



# RSPH Level 3 Certificate in Asbestos Removal for Supervisors

Qualification Information

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The Asbestos Removal Contractors Association (ARCA) has made every effort to ensure that the information contained within this publication is accurate. Its content should be used as guidance material and not as a replacement of current regulations or existing standards.

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## 1. INTRODUCTION

You are advised to read this information on what you will need to do and must bring well before attending the Asbestos Removal Contractors Association (ARCA) centre. If you have any queries, contact the centre and they will help you.

### 1.1 Qualification operator and partners

In partnership with the Royal Society for Public Health (RSPH), ARCA have developed a suite of competency qualifications that will enable individuals working within the asbestos removal industry to prove on-going competence. These qualifications do not replace existing legislative training requirements for individuals working for HSE licensed asbestos removal companies.

ARCA are the approved assessment centre for the delivery of the ARCA competency assessments. These can be undertaken at one of five locations throughout the United Kingdom (Rayleigh, Oxford, Burton, Manchester and Glasgow).

As the awarding body for this qualification RSPH will carry out external verification and issue certificates.

## 2. SCOPE

The Control of Asbestos Regulation 2012 – Regulation 18 – Designated areas.

*(4) Every employer must ensure that only competent employees—  
(a) enter a respirator zone;  
(b) supervise any employees who enter a respirator zone,*

*for the purposes of this paragraph, a competent employee means an employee who has received adequate information, instruction and training.*

*In addition:*

*Competence (as stated in the Approved Code of Practice (ACoP)) – Control of Asbestos Regulations 2012 – L143 (2nd ed.).*

*226 Any reference to competence, competent persons or competent employees in relation to working with asbestos is a reference to a person or employee who has received adequate information, instruction and training for the task being done and can demonstrate an adequate and up-to-date understanding of the work, required control measures and appropriate law. They must also have enough experience to apply this knowledge effectively.*

ARCA qualifications have been mapped to the following standards and therefore meet the above criteria for assessing competence:

- National Occupational Standards
- Asbestos: The licensed contractors' guide – HSG 247

The Construction Skills Certification Scheme (CSCS) were consulted during the development of these qualifications to ensure, when coupled with the CSCS 'Health and Safety touch screen test' they meet the requirements for CSCS cards issued at the appropriate level.

- Level 2 Award in Health and Safety for Asbestos Removal (Unit AR1)  
CSCS Trainee Card
- Level 2 Certificate in Asbestos Removal for Operatives (Units AR1, AR2 and AR3)  
CSCS Operative Card
- Level 3 Certificate in Asbestos Removal for Supervisors (Units AR1, AR4 and AR5)  
CSCS Supervisor Card
- Level 4 Certificate in Asbestos Removal for Contract Managers (AR6, AR7, AR8)  
CSCS Asbestos Managers Card

### 3. COMPETENCY QUALIFICATIONS

These competency qualifications cover assessments for New Operatives/Supervisors, experienced Operatives/ Supervisors and experienced Contract Managers working for companies licensed by the HSE for work with asbestos.

They consist of the following:

- Level 2 Award in Health and Safety for Asbestos Removal (Unit AR1)
- Level 2 Certificate in Asbestos Removal for Operatives (Units AR1, AR2 and AR3)
- Level 3 Certificate in Asbestos Removal for Supervisors (Units AR1, AR4 and AR5)
- Level 4 Certificate in Asbestos Removal for Contract Managers (AR6, AR7, AR8)

With the following units applicable to the above:

- AR1 Level 2 Award in Health and Safety for Asbestos Removal
- AR2 Principles of Asbestos Removal for Operatives
- AR3 Practical Asbestos Removal for Operatives
- AR4 Principles of Asbestos Removal for Supervisors
- AR5 Practical Asbestos Removal for Supervisors
- AR6 Health and Safety of Asbestos Removal for Managers
- AR7 Principles of Asbestos Removal for Managers
- AR8 Principles of Asbestos Removal Site Management

In order to prove competence, individuals will need to achieve the following:

AR1, AR4 and AR5 – Those individuals who currently work as asbestos supervisors with sufficient knowledge, experience, training and ability to demonstrate the following through theory and practical assessment:

- Health and safety issues and legislative requirements for the removal of asbestos
- Control measures required for the removal of asbestos
- Prepare to carry out asbestos removal procedures
- Decontamination requirements
- Set up enclosures for the safe removal of asbestos
- Carry out procedures for the safe removal of asbestos
- Carry out cleaning and decontamination procedures
- Carry out procedures for the packaging and disposal of asbestos waste

## **4. ENTRY REQUIREMENTS**

### **4.1 Completing your application**

Provide to ARCA all the relevant information identified on the booking form. Where there is specific cause to doubt the validity of the application, ARCA will validate the information provided before the application can be processed.

Although there are no formal entry requirements it is recommended that the following training certificates are held for:

Supervisors

- A current ARCA new supervisors, supervisor refresher training certificate or equivalent certificate.

## **5. ASSESSMENT**

### **5.1 Reference material**

- Assessment is based on the following HSE documents
- L143 – Managing and Working with Asbestos. Control of Asbestos Regulations 2012 (2nd ed.)
- HSG 247 – Asbestos: Licensed Contractors Guide
- HSG 210 – Asbestos: Essentials
- The Health and Safety at Work Act 19
- The Control of Substances Hazardous to Health 2004
- The Hazardous Waste Regulations 2005
- L21 – Management of Health and Safety at Work
- HSG 53 – Respiratory protective equipment at work: A practical guide
- ALG Memos – All current

## 5.2 ARCA assessment centre

### **If I need additional support reading and writing what are my options?**

At the time of application please ensure you notify the ARCA administrator of any assistance you require with the examinations. Assessors and invigilators will help with reading any examination questions. However, they will not be able to provide guidance on the correct answers; they will ensure you have understood the question and the possible answers available enabling you to give your answer.

All assessments are undertaken in English, prior arrangements (minimum of two weeks' notice) for the use of an interpreter need to be made with the centre.

### **What happens when I get to an ARCA assessment centre?**

You will be asked to:

- Complete the register of attendance
- Verify that your personal details are correct

In addition, a representative of the assessment centre will check you understand:

- This document (Competency Qualifications Information Document)
- Assessment centre's rules and procedures for the assessment
- Relevant assessment instructions

### **What must I be clear about before I start the assessment?**

- What to do in the event of an emergency
- Areas where access is prohibited to candidates
- The general rules regarding your conduct whilst on the premises
- The scope, range and duration of the assessment
- Restrictions on communicating with others
- How to attract the attention of the assessor

It is your responsibility, as well as the assessor's, to ensure you understand:

- How the assessment will be conducted
- What you will be assessed on

If you are unclear about any aspect of the assessment process, you must ASK the assessor BEFORE starting the assessment.

### **What if I don't feel confident that I can satisfy the entry requirements (that is, prove competence) at this time?**

- If you feel you are not ready to prove competence for the category being assessed, you should consult an ARCA assessor.

**Can I use my own tools/equipment for the practical assessment?**

- Yes, you need to ensure that you wear appropriate clothing and footwear to perform the practical tasks related to enclosure construction. Not having correct/suitable footwear will jeopardise your assessment. Also bring your own RPE, as it will be used as part of the assessment process. Ensure it is clean, dry, disassembled and you have a clean filter.
- Tools and equipment are provided by the assessment centre and have been checked to ensure their calibration, safety and serviceability. These will be the only tools and equipment that candidates will be allowed to use.

**Will I have to undertake full decontamination?**

- All candidates undertaking the Level 2 Award in Health and Safety for Asbestos Removal (Unit AR1) will be required to undertake a full decontamination procedure. Therefore, you need to ensure you are clean shaven on the day of your assessment. This decontamination procedure will involve taking a shower in the decontamination unit: disposable towels will be provided.

**Can I use reference material during the practical and written assessment?**

- Level 2 and 3 candidates may only refer to materials pre-issued by ARCA as part of pre-reading during their practical assessments. No additional materials will be allowed during theory assessments.
- N.B. Please note that assessment times will not be increased as a result of using reference material.

**Can I talk to other candidates during the assessment process?**

- Once the assessor/invigilator indicates the assessment has started, you may not communicate with anyone without the authorisation of the assessor/invigilator. Mobile telephones/tablets etc must not be used during the assessment process; they must be switched off and left outside before entering the assessment area.

**How will the assessor determine if I am competent?**

- Pre-assessment – The assessor will brief you on the assessment process and during this period you may ask any questions you feel necessary
- Assessment – The assessor is not permitted to coach or lead you during the assessment. He or she will make a decision on your competence using a range of assessment methods
- Levels 2 and 3 – The assessor will observe of you undertaking practical tasks. Oral questions will be used during the practical tasks
- On the results of your written answers, where your depth of knowledge of the subject area will be checked in RSPH approved written tests. In some cases, photographs or simulations may be used
- The assessor is not the final arbiter of the decision as to whether the candidate has or has not achieved the criteria. Further scrutiny will be applied to all assessment decisions by an internal verifier. In addition, it may be further vetted by the external verifier

### Is there a time limit to achieve my qualification?

- ARCA, ATaC and RSPH have time limits on their Level 2, 3 and 4 qualifications to ensure consistency of academic study, external credibility and that satisfactory progress is being made. Therefore, you must complete your qualification within the set time limits. If you do not achieve the credit required within the set time frame you will not be eligible for the qualification, although you will be given certificates for any units you have achieved.
- Subject to specific requirements for your qualification, ARCA, ATaC and RSPH have approved the following maximum time limits for all competency based qualifications, from the date of taking your first assessment:
  - Level 3 Certificate in Asbestos Removal for Supervisors – 18 months

### What if I am unsuccessful?

You will be informed on the day assessor's decision which is subject to internal verification, the assessor will then forward all paperwork to the internal verifier to be verified and a 'training needs analyses' completed. This will be sent to yourself and the employer; you can then arrange to undertake reassessment. However, reassessment in the same way as you apply for an MOT retest for a car, you will have to apply for reassessment in the areas in which you were unsuccessful.

### What will I be issued with if I am successful?

- Upon receipt and verification of the documents for Assessment and Certification, RSPH will send you a certificate. In all cases, the certificate is issued for your personal use but remains the property of RSPH and may be withdrawn if the conditions of issue are not complied with
- Lost certificates can be replaced by applying to RSPH; a charge will be made for all replacement certificates.

### Recommended assessment durations

#### Level 3 Certificate in Asbestos Removal for Supervisors (Units AR1, AR4 and AR5)

- Theory – 1hr 24 mins
- Practical – 5 hrs (at centre)
- Practical – 3 hrs (undertaken on-site)

The above times are a minimum and based upon the time required for a suitably prepared experienced candidate. Additional time required for second and subsequent attempts, to achieve the pass mark, are not included.



### 5.3 Assessment procedure

Supervisors (Units AR1, AR4 and AR5)

Assessment plan

- Day one – theory and part of the practical are undertaken at an approved ARCA assessment centre
- Day two – practical assessment is completed on-site to meet the criteria stated below (see section on-site assessments)
- Re-assessments may take place at either an approved ARCA assessment centre or on-site. However, this decision is taken by the internal verifier and candidates and employers will be notified accordingly. See section on re-assessment below for further information

Theory (Unit AR1 and AR4)

- Candidate must achieve 100% in theory assessments. However, they have three attempts to achieve this
- If the candidate achieves 100% in both papers at the first attempt then they move onto the practical assessment
- However, if either exam paper scores below 100% after first attempt. The candidate will be asked to re-sit only those questions that are incorrect
- If on the second attempt the candidate has not achieved 80% or more they will have to book a re-assessment (see below)
- If they have scored over 80% the remaining questions are transferred to the practical section of the assessment

Practical (Unit AR5)

- Candidates must achieve 100% score in practical assessments
- Candidates will be asked to perform practical tasks and answer verbal questions as directed by the assessor
- All candidates will be given two attempts on every practical task and verbal questions to achieve the criteria
- Candidates who do not achieve an individual criterion will be given a second attempt by the assessor. This may involve the assessor asking the candidate to undertake the task again, completing an alternative practical task or paraphrasing the question to ensure the candidate comprehends what is being asked of them
- If after the second attempt the candidate does not achieve the criterion. The assessor will continue until all of the practical assessment has been completed
- If the candidate achieves 100% at the first attempt in the practical. Then this will conclude the practical assessment and the assessor will complete the paper work and forward to the internal verifier
- If the candidate has not achieved 100% in the practical. The assessor will inform them of the criteria not achieved, complete a Training Needs Analysis identifying these areas. All documents will then be forwarded to internal verifier who will verify the decision
- The Training Needs Analysis will be sent to the candidate and the employer

- This information will be sent to the candidate and the employer so that the candidate fills any gaps in their knowledge

#### On-site requirements

- Evidence for the Supervisors second day of assessment will be collected via
- Observation by the assessor of the supervisor at work
- Oral questioning to clarify the supervisors understanding
- Recording evidence from site diaries, plans of work and any other documentation onsite
- It is important for a supervisor to prove that key items are recorded in his/her site diary to show to the assessor/auditor. Evidence expected in the site diary should contain as a minimum some record of the following:
  - Plan of works have been checked and verified before asbestos removal is started.
  - What checks are performed, pressure gauges on NPUs are operational and show appropriate readings and what if any additional action is taken to remedy the problems.
- It is the responsibility of the employer to agree with ARCA the date and time for the assessment. The assessment will only be valid if, (a) it is conducted on notified asbestos work, or non-notifiable work with a full site set-up, (b) asbestos removal or cleaning is in progress within the enclosure at the time of the assessment, (c) observations of work practices are made through the viewing panel(s) or CCTV, (d) the DCU is fully functional, and (e) the Plan of Work and Standard Procedures are on site. An invalid assessment will be classed as a Non-Suitable Assessment, and result in the Supervisor's employer being required to pay the full cost as detailed on the assessment booking form. A further site for assessment will be required as a replacement for the invalid assessment
- It is the employer's responsibility to inform the Assessor and ARCA if circumstances require the assessment to be cancelled or rescheduled. Failure to provide the assessor with at least 3 hours prior notice of a cancellation or rearrangement will result in full payment for the aborted visit at the full cost of a Non-Suitable Assessment. A further site for assessment will be required as a replacement for the aborted visit
- Should the removal contract fall behind schedule and the site not be ready for supervisor assessment at the appointed time, the assessor would not be expected to wait for more than one hour past the appointed time to begin the assessment. In such circumstances the contractor will be liable for paying the full cost of the assessment
- ARCA will take all reasonable steps to arrange for an assessor to visit each nominated site on the preferred date(s). However, should it not be possible to arrange for an assessor ARCA will contact the contractor to discuss alternative dates or site for the assessment
- The supervisors assessment must take place during an asbestos removal project that lasts a minimum of 3 working days as notified on the ASB(5)

#### Re-assessment

- Candidate that do not achieve the assessment, after completing both days, should use the training needs analyses provided to complete additional training (if required) and then book a re- assessment
- The re-assessment will complete only those sections that the candidate failed on
- Additional costs will be incurred for re-assessment attempts

## 6. CERTIFICATION

### 6.1 Conditions of certificate issue

- You are bound by the conditions of issue detailed below and as printed on the certificate reverse
- You will only make claims regarding certification with respect to the scope for which certification has been granted
- You will not use the certification in such a manner as to bring ARCA/RSPH into disrepute, and will not make any statement regarding the certification which ARCA/RSPH may consider misleading or unauthorised
- You will discontinue the use of all claims to certification that contains any reference to ARCA/RSPH or certification upon suspension or withdrawal of certification, and will return any certificates issued by ARCA/RSPH
- You will not use the certificate in a misleading manner
- Failure to comply with these requirements may result in certificate suspension, withdrawal, or other appropriate actions. Any proven act of negligence within your scope of certification will result in certificate withdrawal.

## 7. CONSTRUCTION SKILLS CERTIFICATION CARD (CSCS) THROUGH ARCA

### 7.1 Experienced worker (Supervisor) route

Individuals currently working as an experienced asbestos supervisor in the asbestos industry but do not currently hold a competency certificate recognised by the CSCS\* can apply for a CSCS experienced worker card.

Requirements:

- Asbestos New Supervisor or Asbestos Supervisor Refresher training certificate issued by ARCA or another training certificate accepted by CSCS
- CSCS Health Safety & Environment Test
- Evidence of registration with ARCA onto the competency qualifications recognised by CSCS below\*

The experienced worker (Supervisor) card is valid for one year and the individual has that time to attain a certificate of competence via ARCA.

The ARCA competency certificate recognised by CSCS is:

- Level 3 Certificate in Asbestos Removal for Supervisors awarded by the Royal Society for Public Health\*

## 7.2 Competent Supervisors

Individuals currently working as experienced asbestos supervisors in the asbestos industry and hold a competency certificate below\* can apply for a Blue CSCS Occupational Supervisor card

Requirements:

- Asbestos New Supervisor or Asbestos Supervisor Refresher training certificate issued by ARCA or equivalent
- CSCS Health Safety & Environment Test
- Level 3 Certificate in Asbestos Removal for Supervisors awarded by the Royal Society for Public Health\*

## 8. STANDARDS OF SERVICE

### Upon booking

Ensure your Application form has been correctly completed in full; an additional processing fee will be charged to change any incorrect details. Ensure payment is made in accordance with the ARCA terms and conditions (see section 10.0 General). A booking form is available at the end of this document or downloadable from [ww.arca.org.uk/training](http://ww.arca.org.uk/training).

### Assessment

After you have satisfactorily completed all parts of the assessment, the assessment documentation should be checked by yourself and the assessor for completeness.

### Verification

All assessment documentation will be verified by the centre's internal verifier. Once this is completed the assessment centre will aim to forward your result to RSPH.

### Certification

RSPH will verify the assessment decision and a decision made. If any issues are raised these will be clarified with the centre before a certificate is issued. This may extend the 10-day processing timescale. RSPH aim to process and dispatch the certificate within 10 working days.

### Non-receipt of certificate

Once you have completed your assessment and provided all relevant information, payment, etc as required, in accordance with the above standards of service a certificate will be issued. You are required to notify RSPH within three months in the event of non-receipt of your certificate. A replacement certificate fee will apply if notification of non-receipt is received outside of this timescale.

## 9. COLLUSION / PLAGIARISM

Collusion is a form of plagiarism that involves unauthorised co-operation between at least two people with the intent to deliberately mislead or deceive.

Collusion can take the following forms:

- two or more learners conspiring to produce a piece work together with the intention that it is submitted as his/her own, individual work. Or with the intention of at least one learner submitting it as his/her own, individual work
- a learner submitting the work of another learner (with their consent) as his/her own, individual work. In such cases, both learners would be deemed to be guilty of collusion
- although also an example of plagiarism, the submission of a piece of work that is not the learners own individual work that has been purchased from a third party. For example, from an essay or assignment writing service or by soliciting another individual to produce a piece or work on their behalf
- unauthorised co-operation between a learner and a third party in the production of a piece of work that will be submitted as the learners own

### 9.1 Preventing Collusion / Plagiarism

It is acceptable to discuss ideas, talk about books, articles, online material and strategies for example with other learners. However, it is not acceptable to help a fellow learner to produce work that will be submitted as their own and an individual piece of work. Learners should never lend their work to another learner under any circumstances as it may be copied or reproduced. This example would leave both learners vulnerable to an accusation of collusion.

Learners should leave themselves enough time to check their work thoroughly before submitting it for marking or evaluation. Keeping to strict deadlines will limit the temptation of colluding with another learner or third party or purchasing work with the intention of submitting it as their own.

Learners should make sure that if they use a shared or public computer that they protect their work by saving it to their own personal drive, USB or memory stick. If a learner uses a shared or public printer to print hard copy versions of work they should ensure that any work is collected promptly from the printer and that any additional copies are securely destroyed.

## 10. CHEATING

Cheating is an attempt to deceive ARCA assessors, examiners and/or external verifiers and includes:

- providing or receiving information about the content of an examination before it takes place, except when allowed by ARCA (e.g. case study materials issued before an examination)
- centres giving excessive help to a learners in writing an assignment, or writing any of it for them
- impersonating or trying to impersonate a learner, or attempting to procure a third party to impersonate oneself
- learners using books, notes, instruments, computer files or other materials or aids that are not permitted (usually relevant only to examinations and online tests)
- assistance or the communication of information by one learner to another in an assessment where this is not permitted (usually relevant only to examinations and online tests)
- copying or reading from the work of another learner or from another learner's books, notes, instruments, computer files or other materials or aids, unless expressly permitted
- offering a bribe of any kind to an invigilator, examiner or other person connected with assessment

- any attempt to tamper with assignment or examination scripts after they have been submitted by learners
- fabricating or falsifying data or results by individual learners or groups of learners

Because of the nature of cheating, this mainly applies to examinations and online tests. Centres should bear in mind that cheating may involve a member of staff (e.g. tampering with assessment or examination scripts or results after learners have submitted them).

## 10.1 Preventing Cheating

ARCA has a zero tolerance approach to all incidents of plagiarism, collusion or cheating, especially those incidents that are an attempt by the learner to gain marks without having completed the work themselves. Plagiarism, collusion or cheating can reflect badly on both the learner and the centre and both can be sanctioned.

## 11. Collusion / Plagiarism / Cheating – The Process

Plagiarism, collusion or cheating may be detected in a number of ways including:

- identification by an Assessor, an ILM External Verifier, Quality and Compliance Manager (QCM) or another member of ILM staff through ILM's quality assurance processes or monitoring visits to a centre/provider
- verbal or written allegations that are reported openly or anonymously by a learner, third party or other interested party to a centre/provider or ILM. This could be by an individual who has been made aware by word of mouth through a third party that something has happened or is happening that has not been authorised and is inappropriate, or something they have identified or witnessed personally

All suspected or alleged cases of plagiarism, collusion or cheating will be reported straight away to ILM's Regulation and Quality Improvement Manager (RQIM) by emailing [ILMRegulation@i-l-m.com](mailto:ILMRegulation@i-l-m.com). You should include details of the alleged activity and the source of the allegation and any supporting evidence.

The RQIM may delegate the responsibility to investigate the allegation to a lead independent investigator or request the ARCA Training Manager to undertake an investigation.

When asked to conduct an investigation into allegations, the Training Manager must ensure that it is conducted in line with the guidance that can be found in Appendix 1 of this policy. Any Centre staff and learners must be informed of their rights unless, due to specific circumstances, the RQIM notifies the Head of Centre that this is not appropriate.

All findings must be reported to the RQIM using the example report format and content found at the rear of this policy by the date specified or within 20 working days of the allegation being received by ARCA. The example report template can be downloaded as a separate document from the ARCA website.

Where an investigation is undertaken by ILM the outcome will be communicated to the centre and other relevant parties no more than 10 working days after the conclusion of the investigation. The report and any actions arising will be communicated to the QCM and the External Verifier.

Where a plagiarism, collusion or cheating incident is likely to cause an Adverse Effect (as defined in appendix 2), for example invalidate the award of a qualification or have implications for another

awarding organisation, the RQIM will inform the relevant regulator and the affected awarding organisation.

The rights of individuals with regard to anonymity and the avoidance of discrimination will be upheld. For example, Whistle-blowers are protected by legislation which confirms that they are protected from harassment and unfair or damaging treatment regardless of whether the allegations are unfounded.

For the avoidance of doubt the wrongdoing a whistle-blower discloses must be in the public interest i.e. it must affect others.

A whistle-blower is protected by law if they report any of the following:

- a criminal offence for example fraud
- someone's health and safety is in danger
- risk or actual damage to the environment
- a miscarriage of justice
- the company is breaking the law
- someone is covering up wrongdoing

Any individual alleged to be involved in malpractice must be informed of the allegation that has been made and the evidence that supports that allegation. The individual should be given the opportunity to submit a written statement to the investigating team whether the investigation is undertaken by a Centre or by ILM, and informed of the consequences should the allegation be proven.

## 12. APPEALS

Candidates can appeal against a grade or mark they have received. These procedures relate to internal assessments, for external assessments candidates should refer to the relevant procedure issued by the Awarding Body, copies of which are held by the Training Manager.

### Grounds for Appeal

These are some of the reasons you might Appeal:

- The procedures or rules have not been followed.
- You feel the result is unfair because of personal reasons e.g. illness, discrimination.
- Your work has been affected by teaching or organisation of the class.
- There has been an administrative error.

### Should I Appeal?

You need to think calmly and carefully because you may be disappointed with your result; if you appeal you have to produce a lot of evidence to make your case.

### How do I Appeal?

If you decide to go ahead and appeal you need to do this within 5 working days.

**Stage 1**

On the day, discuss the situation with your assessor. They may be able to sort things out straight away. After you leave the centre or when you have received your results contact the administration team, providing them with the relevant information about your appeal.

**Stage 2**

You are still not happy! Request and complete Form A, pass this form to the Training Manager who will investigate and write to you with the result.

**Stage 3**

You are still not happy – Your case will be passed to the Training Committee who will look into the situation further.

What might be the Result of my Appeal?

- a) Your result might stay the same
- b) Your work may be re graded
- c) You or your work may be reassessed
- d) You may be asked to present more evidence so your work can be re-graded.

Additional information about this policy can be found on the centre notice board.

**13. COMPLAINTS PROCEDURE**

The following procedure covers complaints about the services provided directly by ARCA Assessment Centres.

**13.1 How to make a complaint?**

If you have a complaint regarding the ARCA centre, or staff, you should bring this to the attention of the Training Manager.

Complaints must be in writing. When sending in your complaint, please provide your contact details. In the first instance the complaint should be addressed to the Training Manager at:

Address ARCA  
Unit 1, Stretton Business  
Park Two  
Brunel Drive, Stretton  
Burton-Upon-Trent  
Staffordshire  
DE13 0BY  
E-mail satish.patel@arca.org.uk  
Tel 01283 505777  
Fax 01283 568228



### 13.2 What happens next?

- We will notify you of receipt of the complaint and aim to respond to your complaint within 10 working days
- If you are not satisfied with the response you have the right of appeal to the Chief Executive of the association at the above address
- The Chief Executive will reply following investigation. If this will take longer than 10 working days you shall be notified of the expected time when a response shall be forwarded to you
- If you do not gain a satisfactory response you can appeal to the Chairman of ARCAs Governing Council directly. Pending investigation you will be advised of any outcome accordingly

### 13.3 Processes

Received complaints shall be recorded on the Client Complaint Record (Form G10/01). All correspondence shall be attached to it.

A log of all complaints will be recorded on the Client Complaint Record.

## 14. GENERAL

### 14.1 Equal opportunities

ARCA has a written Equal Opportunities policy which details how equality of opportunity is to be achieved for staff and candidates.

The centre ensures that:

- there is a senior named person responsible for the implementation of the policy
- all candidates are aware of the issues and their responsibilities within the centre's Equal Opportunities policy
- the assessment methods and materials used promote equal opportunities and combat occupational stereotyping, cultural bias and discrimination. There is a system for reviewing and evaluating the effectiveness of the policy and for implementing recommendations and change

### 14.2 Disabilities and learning difficulties

This centre ensures candidates who have a physical, mental or sensory disability and/or learning difficulty are fully encouraged to take assessments.

Appropriate arrangements are available for candidates with a hearing impairment, colour deficiency, dyslexia or learning difficulties or English as a second language. Appropriate aids may be used to overcome a particular disability or difficulty that enables the candidate to work safely without putting themselves or others at risk.

Further time allowance may be granted for an individual with special needs (guidance time – plus 25%).

### **14.3 Asbestos Removal Contractors Association (ARCA)**

The Asbestos Removal Contractors Association is dedicated to promoting safety and professionalism throughout the licensed asbestos removal industry.

ARCA, the UK's leading association, has been representing the interests of asbestos removal contractors and associated businesses for over 35 years, providing guidance, training and support for members and their clients.

ARCA offers a wide range of training courses and qualifications to suit asbestos removal businesses and the individual worker needs, setting the benchmark for performance.

When seeking a professional asbestos removal contractor to safely remove hazardous asbestos material, look to ARCA.

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