



## **Policy Statements**

The following policy statements are short versions of the outlined policies. You can access the full version of these policies by emailing [info@eaglesconsultancy.co.uk](mailto:info@eaglesconsultancy.co.uk)

### **Privacy Notice**

Eagles Consultancy Ltd, has a legal obligation to collect, store and share personal data about its learners in a clear and transparent way. Information that we collect will be provided in the main by yourself upon application for a course.

Eagles Consultancy Ltd, are committed to protecting and using your data in line with GDPR and data protection guidance. Any Personal data that we collect will be to support your learning and meet required statutory and regulatory requirements.

### **Equal Opportunities**

Eagles Consultancy Ltd, recognises that discrimination and victimisation is unacceptable. No learner will receive less favourable facilities or treatment either directly or indirectly, while undertaking a learning programme with Eagles Consultancy Ltd, on grounds of age, disability, gender/gender reassignment, marriage/civil partnership, pregnancy/maternity, race, religion or belief, sex, or sexual orientation. We aim to create an environment in which individual differences and the contributions of all our learners are recognised and valued. Our learners are entitled to learn in an environment that promotes dignity and respect to all, no form of intimidation, bullying or harassment will be tolerated.

### **Safeguarding**

Eagles Consultancy Ltd, has a professional duty to safeguard children, young people, and vulnerable adults. We are committed to providing safe learning environments and follow safe working practices, so that our learners can complete their qualifications in a safe and secure environment. Any concerns, disclosures of abuse or safeguarding incidents will be dealt with in line with legislation, relevant guidance, and company procedures. Referrals and reporting procedures will be followed and confidentially will be maintained throughout. Information will be retained and shared with relevant organisations to ensure that the individual is safeguarded, this will be in line with GDPR and data protection regulations and guidance.

## **Whistleblowing**

Whistle-blowers can alert to problems at an organisation which leaders, may be unaware of. Our safeguarding policy follows statutory guidance for dealing with concerns raised by employees and learners, these may relate to suspected wrongdoing or dangers. Any allegations, concerns or suspected abuse against our staff team or other organisations in which we work, will be taken seriously and dealt with in line with statutory guidance. It is important that you feel able to express concerns without fear of harassment or victimisation, we will ensure that any allegation made is dealt with fairly and does not compromise the whistle-blower. Confidentiality and protection of identify will be maintained where reasonably possible, concerns or allegations should be brought to the attention of the safeguarding officer.

## **Acceptable Use Statement**

Eagles Consultancy Ltd, expect that all our learners and users follow our acceptable use policy of technologies and facilities. This requires appropriate and legal use of the technologies and facilities made available to our learners and users. Unacceptable use is identified as unlawful use of any materials or technology, any harassment, bullying and/or victimisation of a learner of Eagles Consultancy or a third party, hate crimes, discrimination, and unauthorised access to networks.

We recognise that learners and users may use their own technology such as mobile phones and electronic devices to access information from the internet as an educational resource within the learning environment. We do not permit learners or users to access social media sites such as Facebook, Snapchat, Instagram Twitter, for personal reasons whilst in the learning environment. All communication through social media with Eagles Consultancy Ltd and fellow learners/users should always be respectful. We will not tolerate any tweets, sent messages and photograph posts that may be discriminatory or unlawful.

It is a breach of our acceptable usage policy if networks or information is accessed along with any actions that conflict with any of the identified unacceptable usage statements. These can be found in our full policy.

## **Prevent Duty**

Eagles Consultancy Ltd, recognises our due regard and duty to protect and prevent vulnerable learners at risk of being drawn into terrorism.

We implement and follow prevent guidance and channel procedures for referral. We apply a robust system to monitor, identify and manage risk to vulnerable learners.

Radicalisation is defined as the process by which individuals come to support terrorism, extremism and, in some cases, to then participate in terrorist groups.

Extremism is defined as a vocal or active opposition to fundamental British values.

Eagles Consultancy Ltd, will provide a strong foundation within learning programmes to promote British Values.

## **Plagiarism**

Plagiarism and other forms of cheating undermines the value of qualifications for all concerned because they undermine their credibility. If a learner passes an assessment, or achieves a qualification, by unfair means then this is unfair to those who have achieved the same qualification fairly.

Eagles Consultancy Ltd, has an obligation to awarding organisations, assessment bodies and learners to ensure that the qualifications its learners receive are a fair and accurate representation of their work, and of the knowledge and skills attained.

It is the learner's responsibility to ensure that any work they submit as part of their program is their own. Learners must not copy work from any other learner or use other sources such as written text or the Internet. All work must be that of the learners unless you have specifically indicated within the text and referencing that this is not the case. Teaching staff will take appropriate action if plagiarism is detected.

## **Health and Safety**

Eagles Consultancy Ltd, endeavour to maintain health and safety for all learners who undertake one of our qualifications, the learning environment will be risk assessed in line with health and safety regulations. Any concerns across health and safety can be discussed and disclosed to a member of staff within Eagles Consultancy Ltd.

## **Complaints and Appeals**

Eagles Consultancy Ltd, aims to provide a high quality of service in all its work. We take complaints seriously and welcome your feedback on the service that we provide. If you would like to make a complaint this may be made verbally or in writing. We commit to handling your complaint as quickly and thoroughly as possible we aim to process this within 14 working days, whereby grounds for the complaint will be dealt with. The centre manager will contact the learner to discuss any action to be taken to support a satisfactory solution.

If the learner and Eagles Consultancy Ltd, are unable to find a satisfactory solution regards the complaint. The funding body or centre advisor from the awarding organisation will be contacted and all evidence of the complaint will be provided to them. This will then be dealt with by the relevant body, at this time their complaints procedure will be initiated.

## **Information Advice and Guidance Statement**

It is important that whilst you undertake learning with Eagles Consultancy, you are provided with unbiased information advice and guidance that will help you to make decisions about your future. Throughout your qualification you will be given the opportunity to learn about many subject areas outside of your chosen curriculum. Our aim is to extend your knowledge and understanding of specific topics that can assist you in wider areas of society. For example, British Values, Prevent, Safeguarding, Employability and Life skills. We hope that by providing you with this information and guidance you will be able to make better informed choices.

At the end of your learning journey, you will be provided with a progression leaflet, this will identify to you what your next steps can be. You will be asked to participate in a progression and exit review, where your course tutor will support you with next steps suitable for you.

Eagles Consultancy Ltd, have specific team members, who can provide you with information advice and guidance.

If you need to speak to someone or would like advice about something, contact our team.