



Certification Procedural Handbook 2019

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Introduction:

BILD Association of Certified Training

The Restraint Reduction Network is an independent body that brings together government departments, professional bodies, people with lived experience, practitioners and academics. It is a coalition of the willing who are passionate about restraint reduction and human rights.

BILD Association of Certified Training is a separate charitable organisation and is working towards becoming a certification body accredited by United Kingdom Accreditation Service (UKAS) as complying with the ISO 17065:2012 certification standards and licensed by the Restraint Reduction Network to use the Restraint Reduction Network Training Standards and deliver the Restraint Reduction Network certification scheme.

This handbook sets out how BILD Association of Certified Training will assess training organisations against the Restraint Reduction Network Training Standards 2019 and therefore must be read in conjunction with the Training Standards and the Restraint Reduction Network Training Standards Certification Scheme Handbook.

[Restraint Reduction Network Training Standards 2019](#)

[Restraint Reduction Network Training Standards Certification Scheme Handbook](#)

BILD Association of Certified Training certificated training services will demonstrate their compliance with these quality standards by:

- Completing an eligibility and application form online
- Attending a certification familiarisation day
- Paying a fee and agreeing to abiding to the rules of the scheme
- Completing and online self-assessment form and submitting evidence against the standards on a secure portal
- Have their training curricula, senior trainers and affiliate (satellite) organisations observed 20% over a three-year cycle
- Attending a scrutiny panel after initial self-assessment and assessor observations when agreed by scheme manager
- Contracting with BILD Association of Certified Training to a three-year audit cycle in order to maintain certification which demonstrates compliance with the Restraint Reduction Network Training standards

The certification process against the Restraint Reduction Network Training Standards 2019 is likely to take new organisations 12 months to complete.

Guidance for training providers

Support provided by the certification scheme

The certification team can support new applicants by providing them with information and guidance about the certification scheme. This can include:

- answering queries relating to the BILD ACT procedural handbook
- advising on timescales for applications
- clarifying aspects of the process for certification
- a feedback meeting with the assessor (if required), following an unsuccessful application. The meeting will last no more than two hours. Minutes will be taken and produced as a record of feedback given

All contacts relating to advice and support are logged by BILD Association of Certified Training and the certification team.

Support will **not** include:

- writing 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 on any aspect of the process
- giving specific advice about feedback from the panel over and above clarification of the certification decision
- help to provide evidence

The familiarisation workshop

During the familiarisation workshop training providers will be given the opportunity to meet members of the certification team and will receive the following:

- all supporting documentation which is deemed necessary to enable completion of application process; this will take the form of **one printed** copy of the BILD ACT procedural handbook.
- **one** printed copy of the Restraint Reduction Network Training Standards 2019 (additional copies can be purchased)
- information regarding the assessment three-year cycle, assessment visits, assessment criteria, quality assurance processes and all other systems required for receiving and maintaining certification status
- information about the panel including: the decision making process; the format of the panel meeting; expectations for training providers making training dates available for assessment

- an opportunity to meet with other training providers who are considering undertaking an application for certification

Within 12 weeks of attending the familiarisation workshop, the training provider must notify BILD Association of Certified Training of formal intention to apply. On receipt of the fee, BILD Association of Certified Training will supply the training provider with an organisational login which permits completion of the online self-assessment form. The training provider will also be assigned an assessor, and each senior trainer and affiliated organisation may request a hard copy of the training standards.

The Cost of BILD ACT Certification

Certification fees	Cost	Frequency
Application fee	£5,995	On application, 10% discount until Oct 2019
Organisational Fee	£795	Annual
Senior Trainers	£395	Annual
Curriculum	£350	
Affiliated Organisations	£450	

Using the self-assessment tool

All applicant training providers must complete an online self-assessment tool and will be given login details after payment of the fee. The online portal will enable applicant training providers to complete the template, and then to upload and save supporting evidence. This can be reviewed, altered and added to until formally submitted for review. The self-assessment and all supporting evidence **must** be submitted within six months of receiving the login details.

Each Restraint Reduction Network Training Standard must be assessed according to a red, amber or green (RAG) rating and a corresponding numerical scoring system (1 to 3).

Each standard consists of a number of mandatory sub-standards and applicants must complete all sub-standards on each section of the self-assessment document.

To meet the standard fully, evidence must be provided to meet each sub-standard. This means a green rating can be awarded. **The self-assessment will not be put forward for review at panel until all areas are green.** The appropriate appendices must also be selected for population, setting and country. Evidence must be provided as to how the training covers any specific adaptations to the standards, or any special considerations.

When submitting documentary evidence that supports more than one of the standards or sub-standards please ensure you submit the document **once** and then name the document, the paragraph and page where this evidence supports the standard.

1	Insufficient evidence to meet the majority of the sub-standards in this standard
2	We have the evidence to meet the majority but not all of the sub-standards in this standard
3	Evidence necessary to meet all the sub-standards in this standard is provided

The assessment process

The role of the assigned assessor is to assess applications against the Restraint Reduction Network Training Standards 2019. The assessor does this in three ways:

- scrutinises evidence submitted as part of the self-assessment against the Restraint Reduction Network Training Standards 2019
- observes standards in practice during the site visits
- scrutinises feedback from customers

Guidelines for the observational assessment visit

Training providers are asked to submit a range of training dates that include all programmes and all senior trainers. The scheme coordinator will notify the training provider of the visit 24 to 48 hours beforehand.

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 observational assessment visit, the assigned assessor will:

- discuss the delivery arrangements and content of the training programme with participants and trainers
- assess the reporting, recording and record keeping procedures

The feedback will be via the assessor feedback report. Where the assigned assessor identifies further actions, timeframes for completion will be identified to ensure compliance with the processes of the scheme.

Any concerns in respect of the assigned assessor or observational assessment should be raised with the scheme coordinator via email or letter within 14 working days following the visit. Concerns must make specific reference to the detail for which the applicant training provider believes they have a right to raise a concern and on what specific grounds.

Review by Lead Assessor or Certification Manager

The Lead Assessor or the certification manager will complete a review of all the evidence submitted in the application, self-assessment and supporting documentation adhering to the Restraint Reduction Network Training Standards 2019 to ensure all evidence meets the requirements of the RRN Training Standards and if it does, recommend the training provider proceeds to panel for scrutiny. If it doesn't the training provider will be given the opportunity to provide any further evidence required.

The panel

The role of the panel is to review the evidence provided by individual applicant training providers and their assigned assessor to ensure that it meets the standards for certification within the Restraint Reduction Network Training Standards 2019.

The panel is responsible for:

- reviewing evidence to certificate training services under the Restraint Reduction Network Training Standards 2019
- ensuring compliance to the Restraint Reduction Network Training Standards 2019 within the certification three-year cycle
- Produce written feedback to the training services and in some cases request additional evidence or action before certification is approved.
- Recommend training service is certified

The panel will typically consist of:

- chair of panel (or deputy)
- peer (or lead) assessor (who will not be the assessor assigned to the applicant)
- individual with lived experience
- certification scheme manager (or lead assessor)

Panel members

The members of the panel will include competent representatives of people with lived experience of restraint, professional disciplines, or national organisations. Panel members will have shown a commitment to, or experience of, the challenges involved in reducing restrictive practice or related understanding of restrictive practices and their impact. They may have acquired these skills and knowledge from their own lived experience or involvement in areas of practice such as those listed below:

- training and development
- health and safety
- delivering health, social care and education services
- commissioning services for people with mental health conditions, learning disabilities, autistic people, people living with dementia, personality disorder, older people, and detained people
- services for children and young people
- charities and voluntary organisations
- regulating services, ie Ofsted, CQC

Panel members must:

- sign an agreement of confidentiality and manage information made available to them in their role in a professional manner

- read applications and make decisions based on the evidence provided to the panel through the applicant's self-assessment and supporting documentation and the evidence presented at the panel meeting
- declare and excuse themselves from panel if there is any conflict of interest

Declaration of Interest

Panel members must declare any relationships or contacts that may prevent them from operating impartially as an independent panel member under ISO/IEC 17065 impartiality requirements. BILD Association of Certified Training will assess and decide if there any conflicts of interest or perceived conflicts of interest. These could include personal relationships, professional connections, financial interests or other connections to applicant training organisations. The chair of panel and the certification scheme manager will make a decision based on the declaration about the appropriateness of the panel member participating in the panel.

The panel meeting

For a panel to be quorate, at least the chairperson, a person with lived experience and the certification manager must be in attendance. At the meeting of the panel the chairperson, the certification manager and the person with lived experience will:

- discuss and highlight evidence presented before the meeting, identifying areas for further questions where this is not addressed by the training provider's presentation
- listen to the training provider's presentation and ask questions where required
- make a decision to recommend certification based on all the evidence provided in the application, self-assessment and supporting documentation, feedback and presentation, adhering to the Restraint Reduction Network Training Standards 2019

The independent panel will review the evidence presented ensuring it meets the Restraint Reduction Network Training Standards 2019 requirements for certification and will make recommendation to the BILD ACT Director for a certification decision or if additional evidence is required feedback to the organisation where additional evidence is required.

The lead assessor is in attendance at panel to answer any question about the evidence presented to panel. The lead assessor will not have voting rights at panel.

The panel decision will be made in the meeting if the organisation will or will not be recommended for certification against the Restraint Reduction Network Training Standards 2019 to the BILD ACT Director. Three panel member (chair, certification manager and person with lived experience) have voting rights and the majority (two out of three) must agree to recommend certification.

The oral presentation

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 15 minutes. The 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:

- explain how the Restraint Reduction Network Training Standards 2019 are incorporated into all aspects of training services put forward for certification
- identify how the applicant training provider has responded to any issues raised by their assigned assessor's feedback

There will be an opportunity for members of the panel to ask questions based on the presentation, their review of the self-assessment, assessors report and supporting evidence. The panel appearance may last up to one hour, details of the presentation will be kept in the panel records and detailed in the panel report.

Roles of the chairperson and panel members

The role of the chairperson is to chair the panel meetings. They will be appointed for a term of four years (by the CEO of the Restraint Reduction Network and chair of trustees) and will not be eligible for re-appointment. The chair is also responsible for ensuring written feedback to the training provider is clear and appropriately detailed.

When reviewing submissions, panel members will:

- review each submission individually
- make judgements based on the information provided to them evidencing compliance to the Restraint Reduction Network Training Standards 2019
- complete the panel review report based on the evidence supplied

Any concerns in respect of the panel review or a panel member should in the first instance be raised with the certification scheme coordinator via email or letter within 14 days following attendance at a panel meeting. Concerns must make specific reference to the detail for which the applicant believes they have a right to raise a concern and on what specific grounds. For example:

- there was an act or omission, on the part of BILD Association of Certified Training or its agent(s), which resulted in adverse/inaccurate evidence being presented
- evidence that was available to the assessor/panel was not given due consideration

If concerns cannot be resolved informally in the first instance the applicant training provider will need to log a formal appeal. Detailed written feedback will be given to the applicant organisation and kept on record.

Failure to gain certification

If a training provider fails to gain certification for its training services or part of them, they can re-submit their application to panel. This must be done within three months of their panel feedback. The training provider will be required to complete the following stages:

- Inform the certification scheme coordinator 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 feedback provided from panel and assigned assessor. This must address the areas where they failed to evidence adherence to the Restraint Reduction Network Training Standards 2019. Occasionally, panel may recommend a further observational assessment visit.
- The training provider may be asked to attend a further panel meeting and 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 Restraint Reduction Network Training Standards 2019. 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.

Decision and sign off process

When the panel makes recommendation that the training provider has met the RRN Training Standards the report will go to the BILD ACT Director, they will check the evaluation and review process has been adhered to and evidenced and make a decision to agree to certification. If the BILD ACT Director does not agree to certificate, details will be sent to panel requesting further clarification.

Awarded Certification

Training providers who are awarded certification be issued with a contract from BILD ACT. The training provider will be required to continue to meet the Restraint Reduction Network Training Standards during the three-year cycle and adhere to the contract. Their self-assessment will be required to be reviewed and updated at least yearly as per the audit cycle. The BILD Association of Certified Training assessor will continue the relationship and over the three-year cycle checks will be made on 20% of all:

- senior trainers
- training programmes /curricula
- affiliated service providers who use the training provider's in-house trainer model (where applicable)
- the 20% is likely to prioritise high risk areas of the above during the 3-year audit cycle

The Three Year Cycle: Maintaining certification and surveillance

The first year following certification of training services

The training provider is required to review and update its self-assessment within one year of the certification by the panel using the online portal with supporting evidence (where required). Training providers must review and update:

- panel feedback and responses to any actions within the first year or specified timescales
- continued adherence to the Restraint Reduction Network Training Standards 2019 (continually)
- where applicable, evidence of continuous improvement (continually)
- notification of any changes to senior trainers (at least on a quarterly basis)
- notification of changes to any associate trainers (on a quarterly basis)
- any changes to approved programme(s) (on a quarterly basis)
- You are required to update BILD ACT at least on a quarterly basis of any changes within your organisation that would have an impact upon your certification and associated fee. Any changes to fees will take effect from the following quarter and invoices/credit notes will be raised accordingly.
- annual renewal of insurance with supporting documentation (first, second and third year)
- any changes regarding training provider contact details or personnel (within one month of any changes)

The completed self-assessment will be reviewed and assessed by an assigned assessor and feedback/actions will be shared within four weeks of being submitted. Any actions or requests made by the assessor will be required within an agreed timeline. Failure to complete these actions may result in a review of certification status.

By the end of year one the training provider must provide:

- a six-month programme of training dates
- contact details for ten largest customers including email contact and addresses. For large organisation only this may be asked for at an earlier stage in the 1st year cycle to ensure BILD Association of Certified Training has adequate opportunity to assess 20% of affiliated organisations and curricula in the three-year certification cycle

The second year following certification of training services

In the second year of certification the training provider must review and update the online self-assessment within two years of the panel certification using the online portal with supporting evidence (where required). Training providers must review:

- continued adherence to the Restraint Reduction Network Training Standards 2019 (continually)
- where applicable, evidence of continuous improvement (continually)
- notification of any changes to senior trainers (on a quarterly basis)
- notification of changes to any associate trainers (on a quarterly basis)
- any changes to approved programme(s) (on a quarterly basis)
- You are required to update BILD Association of Certified Training at least on a quarterly basis of any changes within your organisation that would have an impact upon your certification and associated fee. Any changes to fees will take effect from the following quarter and invoices/credit notes will be raised accordingly.
- annual renewal of insurance with supporting documentation (first, second and third year)
- any changes regarding training provider contact details or personnel (within one month of any changes)

In the second year the assigned assessor will undertake the following:

- the majority of the observational visits based on the training schedule provided (the number of visits will depend on the number of approved programmes, number of authorised senior trainers and number of affiliated service providers)
- reviewing SurveyMonkey customer feedback, typically 5 to 10 customers

Following completion of the above, the assigned assessor will review (and evaluate) self-assessment, customer feedback and observational visit evidence and send feedback to the organisation within one month.

The third year following certification of training services

In the third year of certification the training provider must review and update the online self-assessment using the online portal and provide supporting evidence (where required). The training provider must review:

- panel feedback and responses to any actions within the first year or specified timescales
- continued adherence to the Restraint Reduction Network Training Standards 2019 (continually)
- where applicable, evidence of continuous improvement (continually)
- notification of any changes to senior trainers (on a quarterly basis)
- notification of changes to any associate trainers (on a quarterly basis)
- any changes to approved programme(s) (on a quarterly basis)
- You are required to update BILD ACT at least on a quarterly basis of any changes within your organisation that would have an impact upon your certification or associated fee. Any changes to fees will take effect from the following quarter and invoices/credit notes will be raised accordingly.
- annual renewal of insurance with supporting documentation (first, second and third year)
- any changes regarding training provider contact details or personnel (within one month of any changes)

The training provider will be required to review their current self-assessment based on assigned assessor feedback in preparation for review by the certification scheme manager or lead assessor. The certification scheme manager or lead assessor will decide if there is sufficient evidence to proceed to review by panel.

The training provider will be required to attend panel. Attendance panel may typically take up to one hour. Training providers are expected to give a presentation lasting no more than 15 minutes, summarising how their training services adhere to the Restraint Reduction Network Training Standards and how they have addressed any issues identified during the self-assessment process. There will then be an opportunity for members of the panel to ask questions.

The panel will review the evidence presented ensuring it continues to meet the Restraint Reduction Network Training Standards 2019 requirements for certification and will recommend to the BILD ACT Director the training provider be awarded certification or if additional evidence is required.

Training providers will be notified of the panel decision and provided with written feedback supporting the decision within **14 working days** of the date of their panel attendance. Each training provider will receive written feedback. Unsuccessful applicants have the opportunity to receive further feedback from the assigned assessor (please see pg 10 and 11 for details).

When the panel makes recommendation that the training provider has met the RRN Training Standards the report will go to the BILD ACT Director, they will check the evaluation and review process has been adhered to and evidenced and make a decision to agree to certification. If the

BILD ACT Director does not agree to certificate, details will be sent to panel requesting further clarification.

Process for changes to certification details during the three-year cycle

BILD Association of Certified Training must be notified of operational changes such as changes to approved training programmes, trainers, affiliated service providers, or senior personnel within the training organisation within the quarterly return. An email should be sent to the BILD Association of Certified Training certification email address detailing the change.

BILD Association of Certified Training must be notified of any changes to ownership of the training organisation as soon as possible after the change and within one month of the change. An email should be sent to the BILD Association of Certified Training certification email address detailing the change and the new details should be uploaded to Submittable.

The scheme manager will review the changes and submitted evidence within 10-14 working days and inform the training organisation if the change and evidence provided need to be resubmitted to panel or whether a new certificate can be issued without a resubmission to the panel.

Appeals procedure

Appeals may be made against:

- review by panel
- certification decisions made by BILD ACT Director
- decisions made as the result of a complaint
- decisions made to suspend or terminate certification or any part of certificated services, including approval for individual programmes, authorisation for individual trainers or for individual affiliated organisations delivering training services

Appeals against decisions

Appeals against a decision should be made in writing to the certification scheme coordinator within 14 working days following the feedback of the decision. They will acknowledge receipt of the appeal within five working days. The appeal should be in the format advised in this guidance and the certification scheme coordinator will provide an additional copy of this guidance to the training provider if requested.

An appeals panel will be convened on receipt of an appeal. The appeals panel will be drawn from a new impartial panel who have not previously heard the application and will be chaired by the impartial chairperson or chair of trustees. The certification scheme coordinator will provide the details of the appeals panel and the requirements for the panel in writing to the training provider, together with information about the decision making process.

An appeal may relate to a complaint or a decision to suspend or terminate certification (or any part, including approval for individual programmes, authorisation for individual trainers or for individual affiliated organisations delivering training services). On receipt of the appeal the BILD Association of Certified Training complaints manager – that is, the operational director at BILD Association of Certified Training or their representative – will acknowledge receipt of the appeal within five working days and provide the person or organisation who wishes to appeal with a copy of the appeals procedure. Any person who is charged with reviewing the decision the appeal is made against will be independent of the certification process and will be asked to declare any potential conflicts of interest before proceeding to review the appeal.

The appeal must detail the reason for the appeal (wherever possible in no more than 500 words) and must be based on the facts that:

- the original decision made by the certification panel did not follow the criteria set out in the Restraint Reduction Network Training Standards Certification Scheme Handbook
- evidence was presented to the panel which was not representative of evidence submitted by the training provider due to an act or omission by the certification scheme or its agent(s)
- evidence that was made available within the submission was not given due consideration

Appeals must make specific reference to the detail for which the training provider believes they have a right to appeal, and on what specific grounds. Where training providers base their appeal on evidence which was not presented as part of the original submission, this will not be accepted where it is an act or omission by the training provider.

The appeals panel will be provided with all the relevant information including the feedback offered to the unsuccessful applicant training provider appealing the decision. The appeals panel will be conducted as follows:

- the date for the appeals panel will be set at the most convenient time available and all interested parties notified. The date for this will be determined by the scheme coordinator
- up to two people can attend from the applicant training provider, one of whom must be the training manager or a suitable representative at the original panel presentation. Attendance will be limited to 40 minutes
- the training provider can provide a written report to the appeals panel about the certification panel decision and make verbal representation to the appeals panel, setting out clearly the grounds on which they are appealing
- the appeals panel will make a decision based on all the evidence made available to them. The appeals panel will only review and consider information related to areas of Restraint Reduction Network Training Standards 2019 which have been identified
- the applicant training provider will typically be notified of the outcome within 14 working days
- the outcome of the appeal panel is **final**; the applicant training provider may only lodge an appeal **once**

- applicant training providers who are unsuccessful in their application appeal for certification for their training programmes can complete a re-application within six months of the appeal panel decision. This will represent a new application and therefore the process will start again.
- If appeal was successful, the training organisation will be certified as a Certificated Training Service meeting the Restraint Reduction Network Training Standards and the three-year cycle of assessment will commence from the date of the appeal panel.

Concerns and complaints received about certified training services

Complaints or concerns received about providers of certificated training services

Training providers will be required to ensure that they have provided clear guidance related to 'how to complain' for any commissioning organisation, individual, family/carer, or advocate.

Any complaints made to the certification team about any aspect of a certificated training service will initially be referred back to the respective training provider (this must also be made clear within a training provider's 'how to complain' documentation). Any response or documented resolution agreed with the complainant by the training provider should be copied to the Restraint Reduction Network and certification manager.

The complaint will be added to the complaint log with details of the nature of the complaint, and a written confirmation will be sent to the complainant within five working days. Complaints raised directly with the certification team will only be dealt with in relation to certificated training services and where there is believed to have been an alleged breach of the Restraint Reduction Network Training Standards 2019.

The certification team will only deal directly with complaints if the complainant has not received a satisfactory response from the training provider based upon their complaints procedure; or if the complaint is of such a serious nature that it requires an immediate response. Dependent on the nature of the complaint, the certification scheme manager reserves the right to refer the complaint to the appropriate authority/organisation, e.g. police, LEA, social services, Care Quality Commission, Ofsted, or the certification panel.

If there is evidence of a breach of the Restraint Reduction Network Training Standards 2019, the provider of certificated training will have **14 working days** to evidence effective resolution related to the breach.

Please note this period is at the discretion of the certification scheme manager who will assess the severity of the breach. The certification scheme manager has the authority to

instigate an immediate suspension pending investigation if the breach is likely to pose an immediate risk.

If providers of certificated training services fail to comply within the stated timeframe, the Restraint Reduction Network and certification manager have the right to refer to a certification panel for an urgent review of their certificated status. If a recall to the certification panel is required, then a training provider can expect consideration to be given to suspension or removal of their programme certification.

The scheme manager will inform the provider of certificated training services that a complaint has been received and where relevant the need for this to be referred to the independent panel. Full details of the complaint will be made available including the origin of the complaint (subject to the nature of the complaint and any referral to the appropriate authority – we are not able to acknowledge or pursue anonymous complaints).

If appropriate the Restraint Reduction Network and certification scheme manager in consultation with the CEO of BILD Association of Certified Training will appoint an appropriate investigating officer to review the complaint and produce a report which will then be shared with the identified chair of the independent panel. The process will then continue as follows:

- the independent panel will meet and discuss all the evidence and interview representatives of the provider of certificated services
- the training provider will have the opportunity to present their case in response to the complaint and/or any mitigation
- the panel will decide if the organisation is in breach of the Training Standards 2019 and/or certification scheme procedures, identifying through written formal feedback how this may impact upon their certificated status
- the findings will be documented in full, fully referenced to the Restraint Reduction Network Training Standards 2019 and Restraint Reduction Network Training Standards Certification Scheme Handbook, and shared with the CEO of BILD Association of Certified Training where applicable
- the chair of the panel and the Restraint Reduction Network and certification manager will inform the provider of certificated programmes or certificated trainer of their decision within seven working days

All documentation relating to the complaint will be kept confidentially on file for seven years.

Concerns or complaints received about BILD Association of Certified Training

The Standard:

- we will encourage resolution of problems by informal means wherever possible
- we will provide a clear, accessible and well publicised procedure for handling feedback
- we will ensure concerns, complaints and appeals are dealt with quickly, fully, fairly and confidentially
- we will ensure timely resolution

Where the certification team have failed to achieve this standard, any stakeholder has the right to raise a formal complaint.

When a concern or complaint is made relating to the certification scheme, personnel employed by the scheme, or members of the independent panel, the BILD Association of Certified Training complaints manager – that is, the operational director at BILD Association of Certified Training or their representative – will acknowledge receipt of the concern or complaint within five working days. They will also provide the person or organisation who has raised the concern or complaint with a copy of the concerns and complaints policy.

Wherever possible, the scheme will aim to resolve any concerns at the earliest opportunity without the need for the training provider to make a formal complaint. Where the scheme is unsuccessful in achieving this, any stakeholder has the right to make a formal complaint.

The complaint will be added to the complaint log with details of the nature of the complaint, and a written confirmation will be sent to the complainant. In the case of a formal complaint being made, the complaints manager will appoint an appropriate investigating officer who will gather and verify all the appropriate information needed to investigate the complaint. The investigating officer will be appointed on the basis of having no conflict of interest or direct managerial responsibility for the subject of the complaint, or the part of the certification process about which the complaint is being made.

Any decision resolving the complaint or review, and approval of any decision regarding the complaint, will be made by a person not involved in the certification of activities relating to the complaint.

If the complaint owner is not satisfied with the outcome of the complaint and wishes to appeal the decision, it will be escalated to the scheme owner (Restraint Reduction Network).

Suspension or termination of certification procedure

Criteria for suspension or termination of certification

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

- If there is found to be significant evidence of malpractice or misrepresentation within the training provider, where this relates to an approved training programme(s) or authorised trainer(s) or affiliated service provider(s) who have been approved to deliver certificated training services following a formal enquiry, involving a recognised agent of the state, for example Care Quality Commission, Ofsted, the police or the coroner
- If a training provider is investigated the certification can be removed where any or all of the approved programmes or authorised trainer(s) or affiliated service providers are found by the investigating body to have:
 - provided training in practices which are deemed to be a breach of the Restraint Reduction Network Training Standards 2019
 - provided training that has been found to support or condone inappropriate responses to behaviours of concern
 - engaged in conduct which is found to breach the Restraint Reduction Network Training Standards 2019 or brings them into disrepute
 - refused to participate or where there are severe delays in any part of the certification process as detailed in this procedural handbook. This will include all aspects of the certification cycle or systems
 - failed 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 may be referenced where communications related to certification are made by BILD ACT and these are not responded to within the specified timescales.
 - misrepresented the principles outlined within the Restraint Reduction Network Training Standards 2019 or the scope of the certification scheme
 - failed to pay annual fees

If suspension is implemented the certification scheme manager will clearly communicate to the training providers in writing:

- the reason for the suspension
- the remedial actions needed by the training provider to end suspension and restore certification. Remedial actions usually need to be completed within 14 days but this is at the discretion of the certification scheme manager
- any actions BILD ACT is taking to resolve the suspension which may include re assessment, and review
- who is undertaking the above activities
- the modifications being made 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 assigned assessor will review the evidence. The certification scheme manager or lead assessor will then either:

- request more evidence from the training provider, or
- recommend that the evidence is referred to the panel to review, in which case the panel date will be communicated to the training provider

In some circumstances, where there have been minor breaches, the certification scheme manager has the authority to reinstate certification if the evidence of remedial action is of satisfactory quality. Where certification is reinstated by the certification scheme manager without referral to panel this will be communicated in writing to the training provider.

If there is a referral to panel, the panel will meet and discuss all the evidence and interview representatives of the provider of certificated training services. The panel will operate the following procedure:

- The training provider will have the opportunity to present their evidence of remedial action

- The panel will review if the organisation is still in breach of the Restraint Reduction Network Training Standards 2019 and/or certification scheme procedures, panel will make recommendation to the BILD ACT Director identifying through written formal feedback how this may impact upon training providers certificated status
- The findings will be documented in full, fully referenced to the Restraint Reduction Network Training Standards 2019 and Restraint Reduction Network Training Standards Certification Scheme Handbook
- The BILD ACT Director will inform the training provider of their decision within seven working days, including any modifications to the scope of certification

New certificates will be issued by the certification scheme coordinator if certification is reinstated.

If suspension is not resolved within specified timescales the certification manager will give notice of termination of certification under the scheme in writing.

The termination notice will clearly state:

- the reason for termination
- the appeal process
- the modifications that are being made to certification documents and public information in light of 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 reminder letters have been sent, both giving 14 days to pay, and have failed to secure payment from the provider of certificated training
- ‘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 certificated training services does not pay fees or invoices associated with certification the scheme coordinator will advise the Restraint Reduction Network and certification manager 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 certification webpage. 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 BILD Association of Certified Training 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
- BILD Association of Certified Training, as the host organisation, reserves the right to cancel certification without further notice should full payment not be received by the end of the six-week suspension period
- BILD Association of Certified Training, as the host organisation, also reserves the right to cancel certification without further notice should the provider of certificated 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

- BILD Association of Certified Training reserves the right to refuse applications from any training provider which has previously had its certification cancelled

In any of the above situations BILD Association of Certified Training reserves the right to refuse a re-application from any training provider or trainer.

Termination of certification by training provider

If the training provider wishes to withdraw from the certification scheme or parts of the certification and terminate certification for the whole or parts of the certification, BILD Association of Certified Training will make the necessary modifications to certification documents and public information within seven days of the notice of termination.

BILD Association of Certified Training and the Restraint Reduction Network team information

Restraint Reduction Network

Development Manager - Sarah Leitch

Network Coordinator - Lee Hollins

BILD Association of Certified Training

Operations Director - Georgina Jones

Certification Scheme Manager - Glyn Connolly

Certification Scheme Coordinator – Dawne Falcus

certification@bild.org.uk

Added value and continuing professional development

A commitment to ongoing continuing professional development (CPD) is vital if practitioners are to maintain safe and effective practice, improve practice and/or develop new skills.

The scheme is committed to supporting the ongoing professional development of training providers and trainers involved in delivering certificated training programmes. To this end the scheme will hold a free training event every year that will focus on areas of practice and issues relevant to restraint reduction and restraint minimisation practice. These will be identified by assessors and certification panels across the course of the preceding year. These events will be CPD certified.

Attendance will mean attendees will obtain evidence of CPD points which will count towards continuous professional development requirements.

All training providers who deliver certificated training will be notified of these events.

UKAS Accreditation

United Kingdom Accreditation Service

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.

BILD Association of Certified Training is therefore working towards accreditation with UKAS.