retained by the CTS | <ul style="list-style-type: none"> • It may be completed by the named individual, but copies of TNA's and Training proposals, copies must be retained by the CTS in line with GDPR |
| 4. The trainer must be fully insured | <ul style="list-style-type: none"> • The individual may operate under private insurance, but this must be checked by the CTS who must retain copies of up-to-date certificates. |
| 5. All 'training' must be delivered in line with the latest version of the RRN training standards | <ul style="list-style-type: none"> • Training refers to the teaching of specific knowledge and skills required by individuals in order to meet their present work demands. This can include training tops ups, training supporting the implementation of person specific crisis responses, including the adaption of existing breakaway or restraint techniques, or the introduction of new ones. |
| 6. Any complaints or issues arising from the delivery must be addressed by the CTS | <ul style="list-style-type: none"> • It must be recognised that complaints may lead to non-conformities being identified by Bild ACT, which could lead to corrective actions being required of the CTS, with further non-compliance potentially resulting in additional action being taken against the CTS |
| 7. QA must be undertaken by the CTS | <ul style="list-style-type: none"> • There should not be any suggestion that the training originates from a third-party organisation or any organisation other than the CTS |
| 8. Delivery will be subject to scrutiny by BILD ACT | <ul style="list-style-type: none"> • It must be recognised that any non-conformities identified by Bild ACT, will lead to corrective actions being required of the CTS, with further non-compliance potentially resulting in additional action being taken against the CTS |

Marketing Training That is Certificated Against the RRN Training Standards

There is now a need for a significant number of organisations to source Training has been certified against the RRN Training Standards. This because they are a specialist NHSE commissioned service, or because they are inspected by the CQC.

To do this they need to engage the services of an official RRN Approved training providers [or 'Certificated Training Services'] which are listed here: <https://bildact.org.uk/certified-organisations/>

Such approved providers are likely to market their services in a number of ways. For example, by word-of-mouth, through e-shots, via trade shows and conferences or through advertising on specialist training portals, price comparison sites or in specialist directories. They may also use the services of freelance sales reps and intermediaries such as brokers and social media specialists.

In some instances, training providers can work in partnership with other training companies, who mutually support each other or have some form of reciprocal working relationship e.g., A first Aid training provider signposts RRN Certificated training, whilst the organisation providing RRN certificating training signposts first aid training.

It is important to ensure that individuals or organisations do not pass themselves off as official RRN Approved training providers [or 'Certificated Training Services']. To this end there are three principles to follow

For a someone to market certificated training, the following criteria must be met

| | <i>Interpretation Notes/.</i> |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. An organisation or individual may market RRN certificated training, but must NOT create the impression that they are a Certificated Training Service | <ul style="list-style-type: none"> • In correspondence, marketing literature and other public information e.g., on a website they state that they “represent a Certificated Training Service, and through them can provide access to RRN certificated training” |
| 2. In any correspondence with prospective clients, it must be explicitly stated that the individual or organisation is representing a named Certificated Training Service | <ul style="list-style-type: none"> • There should not be any suggestion that the training originates from any organisation other than the official RRN Approved training provider who is listed on the Bild ACT website. In any correspondence, it should state that the individual or organisation “represent a Certificated Training Service, and through them can provide access to RRN certificated training” |
| 3. The individual or organisation who are marketing RRN certificated training should not use the official logos on their websites, or in their correspondence in such a way as to create the impression they are a Certificated Training Service | <ul style="list-style-type: none"> • Where the website or correspondence carries the name of an official RRN Approved training provider their logo may be used, but the RRN/Bild Act Logo which they have a legal right to use can only be used in such a way as that there is no doubt the logos relate ONLY to that specific organisation |

| | |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>4. In the event a sales agent or intermediary is procuring RRN certificated training for a client, a training contract or agreement must exist between the end recipient of training and the Certificated Training Service</p> | <ul style="list-style-type: none"> • Sales agents or intermediaries may gain some financial benefit from selling or placing training contracts, but the fundamental responsibility for training must be held by the Certificated Training Service, with a documented agreement to this effect. |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

Notification of a Transfer of Ownership

It is recognised that Certificated Training Services operating as standalone legal entities [i.e., LLP or Limited Companies] will periodically change ownership.

This may occur when the organisation is acquired by, or absorbed into, another where it continues to trade under its own unique identity. In such an instance one or both organisations may have 'Certificated Training Service' status.

Otherwise, ownership of the organisation may transfer outright to a new and different owner who keeps the trading name or rebrands or otherwise re-identifies it.

In the event that a Certificated Training Service is absorbed into, or bought outright, by a third party Bild ACT will seek assurances that the integrity and quality of the certificated training will be maintained.

The review of the integrity and quality of the certificated training will be completed by a Lead Assessor, and cover:

- Any new senior trainers
- Any new curricula
- Any amendments to existing curricula
- Any amendment to existing policy or procedures in relation to key aspects of the process: TNA, training delivery, quality assurance, risk assessment [this is not exhaustive].

The review will be chargeable. See fees schedule on p.9.

In the event that the Lead Assessor identifies any concerns a partial or full resubmission of evidence may be required.

This decision would be subject to appeal if there was any disagreement

Appeals Procedure

Appeals may be made against:

- Review by panel
- Certification decisions made by Bild ACT Certification Director
- Decisions made as the result of a complaint
- Decisions made to suspend or terminate certification or any part of certificated services, including approval for individual programmes, authorisation for individual trainers or for individual affiliated organisations delivering training services

Appeals Against Decisions

Appeals against a decision should be made in writing to the certification coordinator within 14 working days following the feedback of the decision. They will acknowledge receipt of the appeal within five working days. The appeal should be in the format advised in this guidance and the certification coordinator will provide an additional copy of this guidance to the training provider if requested.

An appeals panel will be convened on receipt of an appeal. The appeals panel will be drawn from a new impartial panel who have not previously heard the application and will be chaired by the impartial chairperson or chair of trustees. The Certification Co-Ordinator will provide the details of the appeals panel and the requirements for the panel in writing to the training provider, together with information about the decision-making process.

An appeal may relate to a complaint or a decision to suspend or terminate certification (or any part, including approval for individual programmes, authorisation for individual trainers or for individual affiliated organisations delivering training services). On receipt of the appeal the nominated complaints manager will acknowledge receipt of the appeal within five working days and provide the person or organisation who wishes to appeal with a copy of the appeals procedure. Any person who is charged with reviewing the decision the appeal is made against will be independent of the certification process and will be asked to declare any potential conflicts of interest before proceeding to review the appeal.

The appeal must detail the reason for the appeal (wherever possible in no more than 500 words) and must be based on the facts that:

- The original decision made by the certification panel did not follow the criteria set out in the RRN Training Standards Certification Scheme Handbook
- Evidence was presented to the panel which was not representative of evidence submitted by the training provider due to an act or omission by the certification scheme or its agent(s)
- Evidence that was made available within the submission was not given due consideration

Appeals must make specific reference to the detail for which the training provider believes they have a right to appeal, and on what specific grounds. Where training providers base their appeal on evidence which was not presented as part of the original submission, this will not be accepted where it is an act or omission by the training provider.

The appeals panel will be provided with all the relevant information including the feedback offered to the unsuccessful applicant training provider appealing the decision.

The appeals panel will be conducted as follows:

- The date for the appeals panel will be set at the most convenient time available and all interested parties notified. The date for this will be determined by the certification coordinator
- Up to two people can attend from the applicant training provider, one of whom must be the training manager or a suitable representative at the original panel presentation. Attendance will be limited to 40 minutes
- The training provider can provide a written report to the appeals panel about the certification panel decision and make verbal representation to the appeals panel, setting out clearly the grounds on which they are appealing
- The appeals panel will make a decision based on all the evidence made available to them. The appeals panel will only review and consider information related to areas of RRN Training Standards which have been identified
- The applicant training provider will typically be notified of the outcome within 14 working days
- The outcome of the appeal panel is **final**; the applicant training provider may only lodge an appeal **once**
- Applicant training providers who are unsuccessful in their application appeal for certification for their training programmes can complete a re-application within six months of the appeal panel decision. This will represent a new application and therefore the process will start again
- If appeal was successful, the training organisation will be certified as a Certificated Training Service meeting the RRN Training Standards and the three-year cycle of assessment will commence from the date of the appeal panel

Concerns and Complaints Procedure

Complaints Or Concerns Received About Providers of Certificated Training Services

Training providers will be required to ensure that they have provided clear guidance related to 'how to complain' for any commissioning organisation, individual, family carer, or advocate.

Any complaints made to the certification team about any aspect of a certificated training service will be referred back to the respective training provider (this must also be made clear within a training provider's 'how to complain' documentation). Any response or documented resolution agreed with the complainant by the training provider should be copied to the RRN and the Certification Director.

The complaint will be added to the complaint log with details of the nature of the complaint, and a written confirmation will be sent to the complainant within five working days. Complaints raised directly with the certification team will only be dealt with in relation to certificated training services and where there is believed to have been an alleged breach of the RRN Training Standards.

The certification team will only deal directly with complaints if the complainant has not received a satisfactory response from the training provider based upon their complaint's procedure; or if the complaint is of such a serious nature that it requires an immediate response. Dependent on the nature of the complaint, the Certification Director reserves the right to refer the complaint to the appropriate authority / organisation, e.g. police, LEA, social services, Care Quality Commission, Ofsted, or the certification panel.

If there is evidence of a breach of the RRN Training Standards, the provider of certificated training will have **14 working days** to evidence effective resolution related to the breach.

Please note this period is at the discretion of the Certification Director who will assess the severity of the breach. The Certification Director has the authority to instigate an immediate suspension pending investigation if the breach is likely to pose an immediate risk.

If providers of Certificated Training Services fail to comply within the stated timeframe, the RRN and Certification Director have the right to refer to a certification panel for an urgent review of their certificated status. If a recall to the certification panel is required, then a training provider can expect consideration to be given to suspension or removal of their programme certification.

The Certification Director will inform the provider of certificated training services that a complaint has been received and where relevant the need for this to be referred to the independent panel. Full details of the complaint will be made available including the origin of the complaint (subject to the nature of the complaint and any referral to the appropriate authority – we are not able to acknowledge or pursue anonymous complaints).

If appropriate the RRN and *Certification Director* in consultation with the CEO of Bild ACT will appoint an appropriate investigating officer to review the complaint and produce a report which will then be shared with the identified chair of the independent panel.

The process will then continue as follows:

- The independent panel will meet and discuss all the evidence and interview representatives of the provider of certificated services
- The training provider will have the opportunity to present their case in response to the complaint and / or any mitigation
- The panel will decide if the organisation is in breach of the RRN Training Standards and / or certification scheme procedures, identifying through written formal feedback how this may impact upon their certificated status
- The findings will be documented in full, fully referenced to the RRN Training Standards and RRN Training Standards Certification Scheme Handbook, and shared with the CEO of Bild ACT where applicable
- The chair of the panel and the RRN and Certification Director will inform the provider of certificated programmes or certificated trainer of their decision within seven working days

All documentation relating to the complaint will be kept confidentially on file for seven years.

Concerns or Complaints Received About Bild ACT

Our Commitment is to the following:

- We will encourage resolution of problems by informal means wherever possible
- We will provide a clear, accessible, and well publicised procedure for handling feedback
- We will ensure concerns, complaints and appeals are dealt with quickly, fully, fairly, and confidentially
- We will ensure timely resolution

Where the certification team have failed to achieve this standard, any stakeholder has the right to raise a formal complaint.

When a concern or complaint is made relating to the certification scheme, personnel employed by the scheme, or members of the independent panel, the Bild ACT complaints manager – the operational director at Bild ACT or their representative – will acknowledge receipt of the concern or complaint within five working days. They will also provide the person or organisation who has raised the concern or complaint with a copy of the concerns and complaints policy.

Wherever possible, the scheme will aim to resolve any concerns at the earliest opportunity without the need for the training provider to make a formal complaint. Where the scheme is unsuccessful in achieving this, any stakeholder has the right to make a formal complaint.

The complaint will be added to the complaint log with details of the nature of the complaint, and a written confirmation will be sent to the complainant. In the case of a formal complaint being made, the complaints manager will appoint an appropriate investigating officer who will gather and verify all the appropriate information needed to investigate the complaint. The investigating officer will be appointed on the basis of having no conflict of interest or direct managerial responsibility for the subject of the complaint, or the part of the certification process about which the complaint is being made.

The investigating officer and Certification Director will inform the complainant of the outcome of the investigation within seven working days of its completion.

If the complaint owner is not satisfied with the outcome of the complaint and wishes to appeal the decision, it will be escalated to the scheme owner (Restraint Reduction Network).

Suspension or Termination of Certification Policy

Criteria For Suspension or Termination of Certification

A training provider can have their certification suspended or removed in the following circumstances:

- If there is found to be significant evidence of malpractice or misrepresentation within the training provider, where this relates to an approved training programme(s) or approved trainer(s) or affiliated service provider(s) who have been approved to deliver certificated training services following a formal enquiry, involving a recognised agent of the state, for example Care Quality Commission, Ofsted, the police, or the coroner
- If a training provider is investigated the certification can be removed where any or all of the approved programmes or approved trainer(s) or affiliated service providers are found by the investigating body to have:
 - Provided training in practices which are deemed to be a breach of the RRN Training Standards
 - Provided training that has been found to support or condone inappropriate responses to behaviours of concern
 - Engaged in conduct which is found to breach the RRN Training Standards or brings them into disrepute (e.g. Delivering non certified training to a provider that is required to have certified training through government body (e.g. CQC or NHS))

- Refused to participate or where there are severe delays in any part of the certification process as detailed in this procedural handbook. This will include all aspects of the certification cycle or systems (including failure to provide training dates)
- Failed to take appropriate action to address areas of concern or non-adherence to criteria cited during any part of the scheme's certification cycle. Non-conformity has been highlighted and may be referenced where communications related to certification are made by Bild ACT and these are not responded to within the specified timescales
- Misrepresented the principles outlined within the RRN Training Standards or the scope of the certification scheme
- Failed to pay annual fees

If suspension is implemented the Certification Director will clearly communicate to the training providers in writing:

- The reason for the suspension
- The remedial actions needed by the training provider to end suspension and restore certification. Remedial actions usually need to be completed within 14 days, but this is at the discretion of the certification director
- Any actions Bild ACT is taking to resolve the suspension which may include re-assessment, and review
- Who is undertaking the above activities?
- The modifications being made to certification documents and public information while the suspension is resolved
- Any modifications that will be made to certification documents and public information if the certification is reinstated under condition of any reduced scope of certification
- Whether or not the provider will need to resubmit to panel, and who will review the new evidence

The training provider will need to notify their customers of any suspension or termination of certification without delay. Failure to do so will result in termination of their certification contract with Bild ACT.

When the training provider provides evidence of remedial action the assigned assessor will review the evidence. The Certification Director or lead assessor will then either:

- Request more evidence from the training provider, or
- Recommend that the evidence is referred to the panel to review, in which case the panel date will be communicated to the training provider

In some circumstances, where there have been minor breaches, the Certification Director has the authority to reinstate certification if the evidence of remedial action is of satisfactory quality. Where certification is reinstated by the Certification Director without referral to panel this will be communicated in writing to the training provider.

If there is a referral to panel, the panel will meet and discuss all the evidence and interview representatives of the provider of certificated training services. The panel will operate the following procedure:

- The training provider will have the opportunity to present their evidence of remedial action
- The panel will review if the organisation is still in breach of the RRN Training Standards and / or certification scheme procedures, panel will make recommendation to the Bild ACT Certification Director identifying through written formal feedback how this may impact upon training providers certificated status
- The findings will be documented in full, fully referenced to the RRN Training Standards and RRN Training Standards Certification Scheme Handbook
- The Bild ACT Certification Director will inform the training provider of their decision within seven working days, including any modifications to the scope of certification

New certificates will be issued by the certification coordinator if certification is reinstated.

If suspension is not resolved within specified timescales the Certification Director will give notice of termination of certification under the scheme in writing.

The termination notice will clearly state:

- The reason for termination
- The appeals process
- The modifications that are being made to certification documents and public information in light of the termination

Non-Payment Of Fees

The process:

- 'Non-payment of fees' is deemed to have occurred once the initial invoice due date has expired and after two reminder letters have been sent, both giving 14 days to pay, and have failed to secure payment from the provider of certificated training
- 'Initial invoice due date' is within 30 days of the invoice date or a contractual date, whichever is earlier

- In the event that a provider of certificated training services does not pay fees or invoices associated with certification the certification coordinator will advise the RRN and Certification Director of the situation
- Non-payment of fees as defined above will normally result in suspension of the training provider's certification for a period of up to six weeks whilst attempts are made to resolve the matter. The training provider will be notified of any suspension in writing by recorded letter or email with the suspension period commencing immediately on receipt. The training provider's web entry will be removed from the certification webpage. A courtesy email will also be sent to advise that this course of action is being followed
- During this six-week suspension period, the debtor training provider shall forego benefits of certification and should not promote its training programmes as approved or its trainers as authorised. This should continue until Bild ACT has received full payment of the fees due and has confirmed by recorded letter or email that suspension of certification has been lifted. In the event of non-delivery, receipt shall be deemed to be three working days after date of despatch. A courtesy email will also be sent to advise that suspension will be lifted
- Bild ACT, as the host organisation, reserves the right to cancel certification without further notice should full payment not be received by the end of the six-week suspension period
- Bild ACT, as the host organisation, also reserves the right to cancel certification without further notice should the provider of certificated training be suspended for non-payment of fees for the second time within any three-year period
- In the event that an organisation's certification of its training programmes is cancelled for any reason, any subsequent application made by that training provider will be treated as a new application for certification, subject to the rules at the time
- Bild ACT reserves the right to refuse applications from any training provider which has previously had its certification cancelled

In any of the above situations Bild ACT reserves the right to refuse a re-application from any training provider or trainer.

Termination of Certification by Training Provider

If the training provider wishes to withdraw from the certification scheme or parts of the certification and terminate certification for the whole or parts of the certification, BILD ACT will make the necessary modifications to certification documents and public information within seven days of the notice of termination.

Intellectual Property Rights Policy

Introduction

The Bild ACT charity recognises that the protection of intellectual property rights (IPR) is a legitimate concern for all organisations. It is not Bild ACTs responsibility to protect customers' intellectual property rights, but it does recognise its unique position in having access to the Intellectual property of all training organisations. Therefore:

All new applicants will be required to declare any trademarks they hold upon application in addition to their declaration at the eligibility phase of the Certification Process, as well as to declare that they have not infringed the Intellectual Property Rights of another training provider before being able to proceed in the process.

It is expected that all existing certified organisations inform Bild ACT of their trademarks at the earliest opportunity. This would raise Bild ACTs awareness of protected articles and alert BILD ACT to any potential infringement.

It is a clear expectation that all training organisations applying for the Bild ACT Certification Scheme must respect the intellectual property rights of other organisations. The applicant organisations will be required to confirm that they have not breached any Intellectual property rights regarding the use of copyrighted material at the beginning of their application and at specific points during the application and certification process listed below:

- Eligibility Phase
- Formal Panel Review of Application.
- Signing of Contract with Bild ACT

Further to this the Bild ACT assessors will check the following as part of their initial assessment to judge whether or not a potential breach of another organisations Intellectual property has occurred:

- Using trademarked terms
- Using logos from other Certified Training Services (CTS)
- Using videos produced by other CTS
- Using sets of slides originated by other CTS
- Using workbooks originated by other CTS

In the event assessors have concerns or require clarity about any IPR related matter, they will be expected to contact the lead assessors as a matter of priority.

- A verbal check for any I.P.R. infringement will take place at the Certification Panel hearing where the chair will further request explicit assurance that no I.P. R. infringement has taken place.

- The panel chair will explicitly highlight the consequence of possible legal action being taken by the aggrieved third party against a training organisation for copyright infringement.
- If at this stage it becomes known that an I.P.R. infringement is likely to have occurred, the Panel will notify the applicant that their application or certification of their organisation or affiliate will be suspended until proof can be provided that no I.P.R. infringement has occurred.
- The panel chair will explicitly highlight the consequence of possible legal action being taken by the aggrieved third party against a training organisation for copyright infringement.
- It will be expected that new applicants will sign a contract that includes the requirement for them to refrain from using any materials or resources other than those legally owned by themselves or licensed to them by others.

Where it is suspected an organisation has breached Intellectual Property Rights and this cannot be resolved we reserve the right to inform the organisation we believe owns the IPR (and they may in turn choose to take legal action).

Where an organisation suspects a breach of intellectual property rights against them and bring it to Bild ACTs attention, the Certification Director will decide a course of action which may include:

- Investigating claims of IP infringement, but this will be restricted to those instances where tangible evidence of a founded claim exists, and this may result in suspending an organisations application or Certified Status until the matter has been resolved.

Where it is suspected by an assessor that a training organisation applying for Certification may be making unlawful use of the programmes, support materials and/or curricula of another organisation, a lead assessor will be required to undertake a review of the materials.

In the event the lead assessor determines that there is evidence to suggest that an IPR breach may have occurred the application will be suspended until such time as the applicant can demonstrate to the satisfaction of the Bild ACT Certification Director that:

a) The application does not substantially reproduce any copyright materials of another organisation or otherwise make such use of another organisation's Intellectual Property Rights as would be unlawful without permission. **(This may involve forwarding the materials to the suspected originator for comment)**

OR

b) That the applicant has the express permission of the originator organisation to use the suspected material by an agreed licence arrangement and can provide evidence to that effect.

Clarification will be sought in writing from the originator organisation.

- Where it can be clearly demonstrated that an infringement of intellectual property rights has occurred, the matter will be presented to the Bild ACT Independent Appeals Panel for consideration. This may lead to suspension or removal of Certified status for an existing Certificated provider or the cancellation of an application for Certification, in such circumstances a refund of fees will not be payable.
- Bild ACT will act responsibly at all times to protect the ‘intellectual property’ contained within an application submission and will also ensure that the Intellectual Property rights of existing Certified organisations are treated with equal importance.

However, Bild ACT will not get involved in disputes (defined below) between Certified Training Services, applicants or third parties in relation to any claimed intellectual property rights.

Bild ACT does not and will not consider the facts or alleged facts of disputes, potential disputes or alleged or actual infringement of intellectual property rights (“Disputes”) or the provenance or ownership of any materials or the content of any materials used by the Training Service who has certified curricula (or an applicant) in and during its assessment of any application. Each application will be judged on its merits alone.

INDEMNITY: The parties agree that Bild ACT shall not be liable for any cost, demands, proceedings, interest, court fees or any other sums (“Costs”) that may arise directly or indirectly from any Dispute or that Bild ACT may suffer or incur in order to defend itself against any claims or allegations in relation to any Dispute and the Certified Training Service shall fully and unconditionally indemnify Bild on demand for any such Costs.

Definitions

Copyright: a property right which gives its owner the exclusive right to use a creative work or authorise its use in certain ways: e.g. by copying, disseminating, or publishing the work. Copyright does not have to be registered. It is initially owned by the creator (“author”) of the work or their employer, and may be passed to others through inheritance, sale, or transfer. Copyright normally lasts for the creator’s lifetime plus 70 years, although this is subject to many exceptions.

Database right: the exclusive right of the owner to extract and re-use all or a substantial part of the contents of a database, regardless of whether the database or its contents are protected by copyright. A database is a collection of works, data, or materials (in any format) which are arranged in a systematic or methodical way and are accessible by electronic or other means. Database right is owned by the maker of the database or their employer. The “maker” is the person or organisation which took the initiative in obtaining, verifying, or presenting the contents of the database and assumed the risk of investing in those actions.

Intellectual property: the corpus of legal rights which includes copyright, database right, moral rights, patents, trademarks, unregistered design right, registered design right, performers' rights, and similar areas.

Licence: permission from the owner of intellectual property in a work to use that work in some way which would otherwise be reserved to the owner. The owner retains ownership of the intellectual property in the work. Licences may be exclusive or non-exclusive; an exclusive licence grants the licensee the sole right to use the work in the way specified in the licence for the duration of the licence.

Moral rights: personal rights of the author of a work which are distinct from copyright. Moral rights include the right to be identified as the author of a work; the right to object to derogatory treatment of the work; and the right not to be falsely identified as the author. These rights are limited where the initial owner of copyright in a work is the author's employer. Unless waived, moral rights are retained by the author even if the author no longer owns copyright.

Registered design right: the appearance of the whole or part of a product resulting from the features of the lines, contours, colours, shape, texture or materials of the product or its ornamentation can be registered as a registered design. The product must be an industrial or handicraft item. Registered designs are protected for up to 25 years. Where the design was produced by an employee in the course of their employment, the employer is the proprietor of the registered design. Registered design right in commissioned designs belongs to the person or organisation who commissioned the design.

Sublicense: where the party granted a licence is allowed to grant further licences (" sublicenses") to other parties to use the intellectual property.

Trademark: an exclusive badge of origin for goods or services which has to be registered. Registration can be renewed indefinitely and gives the owner of the trademark monopoly rights over the mark.

Appendix 1: RRN Information

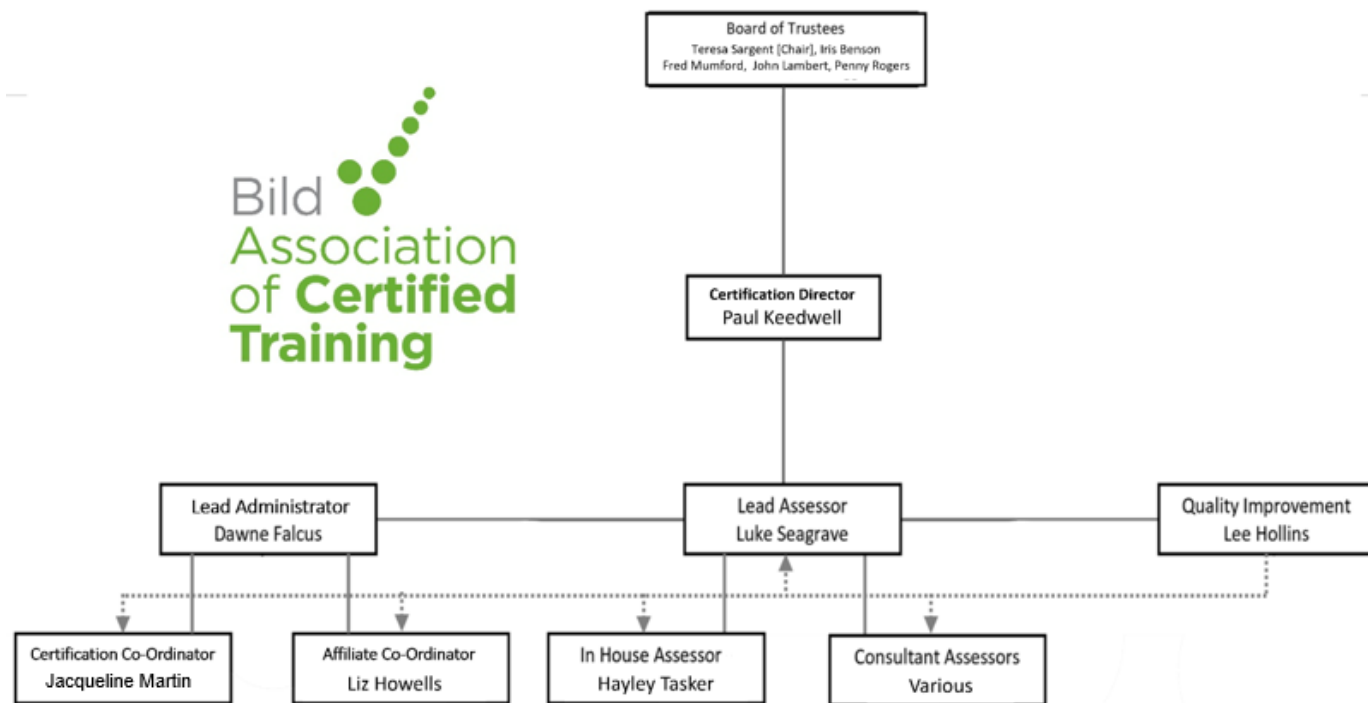
Restraint Reduction Network

Director of Programme Development – Sarah Leitch

Manager/Co-ordinator – Alexis Quinn

Email: RRN@bild.org.uk

Appendix 2: Bild ACT Information



| TEAM MEMBER/ROLE | RESPONSIBILITIES | CONTACT |
|------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------|
| Paul Keedwell Certification Director | Represent Bild ACT to stakeholders. Oversight of Bild ACT operations | p.keedwell@bild.org.uk Tel: 0121 415 6960, Extension 1011 |
| Luke Seagrave Lead Assessor | Manage applicants and Certified organisations. Assessment allocation, Assessment enquiries & Client Liaison | l.seagrave@bild.org.uk Tel: 0121 415 6960, Extension 1025 |
| Hayley Tasker Inhouse Assessor | Manage applicants and Certified organisations. Assessment caseload & Client Liaison | h.tasker@bild.org.uk Tel: 0121 415 6960, Extension 1027 |
| Lee Hollins Quality Improvement Lead/Technical Advisor | Quality monitoring , Audits and Technical advice | l.hollins@bild.org.uk Tel: 0121 415 6960, Extension 1007 |
| Dawne Falcus Lead Administrator | Oversight of administration and co-ordinators. General enquires and administration | d.falcus@bild.org.uk Tel: 0121 415 6960, Extension 1003 |
| Liz Howells Affiliate Co-Ordinator | Affiliate organisations. General enquires and administration | l.howells@bild.org.uk Tel: 0121 415 6960, Extension 1008 |
| Jacqueline Martin Certification Co-Ordinator | General enquires and administration | j.martin@bild.org.uk Tel: 0121 415 6960, Extension 1017 |

Appendix 3: UKAS Accreditation

United Kingdom Accreditation Service

The United Kingdom Accreditation Service (UKAS) is the national accreditation body for the United Kingdom. UKAS is recognised by government to assess against agreed standards organisations that provide certification, testing and inspection services. Accreditation by UKAS demonstrates the competence, impartiality, and performance capability of these evaluators. In short, UKAS 'checks the checkers'. UKAS is a non- profit-distributing private company, limited by guarantee. UKAS is independent of government.

UKAS certification provides an assurance of the competence, impartiality, and integrity of conformity assessment bodies. UKAS accredited certification, testing, inspection, and calibration reduces the need for suppliers to be assessed by each of their customers. Bild ACT has achieved accreditation with UKAS.

Appendix 4: Eligibility Form

Question 1: Select as appropriate:

- **Commercial Provider (Only Train Out)** Our organisation is commercial training provider who delivers training to a range of organisations.
- **In-Service Provider (May Train Out)** Our organisation is an in-service training provider – we develop and deliver the training within our own organisation, but we may or may not provide training to external organisations.
- **In-Service Provider (Doesn't Train Out)** Our organisation is an in-service training provider – we develop and deliver the training within our own organisation and do this exclusively.

Question 2: As an organisation we deliver training into the following settings:

- Health care provision (independent and NHS commissioned services)
- Specialist NHS services: e.g., Mental Health, Learning Disability, Autism or Dementia
- Acute NHS Services: e.g., General Hospitals, accident and emergency departments, inpatient and outpatient services
- Social care (independent, local authority, voluntary, charitable organisations, persons with personalised budgets)
- Education settings which may include (primary, secondary, specialist and FE Colleges)
- Staff working for agencies or operating as temporary/flexible/agency workers.

Question 3: As an organisation we deliver training into services supporting the following individuals:

- Services supporting adults
- Services supporting children
- People with mental health conditions
- People with learning disabilities
- Autistic people
- People with acquired brain injury
- People living with dementia

Question 4: As an organisation, we deliver training in the following geographic areas:

- England
- Wales
- Scotland
- Northern Ireland

Question 5:

Our organisation delivers training that has a restrictive intervention component

- Yes
- No

Question 6:

If you previously, or are currently still using, an RRN certificated training provider can you state the name of the organisation below:

Further Application information

Please list below the titles and duration of all proposed training curricula (courses or programmes) that you are seeking certification for:

Please list all individuals you are putting forward as authorised senior trainers who deliver approved curricula:

If you deliver a “Train the Trainer” programme, you may seek approval to operate an affiliate model [where other organisations are approved to deliver your certificated curricula]. Will you be seeking approval from this as part of your initial application?

- Yes
- No

PLEASE NOTE: *If you indicate that ‘No’ you will not be including this as part of the initial application process, this does not prevent you from adding this delivery option once you*

Intellectual Property

In order to apply for certification against the RRN Training Standards you must:

- ensure compliance with copyrights, designs and patents act 1988
- ensure permission is sought and granted for the use of materials developed or owned by others who have asserted their rights
- refrain from using any copyrighted materials, or trademarks owned by someone other than yourself without explicit written permission
- where permission has been granted, declare, and reference the use of materials owned by others appropriately within the documentation provided as evidence for the application
- not infringe copyright or trademark of any organisations delivering training within the field whether they are accredited training programmes or not

Change of Scope Form: NEW Senior Trainer or Curricula

Version 3

Date completed:

Name of Certified Training Service:

Completed by:

PLEASE COMPLETED THE RELEVANT SECTIONS, AND UPLOAD THE NECESSARY EVIDENCE INTO THE SUBMISSION PORTAL
ADDING A NEW SENIOR TRAINER

| Name | Professional Qualification (Std 4.3.1) | Experience 2years + (Std 4.3.2) | Teaching/ Training Competence (Std 4.2.1) | TtT – Curricula Orientation (Std 4.3.3) | First Aid/ ILS (Std 4.2.2) | Trainer Update (Std 4.3.3 & 4.3.4) | CPD (Std 4.3.5) | PEER EVALUATION (Std 4.7.2) |
|-----------------|------------------------------------------------------------|-------------------------------------------------------------------|------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------|-----------------------------------------------|--------------------------------------------------------------------------------|----------------------------------------------------------------------------------|----------------------------------------------------------------|
| e.g., Sam Jones | e.g., Full time trainer, OR Nurse, OR HCA. CV attached* | e.g., 5 years employment in health service as.... CV attached* | e.g., PTLLS (01/02/13) [Certificate attached*] or Training evaluation covering last 12 months* | e.g., Attended Restraint Ltd TtT - 5 days (12/03/2018) [Certificate attached*] | e.g., EFAW (11/03/21) [Certificate attached*] | e.g., Attended trainer refresher/ update on 12/01/2022 [Certificate attached*] | e.g., Updated CPD attached. See additional certificates for courses attended* | e.g., Peer evaluation report (14/01/2022) [Document attached*] |
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*DOCUMENTARY EVIDENCE **MUST** UPLOADED INTO THE EVIDENCE SUBMISSION PORTAL BEFORE IT CAN BE REVIEWED

V3: 13/04/22

Change of Scope Form: NEW Senior Trainer or Curricula

Version 3

ADDING A NEW CURRICULA

| Name of New Curricula or Module to be ADDED* | Populations? | Settings? | Country? | Documentary Evidence? |
|----------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------|----------------------------------------------------|------------------------------------------------------------------|
| e.g., Breakaway Skills or Clinical Holding module | e.g., Services supporting adults or children, people with mental health conditions or learning disabilities, Autistic people, people acquired brain injury &/or people living with dementia | e.g., healthcare, social care or education | e.g., England, Northern Ireland, Wales or Scotland | e.g., lesson plans, slides, handouts, trainer guidance or manual |
| | | | | |
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| *DOCUMENTARY EVIDENCE MUST UPLOADED INTO THE EVIDENCE SUBMISSION PORTAL BEFORE IT CAN BE REVIEWED | | | | |

NOTE: We will need to make arrangements for classroom observations before the addition can be approved

FOR BILD ACT INTERNAL USE ONLY:

| Signed as complete: | Name/Role: | Role: | Date: |
|---------------------|------------|-------|-------|
| | | | |
| | | | |
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V3: 13/04/22

Appendix 6: An Affiliate Model

The Affiliate 'model' ensures that any 'Affiliate Organisations' and 'Associate Trainers' operating in line with the RRN Training Standards and maintain the integrity of the approved curricula. This system or 'model' must as a minimum, comprise:

- An Organisation Level Agreement
- A Trainer Level Agreement
- A Quality Assurance Policy or Strategy

Organisational Level Agreement

The organisation must commit to:

- Complying with the RRN training standards
- Ensuring trainers maintain required duration/timings as part of course delivery
- Ensuring trainers maintain the RRN theory content during training delivery
- Ensuring trainers only teach physical skills identified and agreed through the TNA
- Ensuring course administration is completed, as required by the training provider
- Complying with quality assurance requirements required by the training provider e.g. allowing spot checks outlined in the QA strategy
- Dealing with any non-compliances that are identified as they may place affiliation at risk
- Completing the annual review, updating the TNA, and notifying the training provider of any relevant changes or training related complaints
- Providing access to assessors involved in RRN certification checks

To be signed and dated by named senior person within the affiliate organisation

Trainer Level Agreement

Each individual trainer must commit to:

- Ensuring compliance with RRN training standards e.g., training safety, delegate to trainer ratios
- Achieving and maintain RRN trainer competencies
- Maintaining required duration/timings as part of course delivery
- Maintaining all RRN theory content during training delivery
- Only teaching physical skills identified and agreed through the TNA
- Ensuring course administration is completed, as required
- Complying with quality assurance requirements required by the training provider e.g., allowing spot checks outlined in the QA strategy.

- Responding to any non-compliances that are identified and dealing with them within the agreed timeframe as this may place affiliation at risk
- Reporting and recording any incidents, accidents, or complaints
- Providing access to assessors involved in RRN certification checks

To be signed and dated by named individual trainers within the affiliate organisation

A Quality Assurance Policy or Strategy

This document should outline what activities a Certificated Training Service is taking to ensure that the Affiliate Organisation is maintaining the integrity of the delivery of approved curricula, and that the Associate Trainers are maintaining their competencies in line with the RRN Training Standards. It should cover:

- The scheduling and completion of an annual review and TNA update
- The ongoing review of course administration/paperwork course evaluations
- The investigation of incidents, accidents, or complaints
- The review of trainer competencies
- The provision of annual update/refresher training and trainer assessment
- Spot checks of training delivery [which will typically be recorded using standardised documentation]

During the certification cycle Assessors are likely to request evidence of process and/or to sample the records of random Affiliate Organisations/Associate Trainers

[illegible]

Appendix 8: Affiliate Update Form



Quarterly Update Form for Affiliates

Version 3

Date completed:

Name of Certified Training Service:

Covering QUARTER [see below]:

Completed by:

| April to June To be submitted within the month of July | July to September To be submitted within the month of October | October to December To be submitted within the month of January | January to March To be submitted within the month of April |
|-----------------------------------------------------------|------------------------------------------------------------------|--------------------------------------------------------------------|---------------------------------------------------------------|
|-----------------------------------------------------------|------------------------------------------------------------------|--------------------------------------------------------------------|---------------------------------------------------------------|

Changes to Existing Affiliate Organisation details

| Previous Affiliate Org Name | New Affiliate Org Name * | New Contact name | New Contact details i.e. email, tel no. | New Address details |
|--------------------------------|-----------------------------|---------------------|-----------------------------------------------|------------------------|
| | | | | |
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***MUST be accompanied with updated copies of signed & dated organisational level agreement**

ADDING or REMOVING Affiliate Organisations

| ADD Affiliate Organisation * | REMOVE Affiliate Organisation |
|---------------------------------|----------------------------------|
| | |
| | |
| | |
| | |
| | |

***MUST be accompanied by fully completed upload spreadsheet 'Affiliate Approval Form' & copies of signed & dated organisation & trainer Level agreements**

V3 13/04/22

***MUST** be accompanied with updated signed & dated copies of **trainer level agreement**

| Signed as complete: | Name/Role: | Role: | Date: |
|---------------------|------------|-------|-------|
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Appendix 9: Temporary/Agency Staff

Temporary / flexible / agency staff working within specialist NHS services commissioned by NHSE, or within health and social care services inspected by the CQC are required to ensure they have up to date proof that they have successfully completed training that has been certificated against the RRN Training Standards This guidance note is written in support of Appendix 22: Specific considerations for training temporary / flexible / agency staff.

| The responsibility of individual Agents i.e., temporary / flexible / agency workers | The responsibility of the Certificated Training Service | The responsibility of Individual Agencies | The responsibility of organisations utilising temporary / flexible / agency workers |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> • Not to present for work unless you have a valid certificate, showing you have completed training provided by a Certificated Training Service against the RRN Training Standards • Ensure this certificate clearly denotes that you have been trained to work within defined settings, with specific populations in particular countries e.g., adult mental health services in England | <ul style="list-style-type: none"> • In the event the Certificated Training Service [or Affiliate] is commissioned by the organisation using temporary / flexible / agency staff, a TNA must be completed • Otherwise, they must ensure that any training meets the needs for staff working within defined settings, with specific populations in particular countries e.g., child and adolescent mental health services in England by referring to Appendices 1-8 for Populations; 9-16 for Settings, and 17-20 for Countries] • Best practice is to ensure a certificate which contains the training providers name makes reference to the physical skill types taught to allow this to be checked if required. • Where there is any affiliation aids in the clarification of the skillset this should be included on the certificate • A unique certificate number and contact details on the certificate would permit the service deploying the individual to make reasonable checks as to certificate veracity | <ul style="list-style-type: none"> • In the event the agency has its own training department [or affiliated training service], a TNA must be completed • In the event the agency commissions a Certificated Training Service to train its staff, a TNA must be completed wherever it is practical to do so • Otherwise, they must ensure that any training meets the needs for staff working within defined settings, with specific populations in particular countries e.g., older adult mental health services in England by referring to Appendices 1-8 for Populations; 9-16 for Settings, and 17-20 for Countries] | <ul style="list-style-type: none"> • Must only permit staff to operate in post after you have checked that they have an in-date RRN Training certificate [see here for listed providers] • Ensure the certificate indicates that the setting, population, and nation are appropriate to the staff deployment • Ensure staff are made aware of local policies and procedures relating to all aspects of preventing, responding to and recovering from incidents involves behaviours of concerns* • Ensure any physical skill types identified on the certificate are compatible with local requirements • Where required, ensure additional, top up training is provided IF an individual's competency in physical techniques [e.g., physical restraint procedures] represent a critical deficit, which prevent them from discharging their role responsibilities |

Appendix 10: NCAP



NON-CONFORMITY ACTION PLAN

Version 5

| | |
|------------------------------------------|------------------------------------------------------------------------------------------------------------------------|
| Organisation: | |
| Organisation Representative name: | |
| Plan TYPE: | Initial Application/Panel Requirement/Annual Review/Affiliate Model Sign-Off/Affiliate Observation/Complaint/Financial |

| Non-Compliance Domain | Non-Conformity Description | Corrective Action | Agreed Timeframe for Action | Evidence Submitted* | Assessment decision |
|-----------------------------------------------------------------|----------------------------------------|------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------|-------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| E.g. RRN Training Standard 2.1.1 or Certification Contract etc. | Explicit description of non-conformity | What action is recommended or has been agreed with the applicant | Agreed date that the new evidence products will be uploaded into Submittable – see NCAP Plan Start Date | Description and date evidence product(s) is submitted | Conformity OR Non-Conformity <ul style="list-style-type: none"> If Conformity, indicate Date If Non-Conformity, the NCAP needs to be updated accordingly |
| | | | | | |
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| | | | | | |
| | | | | | |

Form completed by:

| | | | |
|--------------|--------------|-------------------------|--------------------------------------------|
| Name: | Role: | NCAP Start Date: | Click here to enter a date |
| Name: | Role: | Completion Date: | Click here to enter a date |

***DOCUMENTARY EVIDENCE MUST UPLOADED INTO THE EVIDENCE SUBMISSION PORTAL BEFORE IT CAN BE REVIEWED**