



CIMSPA Training Provider Partner: application guidance (policy development)

As part of the CIMSPA partner approval and endorsement process, you need to provide evidence that you have appropriate policies in place, and in practice.

By having such policies in place, you create standards and values for your business. They can also improve the way your customers and staff interact and identify and signpost key processes in your business.

Having policies and procedures demonstrates competence as an organisation and provides clear guidelines to staff on how your business operates. They also provide confidence and transparency for your customers to see that you operate professionally, giving them a better view of your business, and that you both understand and comply with relevant legal, statutory and regulatory obligations, such as outlined here.

As a minimum your business should have policies in place for the following:

- Equal Opportunities policy (as recommended within the Equalities Act 2010)
- A Data Protection policy to comply with GDPR (2018) legislation.
- If you employ staff, a disciplinary and grievance policy to comply with Employment Rights Act (1996)*
- If you employ more than five people, then a Health and Safety policy is legally required

For the partnership with CIMSPA, and the educational backdrop, to provide sufficient confidence your business is organised to manage issues arising from your activity, the following policies are also required at the point of application. It is strongly recommended you review and refer to CIMSPA's own policies to ensure you reflect and align where appropriate - <https://www.cimspa.co.uk/about/governance/member-and-partner-codes-and-policies/cimspa-administration-policies> :

- Complaints policy (customer complaints about failures in service delivery)
- Appeals (where a customer wishes to challenge the result or outcome of an assessment)
- Quality Assurance strategy
- Malpractice (where there is evidence or allegation of suspected or actual malpractice such as plagiarism, cheating in an exam etc)
- Safeguarding (if your business works with children or adults potentially at risk – more information here <https://www.sportengland.org/how-we-canhelp/safeguarding/safeguarding-organisations-associations-and-bodies>)

*(*CIMSPA does not require sight of this policy, as it is beyond the scope of the partnership contract, but it is your responsibility to ensure you comply with relevant laws)* **Basic**

guidance on policy development

1. A sufficiently experienced senior colleague should be responsible for writing each policy and procedure.
2. Maintain a consistent approach and format for these documents, using the same font style and size. This will look more professional and will help with consistency.

3. Make a list of the key points that the document will need to cover and work out the most effective order to present them, then stick with this for all.

Policy outline and content

1. Start with an explanation of why the policy is needed; what is its purpose?
2. Explain who it applies to (the audience).
3. Use subheadings and bullet points to keep it readable and concise.
4. Do your research, and include hyperlinks to other linked policies, or pages on your company website for example (and makes sure all information is consistent where it appears in several places), external links to relevant legislation (for example), and provide definitions for technical terms.

If you're struggling to write your policies and procedures from scratch, a quick online search should give you access to resources with examples that you can look at and follow. Be careful not to plagiarise.

Appearance and presentation style

1. The document should be written in the third person, and where there is instructional information, make sure to use "must" and "should", rather than "will" or "would", particularly if failure to comply with the policy could lead to actions or sanctions by third parties, such as Ofsted, Ofqual or indeed CIMSPA.
2. Proofread and edit thoroughly – grammar and spelling errors look unprofessional. Be consistent with key words, terms and phrases in your use of capital letters (everywhere, not just within the policy), and always spell out acronyms in the first instance, then switch to the acronym alone.

Once completed and signed off (if appropriate), ensure you disseminate and draw attention to the policy. Make a note to review and update at least annually to ensure its currency with regard to relevant external legislation and guidance, and that it remains fit for purpose and still reflects your business accurately.