

Developing Policies

Guidance for Centres

This guidance has been created for Centres who currently don't have the required policies in place to be accredited by SLQ.

All Centres are required to have the following policies in order to protect learners from any adverse conditions before, during and after delivery of Sports Leaders UK/SLQ qualifications:

- Maladministration and Malpractice Policy
- Appeals and Complaints Policy
- Equal Opportunities Policy

Also, Learners and staff will need to know where the policies are stored and how they will be able to access these.

Maladministration and Malpractice

When developing the Maladministration and Malpractice Policy the following aspects should be included:

- Definition of maladministration and malpractice – SLQ definitions can be found [here](#)
- The Centres responsibilities – how you will internally manage maladministration/malpractice
- Individuals responsibilities – the process individuals will need to follow if reporting maladministration/malpractice
- How the Centre will conduct an internal investigation –the process the Centre will follow and who will be involved including an independent role
- Investigation review – who will be involved in the review – committee members, board of trustees etc.
- Timeframes should be included for all processes
- Investigation conclusion – how you intend to report your investigation and who you need to submit copies to – Sports Leaders UK/SLQ, committee etc.
- How to and when you contact other organisations to inform them of potential or committed malpractice/maladministration.

Appeals and Complaints

When developing a Complaints and/or Appeals Policy the following aspects should be included:

- Definition of Appeals and Complaints – SLQ example can be found [here](#)
- Individual responsibilities – The process individuals will need to follow to make an appeal or a complaint.
- Centres responsibilities – how you will manage any appeals or complaints from learners, parents, tutors etc.

- Responding to an appeal or complaint – this should include timeframes, so all parties are clear on what to expect.
- Conducting an internal investigation – the process the Centre will follow and who will be involved.
- Investigation review – who will be involved in the review – committee members, board of trustees etc.
- Timeframes should be included
- Investigation conclusion – how you intend to report your investigation and who you need to submit copies to – Sports Leaders UK/SLQ, committee etc.
- How to and when you contact other organisations to inform them of appeals or complaints.

Equal Opportunities

When developing an Equal Opportunities Policy, the following aspects should be included:

- An Equal Opportunities Policy should state that you will act in accordance with the relevant Equality Act. Currently, this is the Equality Act 2010 and it should also include reference to the fundamental values (i.e. Democracy, Rule of Law, Individual Liberty and Mutual respect and tolerance) and how you will promote them.
- Centres Responsibilities – How you will offer each learner equal opportunities to learn and develop, taking into account age, stage of development, gender, ethnicity, special education needs, home language and any learning difficulties and disabilities.
- Policy should state that you can acknowledge that you will not know everything, and you are prepared to seek advice
- How to and when you contact other organisations to inform them of potential inequality.