



YOUNG GAMBLERS EDUCATION TRUST (YGAM)

Quality-Assurance Manual

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Introduction

What Is Quality Assurance?

Quality assurance is a rigorous, systematic, objective, impartial, expert-based examination, evaluation and self-evaluation of how effectively a YGAM program is working, as part of the ongoing pursuit of higher levels of achievement and quality in the organisation, for action planning and continuous improvement.

Quality here is defined as excellence, reliability and consistency, fitness for purpose, fitness of purpose, conformance to specifications, meeting objectives, meeting stakeholders' needs and requirements. Quality enhancement is the act of taking planned steps to bring about continuous improvement in the effectiveness and efficiency of the learning experiences of delegates and students.

Benefits and Purposes of Quality Assurance

Quality assurance is based on the principle that every aspect of the work of the organisation can be improved continuously and that evaluation and self-evaluation, both internal and external, are ongoing practices that serve that improvement. It is constructive and formative (rather than solely judgemental and summative), is evaluative as well as descriptive, and is evidence-based and data-driven, with evidence drawn from a wide range of referenced sources.

Quality assurance is a collaborative exercise, and one of its benefits is a consensus on goals, objectives and intended outcomes, such that there is a common benchmark set of criteria for planning and evaluating the work of YGAM. In working towards consensus, staff are involved in examining best practice in their own and others' work.

Quality assurance should enhance communication; improve morale and a sense of working towards a common aim of the best performance and operation of the work in the organisation, by enhancing the efficiency and effectiveness of the work;

The role of the QA department is to compile thorough and complete documentation of the work undertaken, such that new members of staff can understand, and, indeed fit into, the organisation with maximum ease and minimum time.

It is the intention that this document will develop as the organisation develops.

Delegate Registration & Certification Process

Registration

Delegates can register for workshops in a number of ways:

- Book directly via the Book Workshop link on the web site
- Email to hello@ygam.org
- Nominated by hosting organisation (INSET only)

It's important to ensure all candidate information is captured at the time of booking. All emails and enquires for workshops must be directed to the Director of Education.

1. Director of Education to notify the QA Manager of forthcoming Workshops or INSET events as soon as agreed. The date and location must be specified.
2. QA Manager will create a specific Workshop/INSET Delegate Registration spreadsheet for the event and email it to the Director of Education – See Appendix A
3. The Director of Education must record all delegate booking details on the sheet and use this as the register on the day of the course.
4. The Director of Education must check each delegate's name and contact details are accurate and indicate on the sheet whether the delegate attended for the full day and whether or not a certificate is to be awarded.
5. The updated Delegate Registration spreadsheet must be emailed back to the QA Manager within 10 days of the workshop date, along with the Trainer Feedback Form – See Appendix C – which forms part of the Document Life Cycle and Review Process.
6. The Pre and Post Workshop Delegate survey forms – See Appendices F and G – also need

to be copied and sent to the QA manager – either hardcopy or PDF. These also form part of the Document Life Cycle and Review Process.

Certification

Currently two levels of certification are available through the awarding organisation ASDAN. Delegates who attend the one day Train the Trainer workshops are eligible to receive the Young Gamblers Education Trust Approved Trainer – Introductory level certificate.

1. Upon receipt of the completed Delegate Registration spreadsheet, the QA Manager will request certificates from ASDAN for those delegates who have been approved.
2. Certificates are requested via the ASDAN website which requires an email address and a password. Should new passwords be required the ASDAN centre number is 35981
3. The process for entering delegate information to request certificates can be found in Appendix B. Please note: select the Introductory level certificate from the pull down menu and only enter the delegate first name and surname, other details are not required.
4. Inform the CEO that a certificate request has been issued and to expect an invoice for the number of certificates.
5. Certificates will be sent to the QA Manager within 20 days of the initial request.
6. The QA team will post the certificates to delegates and record on the spreadsheet the date the certificate was sent.

Delegates who fulfil the requirement to deliver at least 10 hours of lessons within their organisation are eligible to receive the full certificate. The title of this certificate is Young Gamblers Education Trust Approved trainer.

Requests for this level of certificate must come directly from the Director of Education who will have checked they have met the necessary delivery requirements.

1. Director of Education to email the QA Manager and provide the delegate's details (Name, Organisation and Email address) and request full certificate.
2. QA Manager checks delegate has already attended the Train the Trainer workshop and requests full certificate from ASDAN. Any anomalies are reported back to the Director of Education for clarification.
3. The process for entering delegate information to request certificates can be found in Appendix B. Please note: select the Approved Trainer certificate from the pull down menu and only enter the delegate first name and surname, other details are not required.
4. Inform the CEO that a certificate request has been issued and to expect an invoice for the number of certificates.
5. Certificates will be sent to the QA Manager within 20 days of the initial request.
6. The QA team will post the certificates to delegates and record on the spreadsheet the date the certificate was sent.

Document Life Cycle & Review Process

It is important that all external documents / resources used in YGAM training programmes are fit for purpose, conform to the approved YGAM brand and design, adhere to the marketing guidelines of external organisations and present a professional image of the organisation.

All documents must be recorded on the QA Manager's Train the Trainer Document Inventory Spreadsheet – see Appendix D

New Documents

1. New documents must be emailed to the QA Manager for inclusion on the Inventory spreadsheet. The person submitting the document must provide the following:
 - A. Document title
 - B. Unit title
 - C. Document owner
 - D. Format (PDF,PPT etc)
 - E. Document review date (if not specified 24 months will be the default)
2. The QA Manager records these details on the spreadsheet and allocates a unique document reference. In the format : Unit website location/ unit title/ number of document in series/ revision date (month & year)

3. The QA Manager forwards the document to the Design team and requests that the document is branded accordingly and that the document reference is added. Details of changes are recorded on the Document Change Control spreadsheet – see Appendix E
4. The design team email the draft document to the QA Manager and document owner for final approval and once approved it is uploaded onto the relevant area of the YGAM Academy website.

Once approved and loaded on the website, all documents undergo a review process to ensure current branding and marketing guidelines are being adhered to and that the content remains relevant, up to date and fit for purpose.

Existing Documents

The document review process can be triggered in two ways, either the document review date has expired or feedback received from the Trainer Feedback Form, Pre and Post Delegate Workshop Surveys or one of the approving organisations indicates there is a need for a review.

Document review date expired

1. The QA Manager contacts the document owner, emails the current version of the document and requests a review.

2. The document owner informs the QA Manager of any amendments and provides details. Documents which require amendments will be recorded on the Document Change Control spreadsheet and details will be sent to the Design team.
3. Once amendments have been approved by the document owner, the QA Manager updates the document reference revision date and enters a new review date on the Document Inventory Spreadsheet, then informs the Design team of the new reference, that changes have been approved and instructs them to update the document reference and upload the new version into the YGAM Academy.

External sources trigger a review

1. Trainer and Delegate workshop review forms are monitored and discussed at the regular QA Manager & Director of Education meetings, comments which relate to documents or resources are discussed and actions agreed.
2. If changes are required, steps 1- 3 above are followed.

Appendices

Appendix A - Delegate Booking Sheet

YGAM Train the Trainer Workshop

Date: Venue:

Delegate Information

First Name	Surname	Email Address	Organisation Name	Postal Address	Attended	Certificate Required	Comments

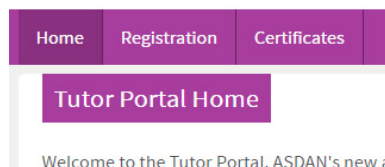
Please email to jackie@ygam.org within 10 days of the workshop

Appendix B - ASDAN Registering Learners & Requesting Certification

Registration and Certification through the ASDAN Tutor Portal

1. Log into the ASDAN tutor portal <https://tutor.asdan.org.uk/login?redirect=%2F>

2. Make sure you are on the 'Home' tab along the purple strip across the top of the page



3. Click on the relevant coloured tab titled 'Register Learners for':



4. This is the section where you add your candidate details. Select the 'Add new Learner' tab and complete the required fields marked with a green asterisk *. Once all the details are complete click the purple 'Add Learner' tab. To add more select the 'Add new Learner' tab until all candidates are entered. For large submissions a bulk upload spreadsheet is available. This can be found by selecting the 'Add many new learners' tab. The spreadsheet can be downloaded and uploaded from this section.

5. To add the award select the '+Add Course' tab

Learner	Courses			
Other, An (10692827) remove	Course	Credits	Assessor	+ Add Course
	No Courses selected. Please Add a Course			

[Continue](#)

First select the award from the dropdown, next select how many credits (if any) and select assessor if know (this is optional). If more than 1 learner has been entered, there is the option to add the same award and number of hours to all learners together rather than 1 by 1.

Course
Activities Award

Credits
1

Assessor (optional)
-- Select Assessor --

To add an assessor please update your centre

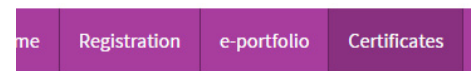
Add to all 2 Learners

Once all information has been entered click the continue tab.

6. Certification

a. Printed Certificates – to request printed copies of certificates from ASDAN tick the box for all learners you require certification for and select the continue tab. The next page will give a breakdown of cost; a purchase order number is required. If all is correct tick the T&Cs and click the tab to confirm the submission

b. PDF Certificates (short courses and key steps only) – to print PDF copies of the learner certificates select the 'Certificates' tab within the purple strip at the top of the page



Tick the box for all learners you wish to download certificates for. Once ticked select the download PDF certificates tab, this will open a PDF copy of the certificates ready for you to print.

Additional Information

Steps 1-5 can be completed and certification requested at a later time. To request certificate select the certificates tab, as above in step 6b and tick as relevant.



Appendix C - Trainer Feedback Form

Workshop / INSET trainer feedback

Please complete this form if you wish to make any comments/ observations about how you feel the training event went. Completing this form is entirely optional but it will help give us a clear picture of the success of the event and may help if any issues should arise. On completion; please email this form along with Delegate Registration sheet to: Jackie@ygam.org

Trainer(s) Name:	
Venue / Location:	
Date of Event:	
Workshop or INSET?	
How do you feel the event went in general?	
Were there any issues with the physical resources or location?	
Were the YGAM resources fit for purpose / appropriate to audience?	
Next Steps required by CEO, Director of Education or QA Manager?	
Signed:	
Date:	

Appendix D - Document Inventory

YGAM Train the Trainer Course

Unit	Reference	Document Name	Type	Revision Date	Document Owner	Review Date
Example	YC/WPG/1/0516	Why People Gamble Data Sheet	PDF	31/05/2016	Director of Education	Oct-18
YGAM Curriculum Why People Gamble	YC/WPG/2/0516	Why People Gamble Practitioner Lesson Plan	PDF	31/05/2016	Director of Education	Oct-18
	YC/WPG/3/0516	Why People Gamble Student PDF of PowerPoint	PDF	31/05/2016	Director of Education	Oct-18
	YC/WPG/4/0516	Why People Gamble Student PowerPoint Presentation	PPT	31/05/2016	Director of Education	Oct-18

Appendix F - YGAM Pre-Workshop Survey

Name: _____ Organisation: _____ Email: _____

Question 1 - What prompted you to participate in today's workshop?

Question 2 - What do you aim to achieve from today's workshop? Please list at least three objectives.

Question 3 - What proportion (in %) of children (aged between 11 - 16), in your opinion, participate in gambling at least once a year?

Gambling here means any forms of gambling (including lottery and scratchcards) for which the young person spends money. Please exclude any forms of non-monetary forms of gambling.

Question 4 - What proportion (in %) of young people (aged between 16 and 24), in your opinion, participate in gambling at least once a year?

Question 5 - What proportion (in %) of children (aged between 11 - 16), in your opinion, experience negative consequences due to engagement with gambling?

Question 6 - What proportion (in %) of young people (aged between 16 - 24), in your opinion, experience negative consequences due to engagement with gambling?

Appendix F - YGAM Pre-Workshop Survey

Question 7 - Have you come across any pupil/student/club member who suffers gambling related negative experiences?

- Yes No

Question 8 - (only - if you answered 'yes' to Q.7) - Did you feel that you had sufficient knowledge about gambling-related harm and how to help the affected pupil?

Select only one response please

- Strongly agree Agree Neither agree nor disagree Disagree Strongly disagree

Question 9 - What do you think are the main reasons children and young people gamble?

Tick all that apply

- To win money To have fun and enjoyment To experience 'prohibited fruit' To be seen as 'cool'
- Because parents / friends gamble Other _____

Question 10 - On a scale of 1 to 10 (with 1 being the least serious and 10 most serious) please rate how serious you consider youth's engagement in the following activities (Please do not try to order them in terms of importance but rate them independently):

	1	2	3	4	5	6	7	8	9	10
Drug use	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bullying offline	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bullying online	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Excessive use of social media	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Alcohol consumption	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Smoking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gambling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Playing violent video games	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Having negative body image	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Accessing pornography	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Association with gangs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Appendix F - YGAM Pre-Workshop Survey

Question 11 - Who do you think should be responsible for preventing gambling related harm? Please order the following choices from 1 as having most responsibility to 7 as having least responsibility.

	1	2	3	4	5	6	7
Parents/guardians	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Children themselves	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gambling industry	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Charities/GamCare	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Schools	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Government	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Society as a whole	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Question 12 - Do you or your school / youth organisation currently delivers information about gambling and gambling-related harm?

Tick all that apply

- Yes to all students via comprehensive gambling programme
- Yes to all students via lessons or workshops focused on gambling-related harm
- Yes to some students via lessons or workshops
- Yes to some students via provision of leaflets / information on gambling related harm
- Yes to some students via counselling sessions
- No
- Yes in other way - please give details _____

Question 13 - How important do you think it is for schools to have education and prevention activities for gambling?

Please select one response only

- Not at all important
- Of little importance
- Somewhat important
- Important
- Very important

Appendix F - YGAM Pre-Workshop Survey

Question 14 - How effective do you think it is for schools to have education and prevention activities for gambling on?

Please select one response only for each sub-heading

Not at all effective A little bit effective Somewhat effective Effective Very effective

Raising awareness of how the gambling industry works	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Raising awareness of problem gambling and gambling related risks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Raising awareness how to find help if needed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Impacting behaviour to make young people more cautious about gambling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Question 15 - To what extent do you agree that school based gambling workshops may have the unintended consequences of attracting some pupils to gambling when they previously may not have been so attracted?

Please select one response only

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

Question 16 - To what extent do you agree that gambling is seen as an increasingly normal recreation by youth?

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

Appendix G - YGAM Post-Workshop Survey

Name: _____ Organisation: _____ Email: _____

Question 1 - To what extent has the workshop met your expectation?

Please select one response only

- Not at all
- Met my expectation a little
- Overall, it met my expectation although some aspects should be improved
- It met my expectation completely

Question 2 - What areas of the programme should be improved on?

Question 3 - How likely are you to implement the programme in your school/youth organisation?

Please select one response only

- Very likely
- Likely
- Neither likely nor unlikely
- Unlikely
- Very unlikely

Appendix G - YGAM Post-Workshop Survey

Question 4 - If you were to implement part or whole of the programme what do you think would be your realistic timescale

- Within 6 months
- Within one school year
- Within one calendar year
- Within two calendar year
- Longer - how long? _____

Question 5 - What do you think may hinder / stop you altogether from being able to implement part or the whole of the programme?

Please list all reasons that you can think of?

Question 6 - Are we permitted to contact you after 6 months to ask further questions about the programme and whether you have been able to use it in any way?

- Yes
- No



YOUNG GAMBLERS EDUCATION TRUST (YGAM)

Appeals Policy

Young Gamblers Education Trust - Appeals Policy

Introduction

This policy addresses the situation where learners may wish to appeal against a grade he/she has received for a qualification or course.

Access

Learners are made aware of the existence of this policy and have open access to it. It can be found online at the YGAM website: www.ygam.org (under the YGAM Academy tab), along with the appeals policies for each of the awarding bodies used by Young Gamblers Education Trust. All YGAM trainers are made aware of these policies and how to access them in order that learners can be supported.

This policy is reviewed annually and may be amended in response to feedback from learners, YGAM trainers, employees, YGAM Board members and external organisations.

Policy Statement

All learners undertaking courses created and delivered by YGAM have the right to make an appeal about any of the marks received for the qualifications or courses they are undertaking.

If any learner wishes to appeal a decision, they should follow the following procedure.

1. If possible, speak to the member of staff responsible for teaching the qualification in the first instance about the reason they wish to appeal.
2. The member of staff has a responsibility to explain to the learner why he/she received the grade/mark.
3. If the learner is not satisfied with the explanation, the piece of work will be re-marked by another member of staff also involved with that qualification or course.

4. The learner will be informed of the outcome of the re-marking by letter.
5. If the learner wants to continue the appeal, he/she needs to contact the YGAM Head of Quality Assurance who will provide the learner with information about the appeals procedure and explain what is involved. The Head of Quality Assurance will assist with the completion of any forms and will correspond with either/or the awarding body of the YGAM Director of Education on behalf of the learner.
6. Please note: a learner must have the support of the course delivery staff to be able to appeal against a result.

Policy version control:

Date policy written: May 2017

Written by: Head of Quality-Assurance

Consulted with trustees: June 2017

Amended and adopted by the Board of Trustees: June 2017

Next review: June 2018 (normally one year from when document is adopted by the board of Trustees)



YOUNG GAMBLERS EDUCATION TRUST (YGAM)

Complaints, Compliments and Comments Procedure

Young Gamblers Education Trust - Complaints, Compliments and Comments Procedure

Young Gamblers Education Trust aims to provide high quality services for all our customers. It is important that our customers are able to express their feelings and experiences of the services we provide. These can be both good and bad. If we know what your experience is, we can build on what we are doing well and introduce changes where they are needed. This will help us improve the service we provide to all our customers. You might want to make a complaint, pay us a compliment or make some comments about the level of service you have experienced.

A complaint is...

When a learner, an employee or a member of the public making an enquiry is unhappy about any aspect of the service they have received.

A compliment is...

When you tell us about any aspect of the service you have received that you are particularly pleased with. We can then pass your appreciation on to our employees. We are always delighted when you take the time to contact us about a good experience you have had.

A comment is...

When you want to tell us your point of view about the services we provide. Your information can help us consider how we deliver services and may help us make changes that will benefit everyone.

Who can make a complaint, comment or compliment?

Anyone who receives a service or enquires about a service can use the Complaints, Compliments and Comments Procedure.

How do I make a complaint, comment or compliment?

You can make your complaint/comment/compliment in the following way:

Online:

Go to <http://www.ygam.org/contact> and you can provide us with your feedback on the online Complaints, Compliments and Comments form.

By e-mail:

You can e-mail hello@ygam.org

By post:

Send us a letter, or complete the Comments, Complaints and Compliments form available on the website. Letters should be addressed to the Head of Quality Assurance, Young Gamblers Education Trust, 71 – 75 Shelton Street, London, WC2H 9JQ.

We hope that you will always be satisfied with our service and look forward to receiving your feedback. If we get it right or wrong we'd like to know. Your feedback is very important to us, so if you have any questions or need assistance with our Complaints, Compliments and Comments form, please do not hesitate to contact us.

The Complaints procedure

There are two stages to YGAM's complaints procedure:

Stage One

The first step is to let us know what the problem is. This can be done on-line, in writing (letter or Complaints Form), or by e-mail. You must provide as much detail as possible about:

Yourself or your organisation. If you are a learner, please provide full details of the course you are on and where you are studying

The nature of the problem, what has happened, how this came about, significant dates, how it has affected you and what you think should be done to put things right

On receipt of your complaint, we will consider the action to be taken, depending on the nature of the problem. You will receive written acknowledgement within 20 working days of receipt of the information, and an initial response within 25 working days offering a resolution, or explaining the particular procedures that apply and the likely timescale for this. We aim to resolve all complaints within 30 working days.

Stage Two

If you are unhappy with the outcome, you may ask for a further review to be undertaken. The Chief Executive will then carry out the review. When the review is complete they will advise you of the outcome.

This will be the final stage in the complaints procedure, but this does not affect your right to contact the regulatory authority, Ofqual, should you choose to do so.

Enquiries and Appeals

YGAM also has an Appeals procedure available from our website, for dealing with enquiries about results and approval issues. For information about this, please contact our Quality-Assurance Manager on hello@ygam.org

Complaints, Compliments and Comments Form

If you wish to print this form off before completing it, please use black ink.
When you have completed the form, please send it to us.

I would like to make a Complaint Compliment Comment

YOUR ORGANISATION DETAILS:	
Your title:	
Your first name:	
Your last name:	
Your address:	
Post code:	
Day Tel No:	Evening Tel no.
Mobile Tel no.	
Your complaint, compliment or comment (If you are making a complaint, please tell us what you think went wrong, how it has affected you and what you think should be done to put things right)	

Policy version control:

Date policy written: May 2017

Written by: Head of Quality-Assurance

Consulted with trustees: June 2017

Amended and adopted by the Board of Trustees: June 2017

Next review: June 2018 (normally one year from when document is adopted by the board of Trustees)



YOUNG GAMBLERS EDUCATION TRUST (YGAM)

Malpractice Policy

Young Gamblers Education Trust - Malpractice Policy

Introduction

This policy sets out to define the procedures to be followed in the event of any dispute or allegation regarding staff malpractice in the assessment of internally and externally marked courses or qualifications.

Examples of Malpractice

Attempted or actual malpractice activity will not be tolerated. The following are examples of malpractice by staff with regards to portfolio-based qualifications. This list is not exhaustive:

- Tampering with learners work prior to external moderation/verification
- Assisting learners with the production of work outside of the awarding body guidance
- Fabricating assessment and/or internal verification records or authentication statements

Staff Malpractice Procedure

Investigations into allegations will be coordinated by YGAM Head of Quality Assurance, who will ensure the initial investigation is carried out within ten working days. The person responsible

for coordinating the investigation will depend on the qualification being investigated. The investigation will involve establishing the full facts and circumstances of any alleged malpractice. It should not be assumed that because an allegation has been made, it is true. Where appropriate, the staff member concerned and any potential witnesses will be interviewed and their version of events recorded on paper.

The member of staff will be:

- informed in writing of the allegation made against him or her
- informed what evidence there is to support the allegation
- informed of the possible consequences, should malpractice be proven
- given the opportunity to consider their response to the allegations
- given the opportunity to submit a written statement
- given the opportunity to seek advice (as necessary) and to provide a supplementary statement (if required)

- informed of the applicable appeals procedure, should a decision be made against him/her
- informed of the possibility that information relating to a serious case of malpractice will be shared with the relevant awarding body and may be shared with other awarding bodies, the regulators Ofqual, the police and/or professional bodies.

If work is submitted for moderation/verification or for marking which is not the learners own work, the awarding body may not be able to give that candidate a result.

Staff Malpractice Sanctions

Where a member of staff is found guilty of malpractice, the YGAM Head of Quality Assurance may impose the following sanctions:

- **Written warning:** Issue the member of staff with a written warning stating that if the offence is repeated within a set period of time, further specified sanctions will be applied

Young Gamblers Education Trust - Malpractice Policy

- **Training:** Require the member of staff, as a condition of future involvement in both internal and external assessments to undertake specific training or mentoring, within a particular period of time, including a review process at the end of the training
- **Special conditions:** Impose special conditions on the future involvement in assessments by the member of staff
- **Suspension:** Bar the member of staff in all involvement in the administration of assessments for a set period of time
- **Dismissal:** Should the degree of malpractice be deemed gross professional misconduct, the member of staff could face dismissal from his/her post

Appeals

The member of staff may appeal against sanctions imposed on them. Appeals will be conducted in line with YGAM's Appeals Policy.

Learners Malpractice Policy

This policy sets out to define the procedures to be followed in the event of any dispute or allegation regarding candidate malpractice in the assessment of internally marked qualifications or courses.

Examples of Malpractice

Attempted or actual malpractice activity will not be tolerated. The following are examples of malpractice by candidates with regards to portfolio-based qualifications. This list is not exhaustive:

- Plagiarism: the copying and passing of as the learners own work, the whole or part of another person's work
- Collusion: working collaboratively with other learners to produce work that is submitted as the candidate's only
- Failing to abide by the instructions of an assessor – This may refer to the use of resources which the candidate has been specifically told not to use

- The alteration of any results document

If a YGAM trainer suspects a learner of malpractice, the learner will be informed and the allegations will be explained. The learner will have the opportunity to give their side of the story before any final decision is made. If the learner accepts that malpractice has occurred, he/she will be given the opportunity to repeat the assignment. If found guilty of malpractice following an investigation, the YGAM trainer may decide to re-mark previous assignments and these could also be rejected if similar concerns are identified.

Appeals

In the event that a malpractice decision is made, which the learner feels is unfair, the learner has the right to appeal in line the Appeals Policy.

Policy version control:

Date policy written: May 2017

Written by: Head of Quality-Assurance

Consulted with trustees: June 2017

Amended and adopted by the Board of Trustees: June 2017

Next review: June 2018 (normally one year from when document is adopted by the board of Trustees)



YOUNG GAMBLERS EDUCATION TRUST (YGAM)

Equal Opportunities Policy

Equal Opportunities Policy

Introduction

Equal opportunities and managing diversity is a principle that people are valued as individuals. Young Gamblers Education Trust (known as YGAM) recognise and embrace people from different backgrounds and strive to be a fully inclusive organisation.

Managing diversity involves challenging such issues as direct and indirect discrimination, harassment and victimisation. These may be on grounds of sex or marital status, pregnancy, racial grounds, or grounds of disability, age, sexual orientation, language or social origin, religious beliefs, political opinions or other personal attributes.

Policy statement

This policy outlines YGAM procedures for managing diversity both in its employment practices and in its service delivery.

YGAM strive to:

- Conform to the intent of the current legislative requirements.
- Continue to create a culture of openness and trust that recognises the diversity and value of individuals, in which people are treated with dignity, decency and respect.
- Adopt mechanisms for dealing with victimisation, harassment and direct / indirect discrimination.
- Monitor and review this policy annually.

In order to promote and ensure fair working practices YGAM will constructively challenge any discrimination, whether it is direct, indirect, harassment or victimisation.

Who is responsible for making it happen?

It is the responsibility of everyone working for or on behalf of YGAM (in a paid or voluntary position) to work in a fair manner and to constructively challenge discrimination, harassment and bullying. The Chief Executive is responsible for ensuring that the policy is implemented.

Making a complaint

In the unlikely event that a staff member or volunteer feel they are the victim of discrimination, harassment or victimisation, the person concerned must inform YGAM of their complaint in writing. This should normally be addressed to the Chief Executive.

On receiving a formal complaint, the Chief Executive must invite the person affected to attend a meeting to gather the facts with a member of the Board of Trustees in attendance. This will then be investigated and the Chief Executive to agree next steps and how to resolve the complaint.

If the complaint is against the Chief Executive, then the person affected can write directly to the Chairman of the Board of Trustees. YGAM will consider all the facts and if proven, may lead to disciplinary action – in which case the disciplinary policy will be followed. Contact details for both the Chief Executive and Chairman are provided on page three.

If the complaint is against the Chairman, then the person affected can write directly to the Chief Executive.

Equal opportunities in respect of DBS disclosures

As an organisation using the Disclosure & Barring Service (DBS) disclosure's to assess applicants' suitability for positions of trust, YGAM complies fully with the DBS Code of Practice and undertakes to treat all applicants for position fairly. YGAM undertakes not to discriminate unfairly against any subject of a disclosure on the basis of a conviction or other information revealed. However, if an offence against young people or vulnerable adults comes to light as part of the recruitment process, YGAM will choose to exclude that applicant from the process.

YGAM is committed to the fair treatment of its staff, potential staff or users or its services, regardless of race, gender, religion, sexual orientation, responsibilities for dependants, age, physical/mental disability or offending background.

Whilst YGAM are keen to not exclude people with previous offences (spent or otherwise), a judgement call will be made by the Chief Executive and ratified by the Board of Trustees before an appointment is made where such offences exist.

YGAM actively promote equality of opportunity for all with the right mix of talent, skills and potential and welcome applications from a wide range of candidates. YGAM will select all candidates for interview based on their skill, qualifications and experience.

Postal address for complaints

Complaints must be provided in writing and addressed to Lee Willows Chief Executive, or Dan Waugh Chairman at the following address: Young Gamblers Education Trust, 71 – 75 Shelton Street, London, WC2H 9JQ.



YOUNG GAMBLERS EDUCATION TRUST (YGAM)

Data Protection Statement

Young Gamblers Education Trust: Data Protection Statement

General information

Young Gamblers Education Trust (known as YGAM) are required to collect, maintain and use, certain personal data to enable our organisation to operate effectively and realise our charitable objectives and legal requirements. This information includes:

- Previous and current teachers or practitioners we work are working with or trying to engage.
- Funders, donors and other supporters.
- Staff; including employees, volunteers (inc. Board members), temporary and casual workers.

YGAM recognise the importance of the correct and lawful treatment of personal data in maintaining the confidence of the colleagues and staff we are supporting. We therefore need to ensure that our staff, and any others that might handle such data for YGAM, treat personal information lawfully and correctly.

Any personal data which we collect, record or use in any way whether it is held on paper, on computer or other media will have appropriate safeguards applied to it to ensure that we comply with the Data Protection Act 1998. We fully endorse and adhere to the eight principles of Data Protection as set out in the Act. These principles state that personal data must be:

- Fairly and lawfully processed.
- Processed for specified and lawful purposes and not in any other way which would be incompatible with those purposes.

- Adequate, relevant and not excessive.
- Accurate and kept up to date.
- Not kept for longer than is necessary.
- Processed in line with the data subject's rights.
- Kept secure.
- Not transferred to a country which does not have adequate data protection laws.

Our purpose for holding personal data and a general description of the categories of people and organisations to which we may disclose it are listed in the Data Protection register. YGAM are registered with the Information Commissioners Office (ICO) and a copy of our certificate is on page 4 (Appendix A). Registration with the ICO is maintained by the Chief Executive and is renewed each June. In order to meet the requirements of the principles, YGAM will:

- Observe fully the conditions regarding the fair collection and use of personal data.
- Meet our obligations to specify the purposes for which personal data is used.
- Collect and process appropriate personal data only to the extent that it is needed to fulfil operational needs or to comply with any legal requirements.
- Ensure the quality of personal data used.
- Ensure that personal information is held for no longer than is necessary.

- Ensure that the rights of individuals about whom the personal data is held, can be fully exercised under the Act.
- Take the appropriate technical and organisational security measures to safeguard personal data.
- Ensure that personal data is not transferred abroad without suitable safeguards.

When YGAM collects personal data, we will say what we intend to use it for. Where we collect any sensitive data, we will take appropriate steps to ensure that we have consent to hold, use and retain the information. It is unlikely that YGAM collects sensitive data in our normal route of work.

Sensitive data may include personal data about an individual's racial or ethnic origin, religious beliefs, physical or mental health, sexual orientation, details relating to any criminal history, educational or employment status. We will not disclose such information to any third party unless we believe it is lawful to do so.

With regard to our donors and supporters we will adopt a responsible marketing policy and do not pass on details, or details of related individuals, to any other company or charity outside of YGAM.

To help us to comply with the principles, YGAM have appointed an individual with specific data protection responsibilities. This individual is the Chief Executive who acts as the Data Protection Officer for the organisation (as defined by the Information Commissioners Office).

Young Gamblers Education Trust: Data Protection Statement

Policy Statement – Disclosure & Barring Service

As an organisation using the Disclosure & Barring Service (DBS) disclosure service to help assess the suitability of applicants for positions or employment, YGAM complies fully with the DBS code of practice regarding the correct handling, use, storage, retention and disposal of disclosures and disclosure information. YGAM complies fully with its obligations under the Data Protection Act 1998 and other relevant legislation pertaining to the safe handling, use, storage, retention and disposal of disclosure information and this policy is available to those who wish to see it on request.

In accordance with section 124 of the Police Act 1997, disclosure information is only passed to those who are authorised to receive it in the course of their duties. For the avoidance of doubt within YGAM such persons are the Chairman, Board of Trustees and Chief Executive only. Matters arising from disclosures (such as convictions) are discussed between the Chairman

& Chief Executive. If disclosure matters refer to the Chief Executive, then these are discussed with between the Chairman and Board of Trustees. If there are disclosure matters that refer to the Chairman, these are discussed between the Chief Executive and our Governance Partner, Peridot Partners Ltd.

YGAM will aim not to store any disclosure information and will work with a third party to facilitate DBS disclosure checks on our behalf. However, in the unlikely event that we are in possession of such material, we will aim to keep it securely with access strictly controlled and limited to those who are entitled to see it as part of their duties (i.e. Chairman or Chief Executive only).

Policy Statement – Storage and access

YGAM will create a secure cloud for the storage of all HR & confidential data / information. This cloud is provided by Google Drive (Business Account with additional security) which the Board of Trustees have deemed is suitable as we

are a small start-up organisation. This cloud (and therefore contents of data) can be accessed by persons authorised jointly by both the Chairman and Chief executive.

The YGAM Cloud is maintained by the Chief Executive (or admin officer should YGAM have the funds to appoint one in the future). YGAM are committed to an office in London as funds become available, making the storage of information centrally.

The YGAM Board of Trustees reserve the right to publish certain documents (i.e. meeting minutes from the Board of Trustees) on its website, to promote transparency and good practice within the Third Sector.

Policy version control:

Date policy written: March 2016

Written by: Chief Executive

Consulted with trustees: April 2016

Amended and adopted by the Board of Trustees: June 2017

Next review: June 2018 (normally one year from when document is adopted by the board of Trustees)

Appendix A: Copy of the YGAM ICO certificate:

	<p>Upholding information rights Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF T. 0303 123 1113 F. 01625 524510 www.ico.org.uk</p>
<p>Certificate of Registration</p>	
<p>This is to certify that:</p>	
<p>Young Gamblers Education Trust</p>	
<p>is registered with the Information Commissioner's Office under registration reference:</p>	
<p>ZA125536</p>	
<p>Registration Start date:</p>	
<p>26 June 2015</p>	
<p>Registration Expiry date:</p>	
<p>25 June 2018</p>	



YOUNG GAMBLERS EDUCATION TRUST (YGAM)

Environmental Policy

YGAM Environmental Policy

Statement

YGAM recognise that our business can have an effect on the local environment. Therefore, we are committed to implementing continuous improvements in the way we work, with the aim of supporting the building of a sustainable way of life.

Impacts

Our most significant adverse environmental impacts are:

- The use of energy in the offices which we use / our own office.
- Staff / volunteer travel - fuel for transport.

- Production of office waste materials.
- Production of educational resources.

Objectives

YGAM will aim to minimise resource consumption by:

- YGAM will be mindful of environmental considering when entering in to any agreements for office space.
- YGAM will encourage staff and volunteers to use public transport, where practicable, for all work related journeys as appose to journeys in cars.

- YGAM will adopt office recycling practices for all offices from which we work and encourage employees who work to home, to also adopt such practices.
- YGAM will reduce waste wherever practicable, re-use and recycle.
- YGAM will create a secure area of our website, where electronic versions of all education resources can be downloaded. YGAM will also move to delivering training using tablets (i.e. ipads) to reduce paper and printing during education workshops.

Signature of YGAM Chief Executive



Lee Willows

10 June 2017

Policy version control:

Date policy written: May 2017

Written by: Head of Quality-Assurance

Consulted with trustees: June 2017

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Young Gamblers Education Trust, 71 – 75 Shelton Street, Covent Garden, London, WC2H 9JQ

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YGAM™ is the trading name of Young Gamblers Education Trust and registered Trademark: UK00003114184.

YGAM™ is a member of the Fundraising Standards Board: FS02394.

YGAM™ is an official Ofqual approved, ASDAN Customised Accreditation: Centre No: 35981.

YGAM™ educational resources are quality-assured by the UK PSHE Association 2016.

YGAM™ is working towards Pearson Customised Accreditation and Approved Qualification Centre status.

