

# **Bild Association of Certified Training Customer Handbook**

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**Bild Association of Certified Training**

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# 1 - 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 has been described as 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.

## Bild Association of Certified Training

Bild Association of Certified Training [ACT] is a separate charitable organisation. It has been accredited by the United Kingdom Accreditation Service [UKAS] against ISO/IEC 17065:2012 in order that it can provide product conformity certification. In effect it is a national assessment body certifying organisations against the RRN Training Standards, a function which it is licensed to fulfil by the RRN.

## What is a Certified Training Service?

A 'Certified Training Service' or 'CTS' comprises a named 'Training Provider', the 'Approved Curricula', and those 'Authorised Trainers' [and/or 'Affiliate Organisations'] responsible for training delivery. The diagram below illustrates how the constituent parts of a Certified Training Service come together.

An organisation or training entity can be considered a CTS once they have been formally scrutinised and determined to have met the requirements for certification.

Once certified, a certificate to this effect will be issued by ACT. It identifies the three-year period during which the CTS can deliver certified training, subject to meeting all the maintenance and surveillance requirements. The CTS's name, Senior Trainers, Affiliate Organisations and Curricula will also be listed on the ACT website. This allows regulators, inspectors and training commissioners to ensure organisations are certified.

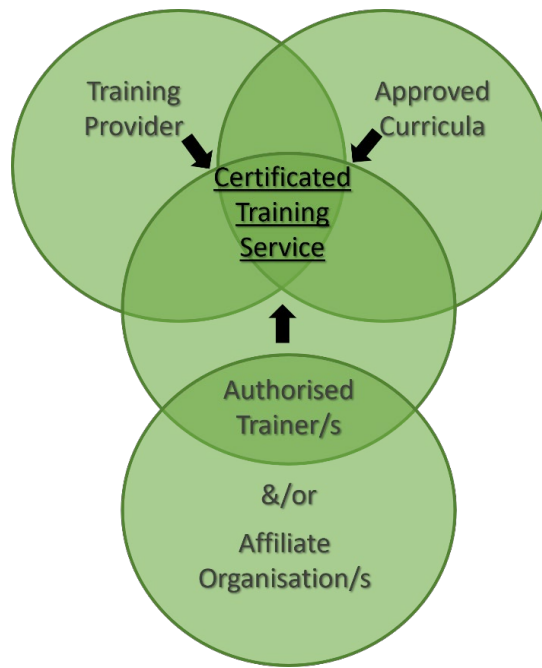


Fig. A 'Certified Training Service'

Organisations seeking to apply for certification can be:

- In-Service Training Providers (e.g. NHS Trusts, Social Care Providers, Schools, etc)
- Commercial Training Providers

Complex Organisations and Consortia are also eligible to apply, provided certain criteria are met [See appendix 5 & 6].

This handbook sets out how an organisation can become a 'Certified Training Service' [CTS] for the purpose of delivering training that is certified against the RRN Training Standards. It also sets out how a CTS can market and license its certified training.

The terms and conditions of the scheme are set out in the 'Eligibility Form', and the 'Certification Contract' which contain the requirements laid down by the RRN through its licensing arrangement with ACT, ISO 17065:2012 and further requirements imposed by UKAS.

### The Requirement for Training Certified Against the RRN Training Standards

The requirement for staff working in Mental Health Units to undertake training that has been certified against the RRN Training Standards is laid out in the Mental Health Units (Use of Force) Act 2018, via its Statutory Guidance.

Elsewhere the Care Quality Commission [CQC] have stated that they expect to see it in those services they inspect and may use the regulations at their disposal to require its implementation.

Independent of this, commissioners and operators of services may choose to make such training a requirement within their services as a marker of ‘best practice’, or to satisfy a third-party request i.e., an insurance provider.

These strategic levers are expected to grow over time, and it is the responsibility of service providers and training providers to establish as and when they are required to provide certified training.

There are other sectors or settings where no formal requirement for RRN certified Training exists. This does not preclude such training from being implemented in such spaces, only that it is not mandated.

These include:

- Physical health settings
- Healthcare settings using security personnel licensed by the SIA\*
- Secure transport services
- Prison or Custodial settings
- Police
- Family/Domestic settings

NOTE/. in 2022 the SIA issued the following statement: *“If the operative comes into contact with, or transports patients, then they will need to have further training. This further training should be certified as complying with the RRN training Standards”*.

## Becoming a Certified Training Service

There are several stages in the process of certification:

1. Completing the Eligibility Form
2. Completing a Familiarisation Workshop
3. Committing to the Scheme in Writing
4. Completing the Application Form [submitting ‘Documentary Evidence’]
5. Having Training Observed by an Assessor
6. Attending a Certification Panel
7. Having a final Decision Maker review of the process

The process is outlined in greater detail in Section 3 of this Customer Handbook.

It is your responsibility to meet all the deadlines outlined in the Customer Handbook, and ensure you provide evidence for an assessor to review in order that they can determine whether it conforms with the RRN Training Standards.

It is your responsibility to complete your application within the 12 months of the start date and to submit your self-assessment for review within 6 months, or to communicate with the ACT

team in the event the application is expected to run over time. In which case additional fees may be incurred [see below].

### The Cost of Certifying against the RRN Training Standards

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

Certification Fees	Cost*	Frequency
Application Fee	£7345	One off
Organisational Fee	£885	Annual
Senior Trainer Fee	£440	Annual
Curriculum Fee	£390	Annual
Affiliated Organisation Fee <sup>1</sup>	£500	Annual
Recertification Fee <sup>2</sup>	£2100	Every 3 years
Whole Service Level Change of Scope	£2000	As and when
Transfer of ownership review	£1660	As and when
Discretionary extension	£2775	At Certification Directors discretion.
Re-Application Fee	£7345	In event of the failure to certificate within the allotted time [including discretionary extension IF granted]
Additional Assessment Work in relation to failing new organisations and Affiliate organisations	£1105	Day rate. At discretion of the Certification Director May also incur further expenses
*All costs are excluding V.A.T at 20%		
<sup>1</sup> 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 £500 annually.		
<sup>2</sup> The recertification fee is then supplemented by the annual maintenance fees; Organisational, Senior Trainer, Curriculum and Affiliate Organisation fees.		

Effective from 01/06/2025



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, additional 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' Re-certification fee
	Affiliated Organisation Fee x 'n'	Affiliated Organisation Fee x 'n'	Affiliated Organisation Fee x 'n'

### Payments

To ensure the continuity of the certification process, payment of fees must be made when due, and within the stated payment terms - [i.e., payment of the initial application fee, the annual payment of the organisational, curricula and senior trainer fees, recertification fee, as well as affiliate fees.]

A reasonable request will be made for the payment obligation to be met 7 days of the due date if not received.

If the payment obligation is not met after this time, the organisation [and all affiliated organisations] will be suspended until such time full payment is received.

### Staged Payments

There is scope for smaller organisations to apply for a staged payment plan. It must be formally applied for in writing to the Certification Director and will be offered at their discretion.

In making such an application, details of the organisation's size and turnover will be requested.

In the event a requested staged payment plan is authorised, the staged payment amounts, and dates due will be specific.

Payment will be determined to be late, if not received 7 days after the agreed due date.

In the event of late payment, a reasonable request will be made for the obligation to be met. If after this time, the applicant fails to meet the staged payment plan obligations, the organisation will be invoiced for the full amount and their application process will be put on hold until payment has been received in full.

Any enquiries as to their status will be responded to as 'not certified' until full payment of the application fee is received, and the organisation has successfully passed through panel and the Decision Maker.

If payment of the obligatory full application fee is not received within the extended time, the organisation will be suspended and may choose to withdraw from the application process. However, no refund of the initial staged payments received will be made.

### Refund Policy

ACT provide suitable and sufficient information to ensure organisations make an informed choice to seek certification.

Organisations must complete an eligibility form to establish whether they are delivering training into sectors which the training standards cover.

Applicants are expected to only commit to certification when they are sure they need to certify their training, or they believe it is in the best interests of their business. This is a professional decision that ACT have no responsibility for.

As a matter of goodwill ACT offer a right to request a full refund within the first 14 days of payment. This functions as a 'cool down' period wherein an organisation may decide against seeking certification. Once 14 days have lapsed since payment a full refund will not be provided.

In extenuating circumstances, the certification Director may consider a partial refund within the first 60 days. In the event this is granted, administration costs will be deducted which amount to 25% of the entire certification fee [£1750 + VAT]. Once 60 days have lapsed since payment, no refund will be provided.

### Staged Payment Agreements

- If an organisation has requested a staged payment plan and this has been agreed, then a full refund of that initial payment will be granted within 14 days of the payment being received. In exceptional circumstances the Certification Director may consider a partial refund of the initial payment. In the event this is granted administration costs will be deducted which amount to 25% of the initial fee [£582.75 + VAT].
- No further refunds will be granted for the remainder of the fees paid.

### In The Event of a Refund Being Granted

- Applicants must remove all logos from websites, training resources and communications
- Applicants must remove all reference to certification or working towards certification from websites, training resources and communications

### Affiliate Organisations and Senior Trainers

Senior Trainers may occasionally move on, leading Certified Training Services to have to remove/replace them. On some occasions Affiliated Organisations may move on from Certified Training Services.

These changes are subject to the following credit note policy.

**Direct Replacement:** Where a Senior Trainer or Affiliate Organisation can be replaced this can be accommodated without any administration charge.

**No Direct Replacement:** Where a Senior Trainer or Affiliate Organisation cannot be replaced directly a credit note will be raised in line with the table below

	<b>Duration Trainer/ Organisation Have Been Part of Certified Delivery</b>	<b>Time Remaining in Yearly Payment Cycle</b>	<b>Credit Note Processing Costs</b>
<b>Quarter</b>	Monthly range	Refund	Admin fee
<b>1st quarter</b>	0 – 3 mths	9 mths	£50.00
<b>2nd quarter</b>	3 – 6 mths	6 mths	£50.00
<b>3rd quarter</b>	6 – 9 mths	3 mths	£50.00
<b>4th quarter</b>	9 – 12 mths	No refund	No admin charge

Refunds will only to be applied to fees raised for a full yearly period – no refund for pro rata payments.

### Non-Activity

In the event information is received on an intent to apply, which is subsequently followed by a period of non-responsiveness, i.e., a failure to respond to invoices, or requests for clarification of a confirmed intention to proceed the application will be considered inactive. A period of 3 months of non-responsiveness will result in the closing off the application. It will require the applicant to restart the process.

### Extension Fees

In certain circumstances a discretionary extension of the time permitted to complete the initial application 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 will be levied for any additional time taken [up to the permitted limit of 6 months]. See costs table.

If the application is not completed at the end of the agreed extension period a further fee, equal to the difference between that which has already been paid, and the full application fee, will become payable in the event the applicant wishes to continue with the application for certification.

Timeline:

Milestone	Time allowed	Total time
Application form due [documentary evidence submission]	Up to 6 months	6 months
Application period end date	+ 6 months	12 months
Extension – grace period	3 months	15 months
Extension - £2640+VAT	3 months	18 months
Extension - £4355+VAT	6 months	24 months

If after 2 years, the applicant has not successfully achieved certification, the application will be terminated. The organisation will be eligible to re-apply after an agreed period.

### 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, 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. In addition to this, confidential information may be requested by a court. In these circumstances, ACT will adhere to the law and any local safeguarding instructions.

All ACT team members, including Associate Assessors, are required to sign, date, and return a 'Declaration of Interest Disclosure' and a 'Confidentiality Declaration' annually.

**See 'Intellectual Property Policy'**

### Information Management

As part of its work, 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', ACT will use such information to support our core business activities:

- To maintain our public database of Certified Training Services,
- To maintain our private database of key personnel within training organisations,
- To communicate important information and updates,
- To fulfil our initial assessment activities and certification procedures, and
- To fulfil our training/trainer surveillance requirements 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 password-protected database.

Within Affiliate Organisations the requirement will be for named contacts, and the names of associate trainers. These will be held on our private password-protected database.

'Data Disclosers' (e.g. Certification Co-Ordinators, Lead Assessors, etc.) will share personal information on a restricted basis to fulfil our core business activity, e.g.

- Assessment and observation of training
- Responding to non-conformities or complaints
- Managing finances
- Facilitating Panel reviews
- Participating in audits

Those individuals with whom we share the limited information will be restricted to Assessors, Panel members and key operational personal such as Certification Co-Ordinators, Lead Assessors, the Quality Improvement Lead/Technical Advisor and the Certification Director. All of these parties are required to sign a 'Declaration of Interest Disclosure' and a 'Confidentiality Declaration' every year.

In the event Certified Training Services are no longer certified, or Affiliate Organisations are no longer affiliated, any related personal information will be archived for a period of time that is deemed reasonable by the 'Data Controller', which is to cover the re-instatement of trainers and recertification of training services. This period will not exceed that stated in the Privacy Policy.

All data management, including data sharing, will be undertaken in accordance with the UK GDPR; the Data Protection Act 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.

**See also 'GDPR Policy'**

## 2 - The Scope of Certified Training

### The Type of Training That Can Be Certified

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) plus a defined range of restrictive interventions that may include escape / breakaway techniques and restraint techniques. Should clinical holding procedures and mechanical restraint techniques be included, these 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 content of a curriculum (course, programme, pathway) remains consistent, and it forms the majority of the programme this is regarded as one curriculum – even if there are minor adaptations to the content such as the use of 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 curricula are 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, within social media, in marketing literature as well as in training proposals.

Organisations wishing to provide certified training will be expected to certify both an **initial** curriculum, and a **refresher** curriculum to maintain competency. The exception to needing a refresher would be when an organisation does not refresh, but rather delivers the full initial course every year, e.g., a 3-to-5-day programme.

### Hybrid, Blended, Pre- & Prior Learning

Certified training is most typically delivered in the form of a singular, classroom based self-contained learning event. It is however recognised that on occasions organisations may wish to flip<sup>1</sup> the delivery, as well as make use of prior learning as permitted in principle by the Training Standards. To ensure a consistent approach to this ACT have produced a guideline which should be consulted prior to developing a curriculum or delivery plan.

### **See also 'Hybrid, Blended, Pre- & Prior Learning Policy'**

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<sup>1</sup> A learning event that is 'flipped' is a type of blended learning. It sets out to optimise learner engagement by having delegates complete readings or activities prior to attendance, which permits enriched, contextualised problem-solving during time in the classroom.

## The Type of Training That Cannot Be Certified

The certification scheme has been established to certify 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. At present, ACT is unable to certify any of the following as standalone curricula:

- Positive Behaviour Support
- Trauma Informed Care
- SafeWards
- Conflict Resolution/Conflict Management
- Any purely practical courses covering only physical skills.
- Train the Trainer courses, including initial and refresher training

Many of these topics are covered on certified courses, and can form substantial parts, but are not certifiable. They must not be marketed or represented as certified entities. Were it discovered or reported to ACT; such misrepresentation would be construed as an organisational level non-conformity.

## The Scope of Certified Training

The RRN Training Standards apply across a wide range of settings, serving different populations. The Scope of any certified training (listed on the certificate and website entry) therefore will be identified as being appropriate for some combination of the following:

- Settings (Education, Physical Healthcare, Mental Healthcare, and Social Care)
- Nations (England, Wales, Scotland, Northern Ireland)

This scope will reflect the settings and nations that the training provider has provided evidence that they are able to cover. This evidence will be scrutinised during the certification process.

## Operating an Affiliate Training Model

Where a Certified Training Service wishes to expand their training delivery, they can do so by seeking approval for an Affiliate Training Model. This is usually added as an extension of their scope after certification.

**See also 'Affiliation Policy'**

## 3 - The Certification Process

### Completing the Eligibility Form

Certification is open to organisations who deliver training to staff that has a practical component covering the use of restrictive interventions such as physical restraint techniques. The standards cover training that is delivered into one or more of the following sectors:

- Mental healthcare
- Physical healthcare
- Social care
- Education

To ensure that applicants are delivering training covered by the scheme, an eligibility form must be completed. This form is completed electronically and submitted to ACT via our online portal. The link to the online form is provided on the ACT website.

The eligibility form seeks to gather the following information:

- Organisation Name
- Organisation Address
- Organisation Contact
- Organisation Type
- Organisation Structure
- Confirmation of Settings into which training is delivered
- Confirmation of geographic areas into which training is delivered
- Confirmation training contains practical training around the use of restrictive intervention
- Types of specialist modules within your curricula
- Declaration of any support provided by a Certification Consultant or Consultancy
- Declaration of submission free from Intellectual Property breaches
- Terms & Conditions

Once the eligibility form is submitted, it will be reviewed by the Certification Director, who will determine whether the eligibility criteria is met. The applicant will be notified of the outcome by email.

### Completing a Familiarisation Workshop

Once eligibility is confirmed, applicants are then required to attend a familiarisation workshop.

Workshops will last for approximately 1 hour and will be held virtually. A Certification Consultant may attend, but it is required that an individual with a substantive post within the applicant organisation is in attendance.

The workshop provides applicants with information about:

- the application process
- the expectations of applicants
- key milestones that must be met



- fees, extensions, and further assessment fees that may become liable to payment in the event stated timeframes are not met
- representation, misrepresentation, and marketing.
- the panel review process
- the post panel process
- surveillance during the 3-year certification cycle, and the positive obligations of Certified Training Services
- answers to any relevant questions

## Committing to the Scheme in Writing

Within 6 weeks of attending the familiarisation workshop, the training provider is expected to notify ACT of any formal intention to apply. At this point, application fees become payable.

On receipt of the application fee, ACT will supply the training provider with the application link.

This date marks the commencement of the 12-month application period, during which applicants are expected to complete the application process and achieve certification.

## Completing the Application Form [Submitting 'Documentary Evidence']

All applicants must complete an online application form. The online form enables applicants to upload and save their documentary evidence. This can be reviewed, altered, and added to until formally submitted for review.

The application form and all supporting evidence must be finally submitted within six months of receiving the application link.

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

## Important Notes on Evidence

Certification is premised on organisations taking responsibility for compiling and submitting a portfolio of evidence that meets the current standards. Thereafter of updating evidence at least annually or sooner in the event there is a change of scope.

The following evidence rules must be always observed:

- Applicants must have the rights to any intellectual property [see '**Intellectual Property Policy**']
- Any evidence that draws upon generative artificial intelligence must meet with the stipulations within the ACT AI Policy [see '**Artificial Intelligence Policy**']
- Applicants must declare when they are using the services of a Certification Consultant or Certification Retailer [see '**Certification Support Organisations Policy**']

## Uploading Evidence

When submitting documentary evidence, the following guidance is offered:

- Use clear file naming conventions that indicate what the document is e.g., 'Completed TNA for service x'.
- Only upload **one copy** of any file; there is no need to upload numerous copies of the same set of PowerPoint slides.
- Use the narrative box to provide useful information. For example, to direct the assessor to specific 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].
- When uploading revised evidence (e.g. to satisfy any identified non-conformities), append the file name with the revised version or date e.g., 'Policy X – Version 3' or 'Presentation Slides DD.MM.YY'.

### 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 application form and observing training delivery during an onsite visit. Product evidence and observed evidence will be evaluated against the explicit requirements laid out in the relevant sub-standard(s).

Assessors record all decisions in an 'Assessment Report', and will rate evidence as either **Conformity** or **Non-Conformity**:

- **Conformity** – Evidence is sufficient to meet the standard
- **Non-Conformity** – No evidence provided, or the evidence that is provided is insufficient to meet the standard

If non-conformities are identified the assessor will note these in the 'Assessor Report', and in the accompanying 'Non-Conformity Action Plan' [NCAP]. Copies will be provided to the applicant within 4 weeks of the application form being initially submitted.

Please note that assessment decisions can only be made against evidence that has been uploaded. Such decisions cannot be made against promised evidence, or evidence that has been seen but not uploaded.

**Documents with some form of expiry such as first aid certificates, insurance certificates, trainer certificates and technique risk assessments need to be current at the point of panel attendance and the subsequent Decision Maker review. Applicants should be mindful to this.**

### Review Meeting/Assessor Feedback

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

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

### Having Training Observed by An Assessor

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 most standards are rated as conforming to requirements.

The number of observation days will be dependent on the size and number of curricula being certified, 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 contact 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.

During the observation visit, the assessor will:

- Discuss the delivery arrangements and content with trainers.
- Examine course administration procedures.
- Talk with course participants about the training.

The assessor will not participate in any way in the course being delivered.

NOTE/. ACT reserve the right to undertake additional assessment work, including additional observations where a concern has come to light. Such concerns may centre around non-conformities, IP concerns or may be linked to adverse publicity. Such additional assessment work will be authorised by the Certification Director as and when required.

### Review by a Lead Assessor

A Lead Assessor will complete an independent review of a sample of the evidence submitted in the Application form. Their findings will be compared with those in the Assessors Report. This

review is designed to ensure that the evidence is carefully considered, and to ensure that assessment decisions are consistent, impartial and fair.

In addition to a review of the evidence, the Lead Assessor will also respond to any issues of clarification or concern raised by an Assessor. If after examining the issue, the Lead Assessor wishes to raise any concerns they will do so by appending the Assessor Report and any NCAP with a 'Technical Note'. This will describe the issue of concern and make recommendations, the applicant will then have opportunity to respond to the issues raised, and to revise their submission or resolve the matter within the panel forum.

Once a Lead Assessor is satisfied that the evidence provided is suitable and sufficient, and the standards have been met [notwithstanding any unresolved technical note] the application is then put forward by them for a further review by the Certification Panel, who provide independent scrutiny. [NOTE/. The panel will be provided with a copy of any 'Technical Note/s' that form part of a submission].

### Attending a Certification Panel

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 certified 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.
- A representative of ACT. This can may be the Quality Improvement Lead, Lead Assessor, or other person of standing with direct experience of the certification process.

The 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 summarise the certification journey:

- Describing those aspects of the certification process that required developmental work, as well as those where existing practice/procedures exemplified the requirements of the standards, including any innovative or novel approaches

- Outline those aspects of training provision that will be further improved/enhanced throughout the certification cycle

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 application, as well as the ACT assessor's written report and any supporting evidence.

The panel meeting may last up to one hour, details of the presentation will be kept in the panel records and detailed in the panel report.

The panel will:

- Listen to the training provider's presentation and ask follow-up questions as deemed necessary,
- Provide the applicant with opportunity to ask questions or discuss any relevant issues, and
- 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.
- Discuss certification conformity once the applicant has concluded and left the meeting.

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 1 of 4 possible outcomes:

1. Recommend certification.
2. Recommend certification, along with non-binding recommendations,
3. Recommend provisional certification, with binding requirements pertaining to minor additional evidence requirements, that must be discharged within a stated timeframe [to prevent certification being withdrawn], or
4. Certification not awarded. Applicant required to provide significant additional evidence.

### 1 - Certification Recommended/Awarded

**The panel will recommend the organisation for certification if they are deemed to have fully met the requirements of the standards.**

Once certification has been awarded [subject to the Decision Maker Review – see next section] and the invoice paid the training provider will be issued with a certificate which will detail that the training service has been certified by ACT to deliver training that demonstrates adherence to the RRN Training Standards.

The certificate will be valid for three years (subject to proof of continuous conformity).

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 Certified 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.

In the event a Certified Training Service [Or Affiliated Organisation] is required to provide copies of the certification documents i.e., the certificate providing proof of certified status, to others i.e., to regulators, as part of due diligence checks, or the application for a tender, the document must be provided unmodified in its entirety.

## 2 - Certification, with Non-Binding Recommendations

**The panel will recommend the organisation for certification if they are deemed to have fully met the requirements of the standards. In some instances, they may include non-binding development recommendations, which the organisation may wish to consider. Any progress on meeting these recommendations will be reviewed by the appointed assessor at the first annual review.**

As above, once certification has been awarded [subject to the Decision Maker Review – see next section] and the invoice paid the training provider will be issued with a certificate.

## 3 - Certification, Subject to Binding Requirements

**In some instances, certification may be temporarily withheld subject to the discharge of specific binding requirements. In this instance, the applicant will be required to submit additional evidence. This must be done within the timeframe stated in the Chair of Panel Report.**

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

- Inform the certification coordinator of an intention to submit additional evidence no later than one calendar month prior to the required date for discharge of the requirements.
- The organisation must address those areas where the Certification panel has deemed they have failed to meet the requirements of the RRN Training Standards. Occasionally, panel may recommend a further observational assessment visit.
- The evidence they submit will be reviewed by a Lead Assessor who will report to the panel members, and subject to their approval the requirements will be held to have been discharged, and certification will be awarded.
- In the event the permitted time elapses without evidence being forthcoming, or that the evidence is deemed insufficient by the Lead Assessor the website entry will be removed.

## 4 - Failure to Gain Certification

**If an applicant fails to gain certification, the organisation can re-submit their application with the necessary updates/amendments. This must be done within three months of their panel.**

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

- Inform the Certification Co-Ordinator 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 non-conformities raised by the panel. This must address the areas where they failed to evidence adherence to the RRN Training Standards. Occasionally, the panel may recommend a further observational assessment visit.
- The evidence they submit will be reviewed by a Lead Assessor who will report to the panel members, and subject to their approval the requirements will be held to have been discharged, and certification will be awarded.
- In some instances, a further panel attendance will be specified. In such circumstances they 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.

The Certification Co-Ordinator will communicate with the applicant and provide them with a copy of the 'Chair of Panel Report' within 2 weeks of the panel meeting. It must be remembered that the report has yet to be ratified by the Decision Maker. The communication will outline the next steps and time frames.

### Having a Final Decision Maker Review of the Process

The Decision Maker's role is to ensure that the assessment was carried out in accordance with the processes accredited by UKAS. The Decision Maker will 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.

The 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. At this point documentation including the certification contract and invoice will be provided.

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 ACT website within ten working days.

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

## A Note on Support Provided to Applicants

The ACT certification team can provide applicants/existing customers with information and guidance about the certification scheme.

This can include:

- Answering queries relating to the Customer Handbook [this document and supporting documents - [See Appendix 4]
- 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.

Support will 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.



## 4 - Post Certification

### Administrative Updates

The Certified Training Service is required to update ACT of any material changes to their status during the 3-year cycle.

Administrative updates may include:

- Changes to organisations contact details, address, or key personnel
- Name amendments to already listed individuals e.g., amending to a married or divorced name
- Name amendment to a curriculum [without adjustments to the content of the curriculum]
- Removing curricula
- Removing a Senior Trainer

These changes can be made by a Co-Ordinator without charge/cost.

### Changing Scope

The Certified Training Service is required to update ACT of any material changes to their status during the 3-year cycle.

Changes of scope may include:

1. Changes of ownership [see section below]
2. Changes to the whole system [see below]
3. Changes to settings (Education, Health, and Social Care)
4. Changes nations (England, Wales, Scotland and Northern Ireland)
5. Adding a new curriculum
6. Amending an existing curriculum e.g., adding additional modules
7. Addition of different physical skill set
8. A combination of any of the above amounting to a full change of the system
9. Adding Senior Trainers

### The Process of Changing Scope

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

To this end a 'Change of Scope Form' should be completed and returned to the Certification Co-Ordinator. This covers the most common changes: Adding a new Senior Trainer and adding a new Curricula.

Requests for a change of scope should be made as soon as possible. The documentary evidence will need to be submitted via the online submission portal and scrutinised by an assessor before being approved by a Lead Assessor.

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

New curricula or Senior Trainers are not to be considered authorised until the change of scope has been successfully reviewed and any applicable fees paid.

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 ACT website entry made.

If the organisation is not successful in securing certification for the change of scope, they can appeal [see Appeals Procedure].

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

NOTE/. In the event of a major or whole system change, a CTS may need to temporarily suspend their own certification and make other provision whilst changes are made. This is covered in Appendix 7: 'Change of Scope: Whole Training Service Level' [see 'The Cost of Certifying against the RRN Training Standards'].

## Operating an Affiliate Training Model

The Affiliate 'Model' is the name given to the structures and systematic processes in place designed to ensure that any 'Affiliate Organisation' and 'Associate Trainers' operate 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 an initial Affiliate Organisation will be taken through the affiliation process. ACT will review this process and observe the training delivery.

This requires the Certified 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 observe at least one day's training delivery, and record this on an 'Affiliate Observation Form'. Any non-conformities will be recorded and discharged using a Non-Conformity Action Plan [NCAP].

Once all non-conformities have been discharged, the 'model' will be approved. Thus, allowing the Certified Training Service to on-board further Affiliate Organisations, as required, using the appropriate upload form.

NOTE/. The affiliate model is limited to the licensing of certified training delivery within service providers<sup>2</sup> and permits the delivery of training to the staff working for that organisation. **Commercial training providers cannot be affiliates**, and organisations cannot train staff employed by other organisations<sup>3</sup>.

**See also 'Affiliation Policy'**

## Notification of a Transfer of Ownership

It is recognised that Certified 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 'Certified Training Service' status.

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

If a Certified Training Service is absorbed into, or bought outright, by a third-party ACT will seek assurances that the integrity and quality of the certified training will be maintained.

The review of the integrity and quality of the certified 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.8.

If a Lead Assessor identifies any concerns a partial or full resubmission of evidence may be required.

As with all assessment outcomes, it could be subject to appeal if there is any disagreement [see Appeals Procedure].

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<sup>2</sup> Agencies are classified as service providers, where the employee is placed in a third-party organisation, but who remaining an employee of the agency.

<sup>3</sup> With the notable exceptions of agency staff under the control and direction of the employing organisation.

## 5 - Surveillance of Certified Training Services

ACT will complete its own range of surveillance activities, these include:

- Annual Reviews [100% of CTS]
- Observations of Senior Trainers [20% of all registered Senior Trainers]
- Observations of Affiliates Organisations [20% of all registered Affiliate Organisations]

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. Please note, that calculations are based on the total number of senior trainers / affiliate orgs **per cycle**. If senior trainers or affiliate orgs are removed mid-cycle, they still remain part of that cycle however are not carried forward to the new cycle.

### Annual Reviews

Certified Training Services are required to participate in an annual review. The requirement to do this is linked to the certification anniversary date. ACT will send a reminder out to the named contact within the service in advance of the anniversary date.

The annual review will consist of two parts:

- Update of the online evidence portfolio
- A review meeting with an assessor

An assessor will be appointed to conduct the review meeting and review any new evidence provided. Their findings will be recorded within an Annual Review Report. This, and any NCAP, will be returned to the Certified Training Service following the review meeting.

The annual review, including the resolution of any non-conformities, must be completed no later than 4 weeks after the anniversary date.

If the Annual Review is not completed within this time frame, the failure to do so will constitute a non-conformity

During the annual review, your assessor will check the following:

- **Contact info up to date.** Any change in address, contact details? Or personnel?
- **Curriculum changes?** Any curriculum added or removed?
- **Scope changes?** Any change to scope? 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
- **Adverse events?** If the Certified Training Service becomes aware of any situation or incident that may reflect adversely on the certified training which they or their affiliate

organisations deliver, we would expect that, as a matter of priority, to be informed at the earliest opportunity. This is one of the contractual obligations of certification. The notification ensures that ACT are able to prepare for any media or regulatory enquiries and to liaise with you in a proactive rather than reactive manner.

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

**See also 'Annual Review' Fact Sheet.**

## Senior Trainer Observations

Certified Training Service are required to declare the names of their Senior Trainers. Additional observations will be required to ensure that a minimum of 20% of these trainers are observed over the 3-year certification cycle. The process for booking observations will be the same as that operated during the application process.

## Affiliate Observations

Certified Training Service are required to declare the names of their Affiliate Organisations. Additional observations will be required to ensure that a minimum of 20% of these organisations are observed over the 3-year certification cycle. The process for booking observations will be very similar to the process that operated during the application process.

The key differences are as follows:

- The Affiliate Organisation will be contacted directly to establish when training is being delivered, so that an observation can be booked. The CTS will be cc'd.
- The named representative within the Affiliate Organisation will be required to upload a number of key documents prior to the observation taking place. These will include local policies, such as a restraint reduction policy, and evidence of the trainers' competence. NOTE that a review of these documents is necessary for the review to be formally completed
- The report will be shared with the CTS and AO
- Any quality assurance related issues will be addressed directly with the CTS

## Non-Conformity Action Plans [NCAP's] and Non-Conformity Actions by ACT

As has previously been stated, to become a Certified Training Service [or to operate an Affiliate Model, or become an approved Affiliate Organisation], organisations must continue to conform with the RRN Training Standards and operate in line with the ISO 17065:2012 certification scheme.

All non-conformities will be recorded in a Non-Conformity Action Plan [or NCAP].

### Actions Open to ACT in Event Non-Conformities are Identified.

If non-conformities are detected by 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. This provides the applicant with a plan to resolve the stated non-conformities.
- The charging of 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 'The Cost of Certifying against the RRN Training Standards']. The applicant will be notified of the intention to levy additional fees in advance to provide every reasonable chance to avoid them.
- The suspension of 'certified' status for the Certified Training Service, with the removal of details from the website
- The suspension of 'certified' status for a named Affiliate Organisation and possibly the Certified Training Service responsible for that Affiliate Organisation (if the affiliate NCAP is not addressed to the satisfaction of ACT) with the removal of details from the website
- The revocation of certified status, as a last resort

#### Non-Conformities in the Post Certification Context

Once an organisation has achieved certified status, they will have demonstrated full conformity with the RRN Training Standards/Certification scheme requirements.

Once an organisation has had an Affiliate model formally signed off, they will have demonstrated they are able to operate with Affiliate Organisations in full conformity with the RRN Training Standards/ Certification scheme requirements.

Once an organisation has been approved as an Affiliate Organisation, there is an expectation that they will operate in conformity with the RRN Training Standards/ Certification scheme requirements.

In the post certification context non-conformities may be deemed more significant, as they indicate a retrograde step. In this context non-conformities can be identified in a variety of ways.

- Identified at the Annual Review,
- Identified during a Senior Trainer observation,
- Identified during an Affiliate Organisation observation,
- Identified during the assessment of a Change of Scope,
- Identified during re-certification, and/or
- Identified by means of complaint or media coverage.

The types of non-conformities that may occur, include the following:

- The failure to provide sufficient evidence to meet a particular standard.
- The failure to respond to requirements for evidence within stated timeframes.
- The failure to represent certification status, or uphold the integrity of certified training delivery,
- The failure to provide suitable and sufficient evidence on an Affiliate Organisation observation.
- The failure to make payment of fees within stated timeframes.

The failure to provide sufficient evidence to meet a particular standard may include:

- A failure to update the TNA.
- A failure to update the Risk Assessments.
- A failure to update the Trainer Portfolios [i.e., evidence of Trainer Competence]
- A failure to be able to evidence Quality Assurance activity.

The failure to respond within stated timeframes may include:

- The failure to complete Annual Reviews within the stated timeframe i.e., within 4 weeks of anniversary of certification date

A failure to represent certification status, or uphold the integrity of certified training delivery may include:

- Curtailed sessions, where RRN time requirements for theory delivery are not met
- Adapted sessions, where RRN content requirements for theory are not met
- The use of Trainers who are not RRN competent
- 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

As has been stated, Affiliate Organisations are expected to provide a range of documentary evidence in advance of a classroom observation. It would be considered a non-conformity if:

- The evidence wasn't provided prior to the observation
- The evidence uploaded was incorrect, insufficient or out of date

It should be noted that the responsibility for maintaining the integrity and quality of Affiliate Organisation Delivery rests with the Certified Training Service. Once notified of any NCAP, they are required to produce a corrective plan of action within a stated timeframe.

#### A Pragmatic Approach to Non-Conformities

Certified Training Services should consider that they have a positive duty to complete activities within the stated timeframes and respond to the Certification Co-Ordinators enquiries for progress updates.

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

Some non-conformities are more serious than others, however 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.

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

Non-conformity Issue	Acceptable overrun period	An NCAP MUST be in place	Non-Conformity Consequence
Staff miss their annual training refresher	Up to 3 months	After 3 months	<p>At 6 month point the staff member is considered to be untrained</p> <p>At 6 month point the Certified Training Service [where in-house] will be considered to be formally non-conforming, and may be sanctioned</p> <p>At 6 month point the Certified Training Service [where the non-conformity is by one of their affiliates] will be considered to be non-conforming and may be sanctioned.</p>
Trainer misses his or her annual trainer update	Up to 3 months	After 3 months	At 6 month point the trainer is considered no longer competent and unable to deliver training. Their name will be removed from the ACT website.
Trainer first aid certificate lapses	Up to 3 months	after 3 months	At 6 month point the trainer is considered no longer competent and unable to deliver training. Their name will be removed from the ACT website.

**Issuing Certificates to Training Delegates**

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



Where Certified Training Services issue certificates to successful delegates they should contain the following information:

- Certified Curricula name\* [the name listed on the 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 certified curriculum 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 certified curricula should be present on the certificate somewhere in parenthesis. See the text below for illustrative purposes:

**The Overarching Programme**  
[including 'The *Named* Certified Curriculum']

### The Use of Logos and Trademarks

Organisations that have completed or are in the process of certification are permitted to display the ACT logo. A standalone guide to the use of such logos is provided as and when an organisation applies for certification.

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

**See also 'Logo Guidance'**

### Misrepresentation of Certified Status, 'Passing Off' as Certified

As has been previously stated there are a range of strategic levers in play [e.g., The Mental Health Units (Use of Force) Act 2018], which require various types of organisations to ensure its staff have received training that has been certified against the RRN Training Standards.

Organisations requiring such training can visit the ACT website and view an up-to-date list of those organisations who have been certified by ACT to deliver this training. The CQC and service commissioners can also view the list of these organisations so that they can complete any due diligence checks on the integrity of training provider claims.

Certified Training is also referenced in the new Scottish Schools guidance. Commissioners of Training need to complete due diligence to ensure they are provided with a certified training programme if this is their requirement. NOTE/. Some CTS also offer non-certified programmes which are not to be confused with certified training.

Any training organisation who infers or creates the impression that the training they deliver is certified when it isn't, is likely to have placed staff in an organisation whose training status places that organisation in breach of the aforementioned requirements, and in so doing have

potentially committed a criminal act, e.g., some form of fraud or obtaining pecuniary advantage by deception [or whatever the most up-to-date or most relevant statute states].

ACT reserve the right to investigate those cases of passing off where evidence is supplied, and the party reporting the potential breach is deemed to be credible. Where some type of misrepresentation or passing off is determined to have taken place without any reasonable explanation ACT reserved the right to notify relevant regulatory and oversight bodies.

**See also 'Passing Off Policy'**

## 6 - Recertification After 3 Years

In addition to completing the ongoing annual reviews, every third year the Certified Training Service will be required to attend a recertification panel.

Before being invited to a recertification panel ACT are required to confirm the completion of the required 20% observations, that the evidence portfolio is up to date and no non-conformities remain outstanding.

Where Affiliate organisations operate, the 20% surveillance requirement extends to them. 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 Re-Certification Panel

The panel members will review the current online evidence portfolio, which has been kept up to date through Annual Reviews, and quarterly updates [in the event Affiliate Organisations are approved to deliver certified training].

This will be supplemented by reports [and NCAPs] documenting the surveillance activity that has taken place over the 3 years [e.g. annual reviews, senior trainer/affiliate observations].

#### [A presentation to panel covering progress in specific areas.](#)

Organisations attending panel will be required to make a short, 15 to 20-minute presentation covering the following four areas:

- Progress on restraint reduction
- Progress in relation to std 1.5
- Progress in relation to promotion trauma informed approaches
- 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 submission of a training case study

Organisations attending a recertification panel will be required to submit a training case study prior to attending panel. It should build on one of the presentation topics:

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

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.

The case study should follow the format outlined in the 'Case Study Template'.

- Title
- Subheading
- Short description of the organisation
- Summary of the case study
- What training did you provide?
- What actions did you take?
- What difference did this make? (Impact)
- Pictures
- Sign Off

A specimen worked example is available for illustrative purposes.

### The Panel Review

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 Certified 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 Certified 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 previously will be followed.

**See also 'Case Study Template'**

**See also 'Case Study' Example'**

## 7 - Suspension or Cessation of Certified Status

There are occasions when Certified Training Services, or Affiliate Organisations may have their certification status suspended or permanently removed.

- Suspension will involve temporarily taking the organisations details off of the ACT website. This means they are no longer able to deliver any training that is in any way certified against the RRN Training Standards
- An Affiliate Organisation may be suspended or removed without impacting on the Certified Training Services certified status. However, if a Certified Training Service is suspended or removed, all subordinate Affiliate Organisations will suffer the same fate. In event of temporary suspension, the organisations names can be re-instated once any NCAP is fully discharged.
- The removal of certified status will result in an organisations detail being removed from the ACT website, as outlined above, but they will not be reinstated.

### Criteria For Suspension of Certification

Suspensions typically result from process non-conformities, i.e., evidence requirements not being met within the stated timeframe.

Such evidence requirements may materialise with the context of the following assessment activities:

- Initial application
- Annual review
- Affiliate observation
- Senior trainer surveillance assessment
- Any other observation or assessment activity e.g., change of scope, the addition of a new senior trainer or any quality assurance review

Evidence requirements may also arise from complaint investigations, or investigations into concerns raised.

### Criteria For the Removal of Certified Status

Cessation refers to the removal of certified status will be reserved for more serious contraventions of the schemes operating rules.

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

- If there is found to be significant evidence of malpractice or passing off within the training provider.
- This may involve an adverse training related findings arising from some type of formal investigation such as those undertaken by the Care Quality Commission, Ofsted, the police, or the coroner.
- This may also involve an adverse finding from an ACT complaint investigation. Such findings may include Certified Training Services or Affiliate Organisations being found to be:

- Providing 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)
- Engaged in conduct that is found to breach the certification contract e.g., knowingly not informing ACT of an adverse event such as a serious injury which implicates training
- Failing 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 ACT and these are not responded to within the specified timescales.
- Failure to pay fees [see suspension relating to non-payment of fees below]

### Action in Event of Suspension or Removal of Certification

If suspension or removal is implemented the Certification Director will clearly communicate to the organisation in writing:

- The reason for the suspension or removal of status
- The date that it will be enacted from
- The change in public information i.e., the removal of details from the website
- In event of suspension: The remedial actions needed by the training provider to end suspension and restore certification.
- In event of suspension: Any actions ACT is taking to resolve the suspension which may include re-assessment, and review.
- In event of suspension: Any modifications that will be made to the scope of certification upon restoration, in the event that any necessary evidence is satisfactorily provided
- In event of removal of status: The right and process for appeal.

NOTE/. Any training organisation who has their certified status suspended or removed will need to notify their customers without delay.

In the event of any suspension:

- Certified Training Services will be required to confirm to ACT that they have notified their clients of the fact they are temporarily unable to provide certified training, as well as notifying any Affiliate Organisations that their certified status is also suspended

In the event of any removal of status,

- The now non-Certified Training Services will be required to confirm to ACT that they have notified their clients of the fact they are no longer able to provide certified training, as well as notifying any Affiliate Organisations that their certified status has also been removed
- The now non-Certified Training Services, and any Affiliate Organisations, remove any certification logos, including UKAS logos from their website, training resources or marketing materials.

If the reasons for suspension are not resolved within specified timescales the Certification Director will give notice of removal of certified status in writing.

The removal of status notice will clearly state:

- The reason for the removal of status
- The date that it will be enacted from
- The change in public information i.e., the removal of details from the website
- The right and process for appeal.

## Declaration of Suspended and Removed Organisations

When an organisation has had its certified status suspended, ACT will update the web-entry on the ACT website to reflect this and detail the period of any suspension.

In the event that the suspension is for a safety related breach a decision will be taken by the Certification Director as to whether it rises to the level of a safeguarding concern. In the event it does, it will be passed on to the most appropriate body. The CQC may also be notified.

Where organisations have their certified status removed, ACT will remove details of the organisation in its entirety from the ACT website.

## Reinstatement of Suspended Organisations

When the training provider provides evidence of remedial action this will be assessed. The Certification Director will then either:

- Instruct a Lead Assessor to request more evidence from the training provider, or
- The Certification Director will authorise re-instatement of certification and ensure the organisation is notified of the fact

The website entry will be updated by the Certification Co-Ordinator.

Please note that details of past suspensions will remain on the website for a period of 1 year from the date of re-instatement

In the event there has been any change of scope, a new certificate will be issued by the Certification Co-Ordinator.

## Suspension for Non-Payment of Fees

Certification is contingent on both the presentation of satisfactory evidence and the payment of scheduled fees.

‘Non-payment of fees’ will be 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 no payment from the provider of certified training is forthcoming. ‘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 Certified Training Services does not pay fees or invoices associated with certification the Certification Co-Ordinator will advise the Certification Director of the situation.

Non-payment of fees as defined above will 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 via email with the suspension period commencing from the date of the communication. As per the suspension process outlined above, the training provider's web entry on the ACT website will be updated to note the suspension. A courtesy email will also be sent to advise that this course of action is being followed.

During this six-week suspension period, the training provider shall forego benefits of certification and must not promote its training programmes as approved, or its trainers as authorised. This should continue until ACT has received full payment of the fees due and has confirmed by recorded letter or email that suspension of certification has been lifted.

ACT, as the Certification body, reserves the right to cancel certification without further notice should full payment not be received by the end of the six-week suspension period.

ACT, as the certification body, also reserves the right to cancel certification without further notice should the provider of certified 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.

ACT reserves the right to refuse applications from any training provider which has previously had its certification cancelled.

NOTE/. In any of the suspension or removal scenarios as outlined in this section, ACT reserves the right to refuse a re-application from any training provider or trainer who is part of a suspended or removed entity.

### Removal of Certified Status by the Certifying/Certified Training Service

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

**See also 'Appeals Procedure'**

**See also 'Concerns & Complaints Procedure'**

## 8 - Additional Activity

### A Community of Practice

ACT take the position that Certified Training Services are all striving towards a common set of aims:

- The delivery of high quality, organisationally appropriate tailored training that promotes the provision of person-centred, trauma informed care and support.
- Training that provides staff members with the knowledge and skills to ensure they always respond safely, lawfully and proportionately to any behaviours of concern which might present.
- Training which is underpinned by a commitment to learning from practice and reducing/minimising the use of all forms of restrictive practice/restrictive interventions.

To encourage a culture of shared learning, a community of practice has been established whereby representatives from like-minded organisations can share experiences, and best practice in the spirit of quality improvement. Events will take place at least twice a year, and details of forthcoming events will be communicated to all Certified Training Services.



## Appendix 1: RRN Information

### **Restraint Reduction Network**

Director of Programme Development – Sarah Leitch

Manager/Co-ordinator – Alexis Quinn

Email: RRN@bild.org.uk

### **RRN Patron**

Sir Norman Lamb

### **RRN Trustees**

David O’Brien (PHW, co-chair)

Bengi O’Reilly (Lived experience, co-chair)

Professor Joy Duxbury

Dave Atkinson (RCN)

Aji Lewis (Mother of Olaseni)

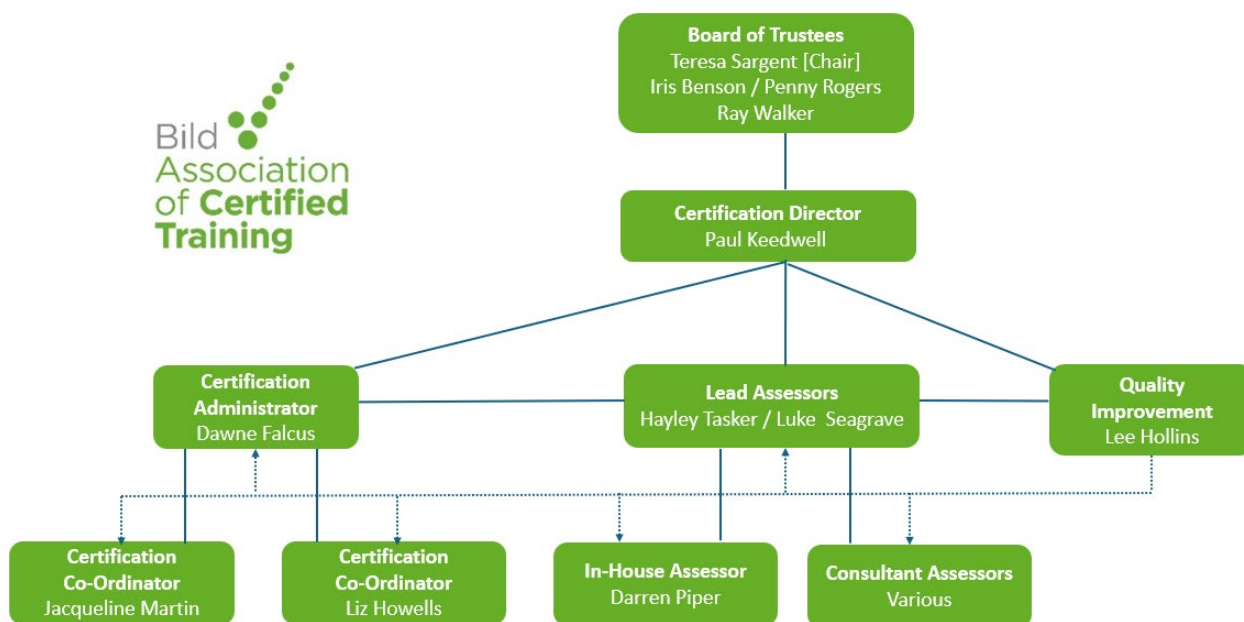
Salli Midgely (NHS)

Beth Morrison (Mother of Callum)

Dr Brodie Paterson (ENTMA)

Subject to change, See: <https://restraintreductionnetwork.org/our-team/>

## Appendix 2: Bild ACT Information



Team Member / Role	Responsibilities	Contact
<b>Certification Director</b> Paul Keedwell	Represent ACT to stakeholders. Oversight of ACT operations.	<a href="mailto:p.keedwell@bildact.org.uk">p.keedwell@bildact.org.uk</a> Tel: 0121 415 6960, ext. 1011
<b>Lead Assessors</b> Luke Seagrave Hayley Tasker	Manage applicants and Certified Training Services, assessment allocation, assessment queries and client liaison.	<a href="mailto:l.seagrave@bildact.org.uk">l.seagrave@bildact.org.uk</a> Tel: 0121 415 6960, ext. 1025 <a href="mailto:h.tasker@bildact.org.uk">h.tasker@bildact.org.uk</a> Tel: 0121 415 6960, ext. 1027
<b>In-House Assessor</b> Darren Piper	Manage applicants and Certified Training Services, assessment caseload and client liaison.	<a href="mailto:d.piper@bildact.org.uk">d.piper@bildact.org.uk</a> Tel: 0121 415 6960, ext. 1009
<b>Quality Improvement Lead / Technical Advisor</b> Lee Hollins	Quality Monitoring, audits, technical advice.	<a href="mailto:l.hollins@bildact.org.uk">l.hollins@bildact.org.uk</a> Tel: 0121 415 6960, ext. 1007
<b>Certification Administrator</b> Dawne Falcus	Oversight of administration and co-ordinators, general enquiries and administration.	<a href="mailto:d.falcus@bildact.org.uk">d.falcus@bildact.org.uk</a> Tel: 0121 415 6960, ext. 1003
<b>Certification Co-Ordinator</b> Liz Howells	Affiliate organisations, general enquiries and administration.	<a href="mailto:l.howells@bildact.org.uk">l.howells@bildact.org.uk</a> Tel: 0121 415 6960, ext. 1008
<b>Certification Co-Ordinator</b> Jacqueline Martin	General enquiries and administration.	<a href="mailto:j.martin@bildact.org.uk">j.martin@bildact.org.uk</a> Tel: 0121 415 6960, ext. 1017

## Appendix 3: UKAS Information

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.

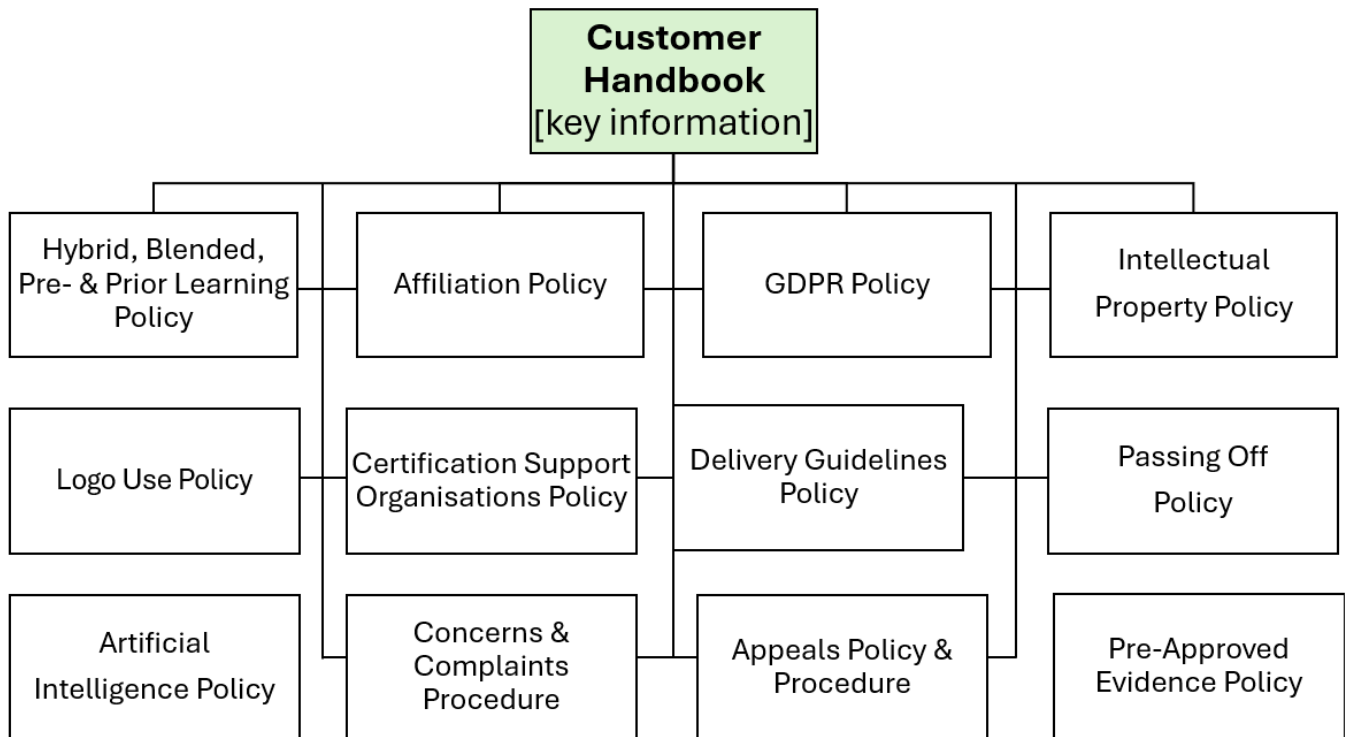
Accreditation by UKAS demonstrates the competence, impartiality, and performance capability of these evaluators. In short, UKAS 'checks the checkers'. UKAS is a non-profit-distributing private company, limited by guarantee. UKAS is independent of government.

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. ACT has achieved accreditation with UKAS.

## Appendix 4: Customer Handbook Overview

The Customer Handbook comprises this document, containing key information, as well as a range of other documents which speak to policies and procedures central to certification.

As and when required these can be accessed via the resources page on the ACT website. All the documents indicated in the diagram below are signposted within the text of this document.



In addition to key policies and procedures ACT have produced a supplemental suite of documents providing useful information on key assessment issues.

These are available from the resources page:

- '10 Things You Need to Know About Certification Against the RRN Training Standards'
- 'Key Evidence Required for Certification'
- 'Annual Review' Fact Sheet
- 'Recertification Panel' Fact Sheet
- 'Intellectual Property Rights' Fact Sheet
- 'Senior Trainer Observations' Fact Sheet
- 'Senior Trainer Management of Caseloads' Fact Sheet
- 'Marketing RRN Certified Training' Fact Sheet
- 'Information Sharing' Fact Sheet
- 'Use of Videos' Fact Sheet
- 'Affiliate Organisation' Quick Guide

There are also a range of forms available from the website which cover various self-completion tasks:

- 'Change of Scope Form'
- 'Evidence Upload Manifest' [for evidence uploads]
- 'Training Delivery Dates' [for observations]
- 'Affiliate Approval' Form [see 'Affiliation Policy']
- 'Affiliate Quarterly Update Form' [see 'Affiliation Policy']
- 'Change of Ownership' Form

## Appendix 5: Complex Organisations & Consortia

### Complex Organisations

Certification is open to organisations who conform to a strict set of criteria which does not preclude larger organisations based on their complexity, providing there is a centralised governance structure.

Organisations must be able to confirm that they meet all the following requirements to be considered a certifiable organisation, i.e., directly certifiable, or indirectly certifiable through affiliation:

1. The organisation must be a single legal entity.
2. It may be comprised of separate service delivery elements, e.g., adult, and older adult services, healthcare as well as social care or education.
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 i.e., with an individual or team with cross service responsibility
  - A culture of shared learning

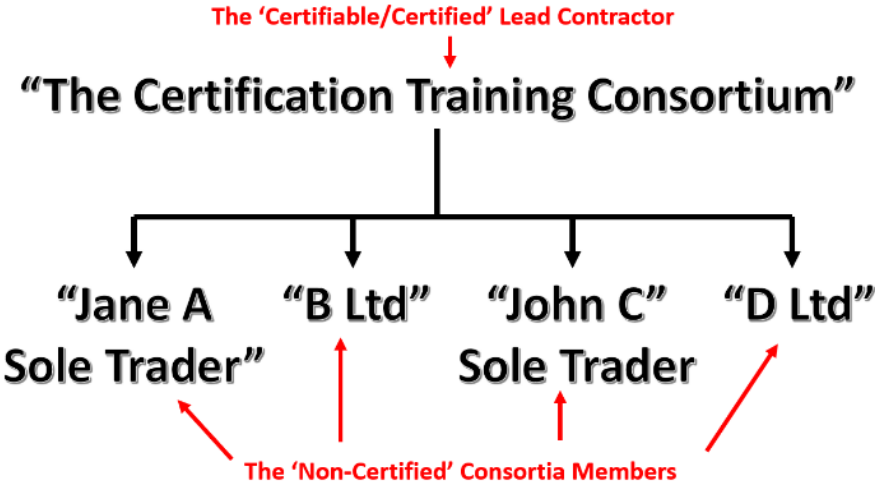
### Consortia

Another form of complex organisation is referred to as a Consortium.

ACT define a consortium as “A group made up of two or more entities coming together to participate in common objective” i.e., to achieve Certified Training Service status to deliver certified training.

In the event a consortium applies for and/or archives Certified Training Service status it must do so under a single trading name i.e., The Lead Contractor.

All members of the consortia, irrespective of their own legal status, will retain their own identity, but be non-certified members of the consortia [see diagram below].



All parties/members to the consortia should be identified and named in an agreement which binds them for the purposes of delivering certified training.

In the event one party presents with non-conformities, the consequences are for the Lead Contractor i.e., the whole consortia.

The constituent parties [individuals and/or training providers] do not have certified status and cannot represent themselves as such in any public facing media or marketing materials.

It represents a way that a group of individuals can come together to work as business partners.

Regarding the consortia agreement, it should define intra-group responsibilities, and regulate business functioning and other matters to be defined by stakeholders, however it must cover the following practical eventualities:

- The obligation to maintain compliance with the training standards
- The process for adding or removing consortia members
- The ownership and use of intellectual policy belonging to the consortia [or members]
- The requirement to ensure the consortia name/logo is prominent on all certificates issued

See 'Appendix: Consortia Agreement Specification'

## Appendix 6: Consortia Agreement Specification

All parties/members to the consortium should be identified and named in an agreement which binds them for the purposes of delivering certified training.

The consortium agreement must include the following as a minimum:

- Names and roles of consortium members
- Business names of consortium members?
- Responsibilities of consortium members in relation to
  - maintaining trainer competencies
  - pre-course planning (e.g. TNA)
  - delivery plans and maintaining the integrity of certified curricula
  - approved physical skills
  - participation in meetings
  - insurance
  - fees
- Procedures for adapting/modifying curricula for specific audiences
- Procedures for the regular review and update of certified curricula
- Clear guidance that constituent parties [individuals and/or training providers] **do not have certified status and cannot represent themselves as such** in any public facing media or marketing materials.
- Guidance around the issuing of certificates and the use of logos. *NOTE/. Certificates must only be issued in the name of the CTS, and not in the name of any of the consortia stakeholders. Agencies and Trusts will cross reference the issuer of the certificate against the ACT website. The addition of secondary organisational names and logos leads to confusion and potential rejection of the certificate/learner. It must be clearly stated who issues the certificates, as ACT do not provide a secondary verification service.*
- Recognition that, in the event one party presents with non-conformities, the consequences are for the Lead Contractor i.e., the whole consortium.

NOTE/. Whilst it is beyond the purview of the assessment process, and not required to achieve certification it is suggested that any consortium agreement should cover practical eventualities:

- The addition or removal of consortium members
- The ownership of intellectual property



## Appendix 7: Change of Scope: Whole Training Service Level

It is recognised that there may be occasions when organisations may no longer be able to maintain certified delivery.

A variety of events and circumstances may result in such a situation. For example:

- Organisational merger
- Expansion of service provision
- Service restructuring
- Policy change/update
- Turnover of key staff

In such circumstances organisations may be required to, or request permission, to revise their training offering. In many instances revisions and updates may be minimal, however in some circumstances previously certified training is permanently repealed, with a stated intention to reset the system, and certify an entirely new set of curricula along with supporting processes.

In effect this falls under the auspices of what ACT refer to as a 'Change of Scope', which require the new materials, documentation and delivery to be re-assessed.

In such circumstances organisations are first directed to their responsibility to ensure that the training provided to their staff continues to be certificated<sup>4</sup>. This can be achieved by buying in certified training from an external provider or becoming an affiliate organisation.

Thereafter the following needs to take place:

1. The organisation to notify ACT of the intention to undertake the developmental work associated with the service level change of scope, and provide an indicative timeframe, i.e., 3, 6 or 9 months, but no longer than 12 months<sup>5</sup>. This will result in ACT suspending certified status [not ceasing or terminating], pending an assessment of new materials. A note to this effect will go on the ACT website.
2. Implement the necessary temporary certification solution i.e., external or affiliated training
3. Provide ACT with access to the newly developed materials. Which upon successful review will see the 'change of scope' completed.

The costs associated are as follows:

	Assessment Fee	Recertification Fee	Total
Taking place within year 1	£2000 + VAT	N/A	£2000 + VAT
Taking place within year 2	£2000 + VAT	N/A	£2000 + VAT
Taking place within year 3 <sup>6</sup>	£2000 + VAT	£2,500 + VAT	£4500 + VAT

<sup>4</sup> When provided to staff under some form of mandate such as the Mental Health Units (Use of Force) Act 2018, commissioning requirement or CQC compulsion.

<sup>5</sup> Exceeding 12 months will result in the assessment fee becoming a full application fee.

<sup>6</sup> This may result in the window for recertification date being effectively extended. Subject to all the conditions being met this may be approved on an extraordinary basis by the Certification Director.

## Glossary of Key Terms

Term	Definition
The 'RRN Training Standards'	<p>A document that outlines all the training standards that an organisation needs to meet to become officially recognised as a '<b>Certified Training Service</b>'.</p> <p>The Use of Force Act statutory guidance (2021) states 'Training providers must be certified as complying with the RRN Training Standards'. CQC inspectors require specialist commissioned services, and Mental Health units more broadly to use training that is certified. They expect all other services they inspect to have certified training, and may in certain circumstances treat its absence as a breach of Reg. 18 [staff training].</p>
Commissioning Organisation	<p>"This is an organisation who commissions training – usually a service provider – and in some cases this might be through an in-house provider" [v1.3 p.171].</p> <p>Commissioning organisations can be NHS Trusts, social care providers, schools, education trusts, and even family.</p>
Named Person	<p>"In the commissioning organisation this should be someone with board level/executive level responsibility as well as a practice restraint reduction lead or the lead trainer. In the training organisation this is the person who engages with the commissioning organisation and is responsible for developing the written proposal and agreeing the curriculum with the named person in the commissioning organisation. Both people are responsible for the annual review of the curriculum. Where training is both developed and delivered in-house, the same process of development delivery and review should be followed although there may only be one named person. [v1.3 p.172].</p> <p>May refer to an organisational lead on restraint or restrictive intervention reduction lead or senior figure such as Director/Deputy Director of Nursing. Likely to be aligned to the Responsible person identified in the Mental Health Unit Use of Force Act</p>
A 'Certified Training Service'	<p>"Certified Training Services are the combination of approved curriculum and authorised trainers that meet the Restraint Reduction Network Training Standards" [v1.3 p.171]</p>
An 'Affiliate Organisation'	<p>Affiliated Service Providers are defined as: "These are service provider organisations that deliver Certified Training Services within their own organisations on behalf of the training provider. Quality assurance and training for the associate trainers who are delivering the approved programmes within the service provider organisation are provided directly by the training provider which will be sampled in the continuous assessment process for certification" [v1.3 p.171]</p>
A 'Senior Trainer'	<p>Senior trainers are authorised under the certification scheme to deliver approved programmes across multiple organisations and/or deliver approved 'Train the Trainer' programmes. Senior trainers may be employed (or paid) by a commercial training provider or be employed within a service provider organisation such as an NHS trust. 20% of senior</p>

	trainers are subject to direct quality assurance sampling processes through the certification scheme. This status is non transferrable across organisations, employers or other training organisations” [v1.3 p.175]
<b>An ‘Associate Trainer’</b>	“Associate trainers are authorised by the training provider to deliver approved programme(s) only within their own service or organisation, they are not authorised to deliver any approved ‘Train the Trainer’ programmes. Associate trainers are likely to be employed by affiliated service provider organisations (e.g., NHS trusts, schools or care homes who deliver training services on behalf of the training provider and will be expected to meet the requirements as laid out within the Restraint Reduction Network Training Standards. This status is non transferrable across organisations, employers or other training organisations. Direct quality assurance for these trainers is the responsibility of the training provider who will be expected to provide evidence of quality assurance monitoring processes as part of the certification of their training services, which will be sampled in the continuous assessment process for certification” [v1.3 p.175]
<b>Escape and Rescue techniques</b>	“A set of physical skills to help separate or break away from an aggressor in a safe manner. This may be completed by an individual or in extreme cases supported by another to enable escape/rescue. These techniques are not expected to involve the use of restraint” [v1.3 p.172]
<b>Pain Compliance</b>	“Pain compliance is the use of painful stimulus to control or direct a person’s actions” [v1.3 p.172]
<b>Eligibility criteria</b>	The scheme covers the certification of training in England, Wales, Scotland and Northern Ireland and is suitable for delivery into physical and mental healthcare, as well as social care and education settings. The eligibility check is to ensure the applicant is delivering training into those settings. Certified training is not mandatory in all these setting. Currently only those covered by the Mental Health Units (Use of Force) Act 2018.
<b>Technical Note</b>	A secondary review of any issue raised by Assessors or Lead Assessors. It will describe the issue of concern and make recommendations, the applicant will then have opportunity to respond to the issues raised, and to revise their submission or resolve the matter within the panel forum
<b>Passing off</b>	<i>The act of “Passing Off” occurs when one party leads another [i.e., ‘customers’ or ‘potential customers’] to believe that the services they are providing them [i.e., ‘Training Services’] are meaningfully connected with another [i.e., are formally certified by ‘ACT’ against the RRN Training Standards’] when they are not.</i>
<b>Suspension</b>	Suspension will involve temporarily taking the organisations details off of the ACT website
<b>Cessation</b>	Cessation refers to the removal of certified status will be reserved for more serious contraventions of the schemes operating rules