



The Russian Ballet Society Policies

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The Russian Ballet Society Appeals Policy

1. Introduction

This policy is aimed at centres and candidates who are involved in the assessment of Russian Ballet Society Graded and Vocational Examinations.

The purpose of this policy is to set out the procedures candidates and centres should follow if they wish to make an appeal to The Russian Ballet Society.

An appeal is defined as a request to the awarding body to carry out checks on the marks or grades awarded as a result of the candidate being dissatisfied with the result of their assessment.

If candidates or centres have any general complaints to make about the service provided by The Russian Ballet Society or its centres which do not affect results or grades, please refer to The Russian Ballet Society's complaints policy.

This appeals policy is available on our website and from the Head Office.

This policy will be subject to review and monitoring by The Russian Ballet Society and if necessary will be amended and updated following feedback from candidates and centres. All future versions of this policy will be flagged and will be posted on our website.

Please note that we treat all appeals in confidence and will not make details available to any other parties.

2. Issue and review

The date of issue of this policy is April 2018. This policy will be reviewed annually.

3. Procedure for appeals

If a candidate wishes to make an appeal they may do so in writing to:

The Senior Examinations Officer

Appeals via e-mail to: www.russianballetsociety@hotmail.co.uk

Appeals should be **clearly marked** as such.



Appeals by candidates will be considered if they concern:

- Appeals in respect of errors in procedure
- Appeals in respect of errors in matching comments to marks awarded
- Appeals against the Russian Ballet Society's decisions on reasonable adjustments or special considerations requests.
- Appeals against Russian Ballet Society's decision on the outcome of malpractice or maladministration investigation

a) Appeals against Russian Ballet Society's decisions on special considerations or reasonable adjustments

A candidate or teacher may make an appeal against The Russian Ballet Society, if The Russian Ballet Society has declined a request for a special consideration or reasonable adjustment. In these cases, the Head of Exams will review the application and make a final decision about whether the grounds for refusal was justified in terms of the equal opportunities and fair access to assessment policy and the policy for reasonable adjustments and special considerations. If a candidate wishes to take their appeal further, they can contact the regulatory authorities.

b) Appeals against Russian Ballet Society's decision on the outcome of a malpractice or maladministration investigation

A candidate or teacher may make an appeal against decisions or judgements made by The Russian Ballet Society on the outcome of a malpractice or maladministration investigation. In these cases, the Quality Committee will review the investigation and make a final decision about whether the decision was justified in terms of the malpractice and maladministration policy. If a candidate or teacher wishes to take their appeal further, they can contact the regulatory authorities.

c) Appeals against errors in procedure or matching comments to marks awarded

For Graded or Vocational Examinations, grounds for an appeal will only be accepted if the comments made by assessors or examiners on report forms do not match the marks awarded, or if the processes set out in examiners and centre handbooks have not been followed. Appeals which question the technical judgement of the examiner or the marks awarded will **not** be accepted if the process has been followed.

4. Procedure for making an appeal

Candidates, centres or teachers should contact the Senior Examinations Officer in the first instance no later than 30 days from the postmark of the result slip, stating their name, candidate number and the nature of their appeal. Please provide as much information as possible to enable a thorough investigation to be carried out. All appeals should be **clearly marked** as appeals.

An appeal can only be made once the result has been received.

If a candidate, centre or teacher has contacted The Russian Ballet Society by telephone they should follow any verbal contact with an appeal in writing to the Senior Examinations Officer. The Russian Ballet Society's contact details are in the footer of this document.

Only one appeal per candidate will be accepted. This may come from either the candidate themselves if they are aged over 16, their teacher, centre or a designated person acting on the candidate's behalf (e.g. a parent or carer)

5. Appeals procedure

All appeals consist of three levels.

5.1 First Level Appeal:

The first level appeal will be managed by the Head of Exams. A review will be carried out of the evidence available from the examination or assessment and judgement made about whether the appeal should be upheld or rejected.

Once the judgement has been made the appellant will receive written confirmation of the outcome. If the appeal is upheld, The Russian Ballet Society may:



Either make an adjustment to the marks or offer a free re-sit at the nearest examination centre. If a re-sit is offered, The Russian Ballet Society will agree a time limit with the candidate to protect the interests of all concerned and reproduce the original conditions as closely as possible.

We will inform you within **28 days** of acknowledgement of receipt of the appeal whether the appeal is successful.

The offer and acceptance of a re-sit will terminate the appeals process.

If no response to the appeal decision is received within 28 days of the decision being communicated to the appellant, The Russian Ballet Society will close the appeal and no further correspondence will be entered into.

5.2 Second Level Appeal

If the appellant is unhappy with the judgements made in the first level appeal, then they have the right to a second level of appeal. The second level of appeal involves a review of the decisions made in the first appeal by an appeals panel and a judgement made about whether the decisions reached in the first level of appeal should be upheld.

Once the judgement had been made the appellant will receive written confirmation of the outcome.

Second level appeals must be made no later than 14 days from the date of the previous decision.

We will inform you within **28 days** from the beginning of the second stage of the process whether the appeal is successful. A fee of **£25** will be applicable for each candidate up to a maximum of **£125** for five candidates or more which will be refunded if the appeal is successful.

If no response to the appeal decision is received within 28 days of the decision being communicated to the appellant, The Russian Ballet Society will close the appeal and no further correspondence will be entered into.

5.3 Third Level Appeal

If the appellant is unhappy with the decisions reached in the second level appeal, they may take their appeal to the third level which consists of a review by PAA who has no direct involvement with The Russian Ballet Society.

Third level appeals must be delivered to the Russian Ballet Society head office for the attention of the Senior Examinations Officer, clearly marked as an appeal, no later than 14 days from the date of the previous decision. The PAA decision is final.

We will inform you within **28 days** from the beginning of the third stage of the process whether the appeal is successful. A fee of **£50** will be applicable per candidate up to a maximum of **£250** which will be refunded if the appeal is successful.

If no response to the appeal decision is received within 28 days of the decision being communicated to the appellant, The Russian Ballet Society will close the appeal and no further correspondence will be entered into.

5.4 Final Level Appeal

If a candidate is unhappy with the decisions reached in the third level appeal, they may take their appeal to the relevant regulatory authority. For England and Northern Ireland, this is Ofqual www.ofqual.gov.uk, for Wales the Department of Education and Skills www.wales.gov.uk; and for Scotland SQA Accreditation www.sqa.org.uk.

For qualifications taken in Scotland, candidates may appeal to SQA Accreditation at any point during the appeals process.



The Russian Ballet Society Policy on Reasonable Adjustments and Special Conditions (based on the CDET guidelines)

The date of issue of this policy is April 2018. This policy will be reviewed annually.

In cases where a learner requires a reasonable adjustment to be made to their assessment to reflect a permanent learning difficulty or disability, or a special consideration in the case of temporary disability, illness or indisposition The Russian Ballet Society will deal with special arrangements on a learner by learner basis so long as the disability or difficulty does not have any health and safety implications for him/herself and for others.

Fair and equal access to examinations

The Russian Ballet Society is committed to allowing, as far as possible, all candidates wishing to do so to have the opportunity to access graded or vocational examinations at an appropriate level. However, there may be some necessary barriers to access for some candidates which will be reviewed on a case by case basis, such as:

- Strength to accomplish particular technical exercises
- Physical ability to successfully complete particular exercises
- Ability to respond to musical stimulus and/or direction from the teacher or examiner

Reasonable Adjustments

A reasonable adjustment is defined as an action that will reduce the effect of a disability or difficulty that places the learner at a substantial disadvantage during assessment.

Reasonable adjustments must not affect the integrity of the assessment, but may involve, in the case of graded and vocational graded examinations, practical considerations in the way an examination is organised or carried out.

This may include one of the following:

- making changes for individuals to the standard arrangements for examinations, for example allowing learners extra time to complete the examination requirements
- providing access facilitators during assessment, such as a sign language interpreter or a reader, provided that this does not impinge on other candidates
- re-organising the examination room, such as removing visual stimuli for an autistic learner

Reasonable adjustments must be requested and approved before the assessment takes place. The use of a reasonable adjustment will not be taken into consideration during the assessment of a learner's work.

Adjustment guidelines

- Any adjustment made to the examination should not compensate the candidate for lack of knowledge, understanding and skills at the grade for which they are entered. The candidate must be able to cope with the examination content and be able to work at the level required.
- Any adjustment to the examination must not invalidate the standards for the examination. Standards relating to levels and individual grades should not be altered; the Russian Ballet Society will take all reasonable steps to ensure that a candidate with a disability or difficulty is not placed at a substantial disadvantage, in comparison with persons who are not disabled, in terms of



access to assessment. However, there is no duty to make any adjustment to any part of the examination which relates to the standard that needs to be achieved. All candidates' performance will be assessed against set standards. These standards cannot be altered, but it may be possible to change the delivery or format of the examination so that each candidate has an equal opportunity to demonstrate what they know and can do.

- Any adjustment to the examination must not give the candidate an unfair advantage or disadvantage the candidate. The qualification of a candidate who had an adjustment to assessment must have the same credibility as that of any other candidate.
- Any adjustment to the examination must be based on the individual need of the candidate. Decisions about adjustments to examinations will be taken after careful consideration of the needs of each individual candidate, the requirements of the grade in question and the nature and extent of the support given as part of normal teaching practice.
- Any adjustment to the examination must reflect the candidate's normal way of working providing this does not affect what is being assessed in any way. The candidate should have experience of and practice in the use of the adjustment.
- Any adjustment to the examination must be supported by evidence which is sufficient, valid, reliable, and current.

Responsibilities of teachers and centres in the process of identifying reasonable adjustments

Teachers must make contact with the Russian Ballet Society Head Office as soon as possible in order to determine whether reasonable adjustments to the assessment process are possible.

Teachers must select an appropriate examination for the candidate, based upon his/her particular circumstances. The teacher must explain to the candidate the requirements of the examination. It must be made clear at the outset if the candidate will not be able to meet the standard. The candidate may still decide to proceed with the examination but the teacher must explain to the candidate that they are unlikely to meet the standard they entered for if they are not able to achieve all the criteria necessary which will restrict their level of attainment.

It is the teacher's responsibility to identify an appropriate adjustment to make the assessment accessible to the candidate. In order to decide whether an adjustment is appropriate, the teacher must consider what is being assessed in the examination and the implications for assessment of the candidate's difficulties. The centre/teacher must involve the candidate and/or their parent/guardian where appropriate in making any decisions about appropriate adjustments to assessment. In cases of doubt, the centre must contact the Russian Ballet Society Head Office for advice on suitable and appropriate adjustments.

Potential areas in which reasonable adjustments can be made

[The Russian Ballet Society - www.russianballetsociety@hotmail.co.uk](mailto:www.russianballetsociety@hotmail.co.uk)



1. Allowing extra time

It may be permissible to allow an individual candidate extra time to complete the examination if he or she has a learning difficulty/disability which affects the speed at which they are able to process the instructions (but not their ability to carry them out in accordance with the set standard).

The amount of extra time allowed should accurately reflect the extent to which the completion of the assessment will be affected by the candidate's difficulty.

'Unlimited' extra time will not be allowed. The Russian Ballet Society will set a maximum amount of extra time in relation to the individual candidate's requirements which must be adhered to by the examiner.

The teacher is responsible for ensuring the candidate can cope with the content of the examination and that the candidate is medically fit to undertake an extended assessment period before additional time is requested.

Extra time will not be allowed in cases where the timing is a crucial part of the assessment.

2. Supervised rest breaks

Additional rest breaks could be permissible for some candidates.

Rest breaks should be incorporated into the format of the examination (for example taking a rest break between exercises or sequences).

3. Allowing Other Forms of Communication to Be Used Within an Examination

For some candidates, it may be permissible to use alternative forms of communication to give direction or instruction, or a hearing loop, although these should be kept to a minimum by the examiner in accordance with examination regulations.

Examples of alternative communication could be the use of Sign Language to give instruction or direction, but only where this does not compromise a candidate's ability to perform the required exercises.

The interpreter must be recruited with integrity by the teacher and hold an appropriate qualification in the sign language and a good working knowledge of the content of the examination and must not be related to the candidate.

4. Re-organising the examination room, such as removing visual stimuli for an autistic learner.

The submission of evidence to support a request for Reasonable Adjustments

In order to ensure that any adjustment to assessment will only provide the candidate with the necessary assistance without giving him or her an unfair advantage over others, the person responsible for submitting the form must be clear about the extent to which the candidate is affected by the disability or difficulty.

Requests for reasonable adjustments must be submitted by the teacher, well in advance of each exam the candidate is entered for, with appropriate evidence of the disability or learning difficulty for which the adjustment is being requested. This must include (depending on the nature of the adjustment and the difficulty):



- Evidence of assessment of the candidate's needs in relation to the particular assessment, made by the teacher or another responsible person. This evidence should include an indication of how the teacher currently meets the candidate's needs and should show that the candidate can cope with the level and content of the grade for which they are being entered.
- Medical or expert evidence to support the application from appropriately qualified individuals. This could take the form of medical, psychological or professional reports or assessments. These reports should state the name, title and professional credentials of the person who carried out the assessments and wrote the report. The current report should set out the nature of the difficulty and extent to which the candidate is affected by the difficulty, including the effects of any medication that the candidate may be taking.

Special considerations

Special considerations are different to reasonable adjustments as they apply to a disadvantage that occurs to the learner either just before or during the assessment. Reasons for special consideration could be temporary illness, injury or adverse circumstances at the time of the assessment.

Candidates may apply for special consideration during or after an assessment but may not apply for special consideration in the case of a permanent disability or learning difficulty. Special considerations will be taken into account by the examiner or assessor at the time of the assessment and will be recorded and sent to the Russian Ballet Society Head of Quality. Special considerations may result in a small post-assessment adjustment to the mark of the learner. The size of the adjustment will depend on the circumstances during the assessment and will reflect the difficulty faced by the learner.

In the case of graded and vocational graded examinations, the candidate must make the request for Special Consideration before the examination to the examiner, ideally before the examination session starts or during a break so that the examiner has time to read the request.

The first line of responsibility for deciding on whether a special consideration should be upheld is the Examiner appointed for that particular examination session. It is the teacher's responsibility to apply for special considerations. Examiners must use their judgement within the guidelines set out to decide if a particular candidate's circumstances warrant a special consideration.

Within the limits of their responsibility, they can decide to 1/ reschedule an examination (if this is possible within the examination timetable) to later in the day or 2/ reschedule the examination for a later date.

Examiners are expected to refer to head office in cases where an examination would have to be rescheduled for a later date as this would need to be confirmed formally with the teacher.

Head Office and the person accountable for quality assurance will always be the final arbiter of any decision made about special considerations – these decisions will be logged and recorded for monitoring purposes and to inform future decisions.

A candidate will not be eligible for special consideration due to:

Minor disturbances during an examination

A permanent disability or difficulty (in these cases candidates should apply for reasonable adjustments)



The Russian Ballet Society Equal Opportunities Policy

1. Issue and review

The date of issue of this policy is April 2018. This policy will be reviewed annually.

2. The Russian Ballet Society's commitment to equal opportunities

The Russian Ballet Society is committed to a comprehensive policy of equal opportunities in the management of its qualifications in which individuals are selected and treated on the basis of their relevant merits and abilities without regard to age, disability, gender reassignment, marriage or civil partnership, pregnancy and maternity, race, religion and belief, sex or sexual orientation, and are given equal opportunities within the Society. The aim of this policy is to ensure that no learner registered on one of our qualifications receives less favourable treatment on grounds not relevant to good practice.

The Russian Ballet Society will endeavour to ensure that no learner is disadvantaged on any of the grounds detailed above. To achieve this, we will consult widely to ensure the continued accessibility and manageability of our units and we will provide information, materials and assessments which are free from bias, use plain English and are user friendly for all our customers. Equal opportunities extend to all aspects of our organisation and all our staff including our examiners and moderators will treat all learners fairly.

Centre responsibilities

Where learners are studying within centres, the institution involved has a responsibility to ensure that recruitment, delivery and assessment practices are carried out in relation to this policy and the requirements set down in relevant legislation to protect learners from discrimination. The Russian Ballet Society welcomes diversity amongst its learners and seeks to ensure that all learners are treated fairly, and that selection is based solely on the individual's abilities and suitability for the courses. The recruitment process must result in the selection of the most suitable person for each course with regard to their potential and aptitudes. The selection process will be carried out consistently for all qualifications at all levels. All those handling applications and conducting interviews must be aware of the principles of the Equality Act 2010 and other relevant legislation. The selection of new learners will be based on qualification requirements and the individual's suitability and ability to do the qualification, and information sought from learners will relate only to the requirements of the qualification.

The Russian Ballet Society will monitor centres on their compliance with this policy to ensure learners have fair access to assessment and are not discriminated against in any way. The Russian Ballet Society will treat seriously any allegations that centres have failed to comply with this policy.

Learner responsibilities

All learners have a duty to co-operate to ensure that this policy is effective to ensure equal opportunities and to prevent discrimination. Learners must not harass or intimidate other learners on the grounds of race or sex, disability or sexual orientation and must not victimise or retaliate against learners who make such allegations. Disciplinary action will be taken against any learner who breaches this policy and such cases will be dealt with according to the proper centre procedures.

Complaints relating to equality of opportunity

The Russian Ballet Society treats any allegations of sex or racial discrimination or discrimination on the grounds of disability or sexual orientation seriously. Should any learner, provider, parent or teacher feel that discrimination on any grounds has occurred they should contact The Russian Ballet Society immediately.



Russian Ballet Society Malpractice Policy

1. Introduction

This policy is aimed at centres and candidates who are involved in the assessment of all Russian Ballet Society qualifications.

The purpose of this policy is to set out the procedures candidates and centres should follow if they wish to contact us about any potential instances of malpractice.

This policy will be subject to review and monitoring and if necessary will be amended and updated following feedback from candidates and centres. All future versions to this policy will be flagged and will be posted on our website.

Please note that we treat all correspondence with individuals who make complaints or inform us of suspected malpractice in confidence and will not make details available to any other parties.

2. Issue and review

The date of issue of this policy is April 2018. This policy will be reviewed annually.

3. What is malpractice?

Malpractice is defined as any activity or practice which deliberately contravenes regulations and compromises the integrity of the assessment process and/or the validity of certificates. For the purpose of this policy this term also covers misconduct.

The categories listed below are examples of potential centre and candidate malpractice. Please note that this is not an exhaustive list.

- Contravention of our centre and programme approval conditions
- Failure to satisfactorily implement conditions of approval within stated timescales
- Denial of access to resources (premises, records, information, candidates and staff) by any authorised representative and/or the regulatory authorities*
- Failure to adhere to our candidate registration and certification procedures
- Failure to continually adhere to our course/centre approval criteria
- Failure to maintain auditable records, e.g. certification claims
- Fraudulent claim for certificates
- Intentional withholding of information from us which is critical to maintaining the rigour of quality assurance
- Deliberate misuse of our logo
- Plagiarism of any nature by candidates.

Contravention by centres and their candidates of the regulations for external assessment, e.g.:

- Plagiarism of any nature by candidates
- Breaches of confidentiality and security of assessment materials
- Submission of false information to gain a proxy or a qualification
- Disruptive behaviour by candidates
- Failure to adhere to the requirements of our *Reasonable Adjustments and Special Considerations Policy*.

4. What is maladministration?

Maladministration is defined as any activity or practice which results in non-compliance with regulations. Anybody identifying cases of maladministration should report them to the **Head of Quality** at The Russian Ballet Society.

We are obliged to investigate all cases of maladministration in liaison with the parties concerned. If an investigation results in evidence of maladministration, we will need to impose the appropriate sanction and take the necessary steps to ensure that the candidates' interests are protected as far as is reasonably possible. This may include making arrangements for re-assessment or certification, as appropriate.



5. How to notify us of suspected or actual cases of malpractice

Anybody who identifies or is made aware of suspected or actual cases of malpractice at any time must immediately report their findings to The Head of Quality by e-mail.

Head of Quality

E-mail: russianballetsociety@hotmail.co.uk

Please send the report and any accompanying evidence to the Head of Quality by post, email or fax. Reports must include:

- Centre's name, address and number
- Candidate's name and registration number
- Centre personnel's details (name, job role) if they are involved in the case
- Title and number of the qualification affected
- Date(s) suspected or actual malpractice occurred
- Full nature of the suspected or actual malpractice
- Contents and outcome of any investigation carried out by the centre or anybody else involved in the case, including any mitigating circumstances
- Written statements from those involved in the case, e.g. witness statements
- Date of the report and the informant's name, position and signature

If a centre conducts its own investigation before submitting its report to us, it should:

- Ensure that staff leading the investigation are independent of the staff/candidates/function being investigated
- Inform those who are suspected of malpractice that they are entitled to know the necessary details of the case and possible outcomes
- Submit the findings of your investigation to us with the report

6. Reviewing suspected or actual cases of malpractice

6.1 The review timescales at each stage of the process

Your report will be acknowledged by the Head of Quality within 5 days of receipt.

When we receive the report, we will pass it on to the Quality Committee who will review the report and decide whether to recommend further investigation. Should the Committee decide to conduct an investigation, we will appoint a team of personnel who are not involved with the centre or have any previous dealings with centre personnel or candidates. We will endeavour to finish our investigations no longer than 30 working days from the receipt of the report. Please note that in some cases the investigation may take longer; for example, if a centre visit is required. In such instances, we'll advise all parties concerned of the likely revised timescale.

We will advise all interested parties of the outcome of our investigation within 10 working days of making our decision.

6.2 The investigation process

We expect all parties, who are either directly or indirectly involved in the investigation, to fully co-operate with us. In instances where a centre or its candidates do not co-operate, we may have no alternative but to permanently or temporarily remove the centre's approval status or withdraw its candidates from the programme and may also inform the regulatory authorities*.

During the investigation the review process may involve:

- A request for further information from the centre or personnel involved
- Interviews (face to face or by telephone) with personnel involved in the investigation



- Arranging for authorised personnel to carry out a centre visit

Where a decision is referred to the Quality Committee, the majority vote will apply.

In the case of centre malpractice, we will offer support and guidance to help us investigate the matter and reach the appropriate conclusions.

In the case of candidate malpractice, we will ask centres to investigate the issue in liaison with our own personnel.

Where applicable, we will inform the appropriate regulatory authorities* of any investigation into suspected or actual cases of serious malpractice and will agree the appropriate course of remedial action with them. Please note that in exceptional cases, the regulatory authorities* may lead the investigation.

In cases where certificates for qualifications approved by the regulatory authorities* are deemed to be invalid, we will inform the centre and the candidate and the regulatory authorities* of the reasons why they are invalid and provide details of action to be taken for reassessment and/or certification.

Either at notification of a suspected or actual case of malpractice or at any time during the investigation, we reserve the right to suspend any claims for candidate certification submitted by the centre involved.

6.3 The outcome of the investigation

We will consider all factors put forward by the centre or the candidate in determining the appropriate sanctions.

7. Sanctions

If the investigation confirms that malpractice has taken place we will take appropriate and proportionate action.

7.1 Centre malpractice

It is the centre's responsibility to inform its personnel and candidates affected of the implications of the sanctions.

7.2 Candidate malpractice

In cases of malpractice by candidates, it is the centre's responsibility to make candidates aware that their final results may be void if the case is proven and any certificates which have already been issued may be deemed to be invalid and will need to be returned to us.

7.3 Examiner malpractice

If an examiner is reported to be colluding with candidates the evidence will be passed to the Head of Exams and will be closely monitored. If collusion is corroborated then the examiner will be dismissed from the examining panel and the candidates in question will be re-examined.

8. Reporting the outcome

After an investigation, we will produce a draft report for the centre/candidate to check for factual accuracy. Any subsequent amendments will be agreed between the centre/candidate and us.

We will make the final report available to the centre/candidate and to the regulatory authorities* and other external agencies as required.

If an independent/third party notified us of the suspected or actual case of malpractice, we will inform them of the outcome.

9. Appeals against our decision to impose sanctions

If you wish to appeal against our decision to impose sanctions, please refer to our *Appeals Policy*.

*The regulatory authority for England and Northern Ireland is Ofqual, for Wales the Department for Education and Skills and for Scotland SQA Accreditation.



The Russian Ballet Society Complaints Policy

1. Issue and review

The date of issue of this policy is April 2018. This policy will be reviewed annually

2. Definition of a complaint

A complaint is defined as an expression of dissatisfaction about the provision of an examination or any other service provided the awarding organisation or its representatives. A complaint is not defined as an appeal unless it concerns the decisions made by an individual Assessor, Examiner or Moderator, or a breach of examination or moderation procedures (please see Appeals Policy for the grounds for Appeal).

3. Who can complain?

Anyone who seeks or receives a service from the Russian Ballet Society or its representatives may lodge a complaint under this Policy. Matters of concern may be raised individually or collectively and candidates, teachers or centre representatives should feel assured that they will not encounter any disadvantage having lodged a complaint in good faith.

Where there is reason to believe that a complaint is vexatious or malicious, the matter will be referred to the relevant person who may decide to reject the complaint without full consideration of its merits. Reasons will be given as to why the complaint is considered to be an abuse of process.

In the event of uncertainty about the scope of the Policy or if general advice is required on the most appropriate way to pursue a complaint, the candidate should contact the Russian Ballet Society in the first instance for clarification. All stages of the Complaints procedure are internal proceedings.

4. Confidentiality

Confidentiality will be preserved during the investigation of a complaint to safeguard the interests of everyone concerned unless disclosure is necessary to progress the complaint. The Russian Ballet Society expects that all parties will respect the confidentiality of the process. Any individual about whom a complaint is made will have the right to be informed of the fact and nature of the complaint.

5. Procedure for complaints

Any complaint received by the Russian Ballet Society will be treated as official unless the complainant informs the Russian Ballet Society otherwise within ten days of the original complaint made. All complaints must be made in writing to the Russian Ballet Society and clearly marked as such to be deemed official. Complaints should be addressed to the Senior Exams Officer and the Head of Quality at the following address:

The Russian Ballet Society
Russianballetsociety@hotmail.co.uk

Complaints are recorded and a copy of the complaint is sent to the person or persons about whom the complaint has been made for their response.



Complaints will be investigated in the first instance by the Head of Exams or the Head of Quality. Following the investigation a report will be made to the Quality Committee who will make a decision about whether the complaint should be upheld after reviewing all the evidence presented. The Quality Committee may decide to contact the candidate/teacher/centre representative and the person or persons about whom the complaint was made for further information.

The Russian Ballet Society would expect to inform the complainant(s) of the outcome of an initial investigation within five days. For cases involving detailed investigation The Russian Ballet Society will inform the complainant(s) within 20 days.

Should there be any delay in the process; Candidates, teachers and centre representatives will be informed of the revised timescale as soon as possible.

6. Unresolved complaints

Should the complainant be unhappy with the findings and decision of the Quality Committee several options are open.

If the complaint was related to an examination or assessment and they feel they have grounds for an appeal, they can make an official appeal to The Russian Ballet Society using the Appeals Policy.

If the complaint was related to an instance of suspected malpractice, The Russian Ballet Society may implement its Malpractice Policy and investigate the complaint in relation to malpractice or maladministration.

Candidates or teachers may also take their complaint to the relevant regulatory authority* if they are unsatisfied with the outcome of the investigation undertaken by The Russian Ballet Society or at any time during the process.

**The regulatory authority for England and Northern Ireland is Ofqual, for Wales the Department for Education and Skills and for Scotland SQA Accreditation.*

7. Monitoring the process

In order that The Russian Ballet Society can improve services to candidates and other clients, the receipt of complaints and responses to them will be monitored. A regular report on the outcome of the monitoring process will be made to the Quality Committee via the Head of Quality. This will enable The Russian Ballet Society to continuously improve its services and ensure an inclusive consistent and constructive approach to complaints. The effectiveness of the Complaints Policy will also be kept under review and, where appropriate, changes will be made.



The Russian Ballet Society Customer Service Policy

1. Introduction

The Russian Ballet Society is committed to providing each customer with a transparent and efficient service. Our aim is to provide the best service to our customers.

2. Issue and review

The date of issue of this policy is April 2018. This policy will be reviewed annually.

3. Responding to customer enquiries

All enquiries should be directed to head office, please use the russianballetsociety@hotmail.co.uk e-mail address.

4. Issue of certificates

The Russian Ballet Society works in partnership with Rockscool who will normally issue results and certificates:

- Certificates for all examinations are issued within 4 weeks after an examination has taken place.

5. Notification of changes to details

Before an examination

Notification of any changes to personal details should be sent to the russianballetsociety@hotmail.co.uk immediately. Changes to personal details will be passed on to Rockscool immediately upon receipt and fresh notifications issued. Notifications to personal details must be received in writing before action can be taken.

After an examination

Changes to personal details will be passed on to Rockscool immediately upon receipt.

6. Requests for duplicate certificates

Please contact the Head Office for any request for duplicate certificates. Replacement certificates cost **£15** each and will be clearly labeled as replacements. Replacement Diplomas cost **£25** each.

7. Information about units and qualifications

Please contact the Head Office by email.

8. Becoming a centre

Please contact the Head Office for information about becoming a centre or an accredited school.

9. Fees for units and qualifications

A price list for all Russian Ballet Society exams and materials is sent to each teacher and Organiser at the beginning of the new examination season and is published in the Russian Ballet Society Newsletter.

10. Russian Ballet Society Policies and Procedures

The Russian Ballet Society website contains details of all our policies and procedures which are available to download including:

[The Russian Ballet Society – www.russianballetsociety@hotmail.co.uk](http://www.russianballetsociety@hotmail.co.uk)



- Appeals
- Malpractice
- Equal opportunities
- Reasonable Adjustments
- Special Considerations
- Sanctions

These policies and procedures are also available on request from the Head Office.



The Russian Ballet Society Health and Safety Policy for Russian Ballet Society Schools

Statement of Intent

Our policy is to provide and maintain safe and healthy working conditions, equipment and systems of work for ourselves and all our staff and pupils and to provide such information, training and supervision as they need for this purpose. We also accept responsibility for the health and safety of other people who may be affected by our activities.

Where reasonably practicable, this policy will seek to provide and encourage:

- A safe place to work and safe access to and from it
- Safe arrangements for the use, handling and storage of equipment
- Sufficient information, instructions, training and supervision to ensure all employees are well equipped to avoid hazards and contribute positively to effective Health and Safety at work

The policy will be kept up to date, particularly as our organisation change in nature and size to ensure our responsibilities are met in relation to:

- Health & Safety at Work Act (1974)
- Management Regulations (1999)
- Other relevant current legislation

To ensure this, the policy and the way in which it has operated will be reviewed annually.

RESPONSIBILITIES FOR ALL STAFF

It is the responsibility of all staff to help maintain the safety and security of the pupils and the working and dancing environment. This includes being aware of the risks, knowing the appropriate action to take and identifying any potential safety issues.

Each member of the teaching staff within the organisation has a duty to exercise care and attention with regard to their own safety and that of their pupils. Under this responsibility, each teacher shall:

- Ensure reasonable care is taken during their work activities to avoid accidents or injuries to themselves, pupils and any other personnel within the building
- Observe all safety instructions and procedures incorporated in this document
- Report all potential hazards affecting Health and Safety to the Principal or, if appropriate, designated Health and Safety Officer
- Report all accidents in the appropriate manner and record in the accident book

ACCIDENTS AND FIRST AID

All accidents are to be reported to the Principal or, if appropriate, designated Health and Safety Officer and recorded in the accident book.

Unless there is good reason, First Aid should not be administered without the permission of the child's parent or accompanying adult. A child cannot give consent. If the parent is not at the premises, obtain their phone number and try and make contact. However, if a child is alone and seriously injured or unconscious, the situation will need to be dealt with immediately.

If at all possible, treatment should only be given by a trained First Aider.



Provided this does not in itself put the child at risk, always try to administer First Aid with another adult present. Always tell the child exactly what you are doing and why. Unless it is irrelevant, ask the child if they use medication (e.g. for asthma, diabetes, and epilepsy) or have any allergies. Some children have allergic reactions to stings.

For minor injuries, you may not offer any medication, including antiseptics or pills of any kind. If you have any doubts about helping someone to use their own medication, phone **National Health Service Direct on 0845 4647** or the equivalent emergency services in your own country.

Any treatment should be as little as necessary without threatening the child's wellbeing.

If a child comes to you for comfort because of a minor accident or fright, it is acceptable with the Code of Behaviour to hold their hand or put your arm around them. Just ensure:

- you know about any injury and do nothing to make it worse
- physical contact is what the child wants, and the kind of contact between you is appropriate to their age and stage of development
- you do your best to stay in sight of other adults

If a child needs a doctor or hospital, call the emergency services.

It is nearly always best to stay with them and wait for the ambulance. You should only take the risk of bringing in the child yourself if the emergency services ask you to do so because of exceptional circumstances.

SAFETY CHECKS

Equipment

Correct storage of equipment is vital in the role of minimising risks. Any equipment not being used is a potential risk. Every piece of equipment that is being used must be checked at the beginning of the dance lesson to ensure its safety. In addition, care must be taken to:

- Storage of equipment – make sure that all equipment/resources used are safely and securely stored after each lesson
- Reporting - any damaged equipment should be reported to the Health & Safety officer immediately, for repair or replacement
- Setting up - setting up of equipment must be comprehensive, correct and safe
- Use of safety mats - where appropriate, safety mats to be used appropriately
- Equipment use - when using equipment, ensure that pupils are shown how to use the equipment correctly and safely
- Supervision - ensure that no pupil is able to access equipment without supervision

Dance Studio

Checks to be made before pupils enter the studio:

- Floor – ensure floors are clean with foreign bodies removed
- Mirrors – ensure mirrors are unbroken



- Plug sockets – ensure they are safe with no wire showing
- Curtains – any falling/fallen down
 - Doors and exits – ensure doors are exits are secure and that there is nothing blocking emergency exits
- Lighting and light switches – identify any that are not working or loose

Pupils

- Ensure all pupils are wearing appropriate dance wear/uniform and footwear to minimize accidents or risk
- Safety/protection clothing must be worn when appropriate, i.e. knee pads

FIRE SAFETY

Our organisation operates a no smoking policy in all its premises.

All staff will be advised of the fire action procedure, location of fire alarms and fire exits at their induction.

Fire evacuation drills are arranged by the Principal, or where appropriate, the Health & Safety Officer, practiced at least annually and records maintained by the Principal or Health and Safety Officer of the evacuation time.

Fire alarm points have a regular operational check, ensuring each point is operated in turn over an annual period.

The Principal or Health and Safety Officer, or in her absence a member of staff, will complete a roll call and liaise with Fire Service personnel.

FIRE EVACUATION PROCEDURE

If you discover a fire

- In the event of discovery of a fire, activate the fire alarm.
- Your main responsibility is to help supervise the safety and orderly evacuation of pupils and any other people in your vicinity. Keep calm. Try to keep others calm.
- Do not prolong your evacuation but on passing check all the corridors, toilets etc. to make sure no one is left behind.

In the event of hearing the fire alarm

You are responsible for yourself and the pupils in your class.

- Evacuate pupils in your class from the building immediately on hearing the alarm by using the nearest fire exit. If possible take a quick head count. Under no circumstances must you stop to collect any personal belongings or equipment



- Assemble at the fire point and supervise an orderly and quiet line
- The designated Health and Safety officer will take the register and wait for further instructions – any absences or concerns should be reported immediately to the Health and safety Officer
- Do not re-enter the building until you are informed to do so by the Health and Safety Officer

SECURITY POLICY

Anyone wishing to enter the premises must be escorted by a member of staff.

Any unidentified person seen on the premises must be reported to the Principal / Manager or office staff immediately.