

## 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. Affiliate organisations cannot operate as commercial training providers who train ‘out’.

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 – See Appendix 1
2. A signed agreement between the Certificated Training Service and any Associate Trainers employed by the affiliate – See Appendix 1
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) – See Appendix 1

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 the final sign off of the affiliate system, the following are required:

- A signed copy of the approved Organisational Level Agreement
- Signed copies of the approved 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 seeks to ensure the curricula maintains its certified integrity, as well as checking trainer competency and observing conduct.

Once this has been completed, and signed off the Certificated Training Service may add further Affiliate Organisations by using the 'Affiliate Approval Form' – See Appendix 2

## **Adding New Affiliate Organisations**

The 'Affiliate Approval Form' [An Excel spreadsheet] can be obtained from the Affiliate Co-Ordinator .

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 page 8 of the Customer Handbook.

## **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 3.

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.

Such transparency and openness is vital in mitigating this risk. Therefore, the contract with affiliates must include the requirement to appear on the publicly available Bild ACT website. No contact details for the affiliate will be published as this is commercially sensitive.

## 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.

## Affiliate Operator Review

Every year those organisations using Affiliates will be required 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.

## Appendix 1: 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



# Appendix 3: 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	July to September	October to December	January to March
To be submitted within the month of July	To be submitted within the month of October	To be submitted within the month of January	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.

**\*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

Associate Trainer Changes			
Name of affiliate Organisation	ADD Associate Trainer*	ADD Associate Trainer start date	ON HOLD Associate Trainer

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

FOR BILD ACT INTERNAL USE ONLY:

Signed as complete:	Name/Role:	Role:	Date: