



Association of Certified Training Suspension or Decertification Procedure

Terminology

The term 'Suspension' relates to the temporary removal of certified status, preventing the delivery of certified training for a defined period. This can occur in two ways:

- Organisation Level - the Certified Training Service¹, or specific named Affiliate Organisation/s, may be suspended.
- Trainer Level - a named trainer or trainers may be suspended.

The term 'Decertification' relates to permanent removal of certified status, preventing the delivery of certified training from a defined point onwards. Decertification can be voluntary (withdrawal) or imposed by ACT (termination). This can occur in two ways:

- Organisation Level - the Certified Training Service, or specific named Affiliate Organisation/s, may be decertified.
- Trainer Level - a named trainer or trainers may be decertified.

ACT reserves the right to refuse re-applications for certification in the event named individuals have been determined to be responsible for the permanent removal of certified status.

The Criteria for Suspension or Decertification

Certified Training Services, Affiliate Organisation and Individual trainers can have their certification, or right to participate in certified delivery, suspended or permanently removed (terminated) in the following circumstances:

- If there is found to be significant evidence of malpractice or misrepresentation, where this relates to:
 - Misrepresentation of non-certified training as certified
 - The truncation of certified training, i.e., foreshortened delivery
 - The use of non-competent trainer(s) to deliver certified training.
 - Actions such as the above undertaken within the affiliate context.
- In the event any formal investigation or review, involving a recognised body, for example Care Quality Commission, NMC, Ofsted, the Police, or the Coroner, concludes that inappropriate, unsafe or fraudulent behaviours have occurred, and that this behaviour has the potential to bring the scheme into disrepute.
- If in respond to information received, ACT find that the organisation or individual have engaged in:
 - Practices which are deemed to be a breach of the RRN Training Standards, where documented prior requests have been met with demonstrable non-conformity that extends beyond the reasonable period of time granted by ACT,

¹ In the event of the suspension or decertification of a Certified Training Service, all subordinate Affiliate Organisations will be prevented from delivering certified training.

- Conduct that has been found to support or condone inappropriate responses to behaviours of concern,
 - Conduct which brings the certification scheme into disrepute. This may relate to criminal conduct which has been proven, or the use of social media or other communication forums to undermine the integrity of the scheme [in particular when false or factually incorrect statements are provided as fact]
- A failure to pay due fees [see below]

Due Process

Suspensions and terminations are last resort measures in the event clear factual evidence is found of any one or more of the listed criteria.

This status of an organisation or individual will only be reviewed, if one or more of the following are deemed to have occurred:

- Following an investigation into non-response to non-conformities where they are not resolved within the stated timeframe.
- Following an investigation that concludes there has been training or business practice that brings the certification scheme into disrepute.
- Following the receipt of information that gives rise to concern.
- Following a non-response² to request for information or a defined action.

If suspension is implemented the Certification Director will clearly communicate to the relevant parties in writing:

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

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

- Request more evidence from the training provider, or

² Non-responsiveness is deemed to have occurred when ACT have emailed 3 times using the named contact and email address on file and no response received within 30 days. Attempts to make contact will be recorded.

- Notify the organisation that the suspension is lifted and update the ACT website.

If suspension is not resolved within specified timescales the Certification Director will give notice of termination of certified status under the scheme in writing. The termination notice will clearly state:

- The reason for termination
- The appeals process
- The modifications that are being made to certification documents and public information considering the termination.

Non-payment of fees

The process:

- 'Non-payment of fees' is deemed to have occurred once the initial invoice due date has expired and after two reminders have been sent, both giving 14 days to pay, and have failed to secure payment from the provider of certified training.
- 'Initial invoice due date' is within 30 days of the invoice date or a contractual date, whichever is earlier.
- If a certified training service does not pay fees or invoices associated with certification, the scheme coordinator will advise the Certification Director of the situation
- Non-payment of fees as defined above will normally result in suspension of the training provider's certification for a period of up to six weeks whilst attempts are made to resolve the matter. The training provider will be notified of any suspension in writing by recorded letter or email with the suspension period commencing immediately on receipt. The training provider's web entry will be removed from the ACT website. A courtesy email will also be sent to advise that this course of action is being followed.
- During this six-week suspension period, the debtor training provider shall forego benefits of certification and should not promote its training programmes as approved or its trainers as authorised. This should continue until ACT has received full payment of the fees due and has confirmed by recorded letter or email that suspension of certification has been lifted. In the event of non-delivery, receipt shall be deemed to be three working days after date of despatch. A courtesy email will also be sent to advise that suspension will be lifted.
- ACT, as the host organisation, reserves the right to cancel certification (termination) without further notice should full payment not be received by the end of the six-week suspension period.
- ACT, as the host organisation, also reserves the right to cancel certification (termination) without further notice should the certified training service be suspended for non-payment of fees for the second time within any three-year period.
- In the event that an organisation's certified status is terminated 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 terminated.

Voluntary Surrender of certification status by training provider

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