

WHISTLEBLOWING POLICY

Introduction

This document outlines Quack Recruitment and Training policy and procedure for how an individual can confidentially and anonymously report concerns to QUACK RECRUITMENT AND TRAINING regarding the delivery of regulated qualifications and ESFA funded apprenticeships.

The intended audience of this document is:

- QUACK RECRUITMENT AND TRAINING staff.
- All staff of employers associated with QUACK RECRUITMENT AND TRAINING apprenticeship provision.
- Learners registered on qualifications.
- Apprentices

Members of the public who suspect malpractice or maladministration is taking place or has taken place within QUACK RECRUITMENT AND TRAINING.

Purpose

The purpose of this document is to:

1. Outline in which instances an individual should inform QUACK RECRUITMENT AND TRAINING of an allegation.
2. Outline how an individual can confidentially report suspected malpractice or maladministration to QUACK RECRUITMENT AND TRAINING.
3. Outline how QUACK RECRUITMENT AND TRAINING will protect the interests and confidentiality of whistleblowers, wherever this is possible.
4. Inform an individual how QUACK RECRUITMENT AND TRAINING will respond to a whistleblowing allegation.

This policy is not applicable to individuals who wish to complain about a service provided by QUACK RECRUITMENT AND TRAINING. If an individual wishes to complain about a service provided by QUACK RECRUITMENT AND TRAINING, they should refer to the QUACK RECRUITMENT AND TRAINING Complaints Policy.

Policy

Whistleblowing is a term used to describe when an individual discloses concerns or information relating to potential malpractice or maladministration. Malpractice or maladministration can be committed by a Centre staff member, a learner, an employer or another third party.

If an individual has concerns regarding the practices of a QUACK RECRUITMENT AND TRAINING, a staff member, or a Learner, they must first assess whether it would be appropriate to first report the concern to QUACK RECRUITMENT AND TRAINING itself. If concerns are raised to QUACK RECRUITMENT AND TRAINING and you are not satisfied that the concerns have been adequately investigated, or, that the issue is still occurring, you may wish to notify the awarding organisations, end point assessment organisations or ESFA directly and provide details of the action already taken.

There are a range of concerns that an individual may wish to be raise under the External Whistleblowing Policy, including, but not limited to:

Head Office:

Quack Recruitment Ltd,
The Business & Technology Centre Bessemer
Drive
Stevenage Herts
SG1 2DX

Regional Office:

Quack Recruitment Ltd,
27-31 Lichfield Street
Walsall
WS1 1TE

An individual suspects that QUACK RECRUITMENT AND TRAINING, a QUACK RECRUITMENT AND TRAINING staff member or a learner has committed or is complicit with an instance of malpractice.

An individual suspects that QUACK RECRUITMENT AND TRAINING is not compliant with the Awarding Organisation, End Point Assessment Organisation or ESFA Approval Criteria.

An individual suspects that QUACK RECRUITMENT AND TRAINING, a QUACK RECRUITMENT AND TRAINING staff member or a learner participates in fraud or other illegal activity regarding qualifications or apprenticeships.

An individual has been asked, or forced, to perform an activity that they believe constitutes as malpractice.

Allegations which do not count as Whistleblowing:

It is important to note that personal grievances (for example bullying, harassment and discrimination) or dissatisfaction with the service received at QUACK RECRUITMENT AND TRAINING (such as concerns regarding fees or contractual disputes) are not covered by this policy. If an individual has a concern of this type, they should follow the QUACK RECRUITMENT AND TRAINING complaints policy or grievance procedure.

Whistleblowing does not apply to a learner making an appeal against QUACK RECRUITMENT AND TRAINING or an assessment decision. QUACK RECRUITMENT AND TRAINING has an Appeals Policy.

Individuals must refrain from making unwarranted allegations to QUACK RECRUITMENT AND TRAINING (i.e. if an individual does not believe their allegation to be true). If an allegation was not confirmed by a QUACK RECRUITMENT AND TRAINING investigation to hold any validity however the individual who has made the allegation had reason to believe it was true, no action will be taken against the individual. If, however, allegations are made by staff are deemed malicious or unfounded, QUACK RECRUITMENT AND TRAINING may apply Sanctions against the individual or take legal action.

Confidentiality:

QUACK RECRUITMENT AND TRAINING take all whistleblowing allegations seriously and will investigate disclosures in a sensitive and discreet manner. Individuals who make disclosures can have their identity kept confidential upon request. QUACK RECRUITMENT AND TRAINING understands the importance of confidentiality for whistleblowers and, where it has been requested, will aim to protect an individual's anonymity, however this cannot be guaranteed.

It is important to note that QUACK RECRUITMENT AND TRAINING may not be able to investigate a concern as effectively if an allegation is made to QUACK RECRUITMENT AND TRAINING anonymously. QUACK RECRUITMENT AND TRAINING encourages individuals to provide their name and contact details when raising their allegation, as we may need to contact the individual raising the concern for further information, or, to verify details provided throughout an investigation.

There may be instances where QUACK RECRUITMENT AND TRAINING must reveal an individual's details, such as, if required to do so by law. Once an investigation into the allegations commences, individuals should also consider that they may be identifiable due to the nature, or content of, their allegations.

Procedure

Identifying Malpractice:

In the first instance, where an individual suspects malpractice, they must first report it to the QUACK RECRUITMENT AND TRAINING Quality and Curriculum Manager, where it is appropriate to do so.

QUACK RECRUITMENT AND TRAINING will investigate and respond to all concerns, as well as reporting all cases of suspected malpractice to the relevant external body.

QUACK RECRUITMENT AND TRAINING understands that it may not always be appropriate for an individual to report a concern directly to us. In these cases, individuals should raise their concerns directly with the external body for their investigation. Examples where this may be applicable include, but may not be limited to:

The individual(s) who manages incidents of malpractice within QUACK RECRUITMENT AND TRAINING is involved, or may be complicit, with the incident.

The individual raising the concern believes that they may be victimised by raising their concerns to QUACK RECRUITMENT AND TRAINING or an individual.

The individual raising the concern believes that the QUACK RECRUITMENT AND TRAINING internal policy for dealing with cases of malpractice or maladministration is not being or may not be followed.

The individual raising the concern believes that once the incident has been reported it will not be dealt with correctly and/or may be covered up by QUACK RECRUITMENT AND TRAINING or the individual involved.

Making an Allegation to QUACK RECRUITMENT AND TRAINING

If an individual wishes to raise an allegation of malpractice to QUACK RECRUITMENT AND TRAINING, they must contact the Quality and Curriculum Manager by either email, telephone or by letter. The contact details can be found on the website. QUACK RECRUITMENT AND TRAINING would encourage an individual to notify QUACK RECRUITMENT AND TRAINING of their concerns as soon as possible, to minimise the loss of information over time and to make it easier for QUACK RECRUITMENT AND TRAINING to investigate the allegation.

If an allegation is made by telephone, individuals may be asked to produce a written statement as supporting evidence. The name of the individual will be redacted from statements, upon the individual's request.

Although whistleblowers are not expected to prove an allegation, they will need to demonstrate that there are sufficient grounds for their concerns in order for QUACK RECRUITMENT AND TRAINING to investigate. Therefore, whistleblowers should aim to provide as much information as possible regarding their concern. This includes, but is not limited to:

- The background and history to the allegation.
- Any specific details available including names, dates, times, and places.
- Details of any evidence which supports the concern.
- Full details of the allegations, including the QUACK RECRUITMENT AND TRAINING provision which is involved.
- The individual's involvement, response, and any personal interest they may have in the matter (if applicable).
- How they think that things may be put right, if possible.

If, following receipt of an allegation, it is identified that the allegation was against an employer with whom QUACK RECRUITMENT AND TRAINING works, the allegation will be passed onto the employer, who will follow their own whistleblowing procedure.

How QUACK RECRUITMENT AND TRAINING Will Respond



Head Office:

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Stevenage Herts
SG1 2DX

Regional Office:

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Walsall
WS1 1TE

Once an allegation is made, the Quality and Curriculum Manager will contact the individual who made the allegation within 5 working days to:

1. Confirm that the allegation has been received.
2. Indicate whether or not QUACK RECRUITMENT AND TRAINING will be investigating the matter or not.
3. Request any further information which is required from the individual regarding the matter.

Initial enquires will be made to decide whether the allegation requires an investigation, and if so, in what form. If an investigation is required, the Quality and Curriculum Manager will conduct this in line with the QUACK RECRUITMENT AND TRAINING Malpractice and Maladministration Policy. QUACK RECRUITMENT AND TRAINING Managing Director will be notified of all allegations received.

Although QUACK RECRUITMENT AND TRAINING are able to confirm whether an investigation is open or closed to the whistleblower, QUACK RECRUITMENT AND TRAINING are not required to release the outcomes of its investigations to individuals who raise allegations.

In cases of proven malpractice, QUACK RECRUITMENT AND TRAINING will notify the relevant Awarding Organisation, End Point Assessment Organisation or Funding Bodies of the instigation and outcomes of QUACK RECRUITMENT AND TRAINING's investigation.