



Fusion Advanced Training
and consultancy services.

Centre Procedures.

This document should be provided on induction to all staff, associates and students part of Fusion Advanced Training Ltd.

Please Confirm receipt of the document by a formal response through E-mail:
info@fusionadvancedtraining.com.

This document will set out the procedures that must be followed, this will help us as a centre provide a more safe and secure place of learning and also helps to prevent any incidents of accidental Malpractice, Maladministration and ensures Quality Assurance within the centre.

All our policies are available at request to: info@fusionadvancedtraining.com

We have;

- Appeals policy.
- Complaints policy.
- Conflict of Interest policy.
- Equality and Diversity policy.
- Malpractice and Maladministration policy.
- Health and Safety policy.
- Quality Assurance Policy.
- General Data Protection Policy.

This document sets out the procedures for the following:

- First Aid Emergency.
- Fire Emergency.
- Health and Safety.
- Booking on to training.
- Invoicing and payments.
- Student responsibilities.
- Tutor/ Assessor responsibilities.
- Examinations.
- Centre aims and responsibilities.

For more information on this document please contact Natalie Wildblood, Managing Director, on either 01482 818 352 or E-mail: info@fusionadvancedtraining.com.



1. Booking on to training.

To secure a place on training please go to our website – www.fusionadvancedtraining.com and choose the course and course dates you would like, complete all the boxes and pay online. This does not apply to those sent by their employer.

1. Registration Fees: All registration fees are non-refundable. This includes but is not limited to administrative costs, materials, and processing fees.
2. Cancellation: In the event that you need to cancel your booking, please notify us at least 14 days prior to the start date of the training. While we cannot offer refunds for registration fees, we may be able to accommodate rescheduling to a future training session, subject to availability.
3. Transfer of Registration: Registrations are transferable to another individual or to a future training session within the same calendar year. Please inform us at least 7 days before the start date of the training if you wish to transfer your registration.
4. No-shows: Participants who do not attend the training without prior notification will not be eligible for refunds, transfers, or rescheduling. Those that are late or miss a days training will be offered an alternative date to complete depending on reason, this will incur a fee: door supervision £150, door supervision Top Up £60, CCTV £75.
5. Changes to Training Schedule: Fusion Advanced Training reserves the right to cancel or reschedule training sessions due to unforeseen circumstances or low enrolment. In such cases, registered participants will be notified promptly, and alternative arrangements will be made.

By completing your registration, you acknowledge that you have read, understood, and agree to abide by the Fusion Advanced Training booking policy.

For any questions or concerns regarding the booking policy, please contact Natalie – info@fusionadvancedtraining.com

2. Invoicing and payments.

All bookings received either through our website or via email will be used to generate the invoice and E-mail to the relevant person, all invoices are advised to be paid up to 3 working days prior to training to ensure funds are sent through prior to the training taking place. Payment information/methods will be included on the invoice.

3. First Aid Emergency.

In the event of an emergency that requires first aid treatment, please follow DRABC if you are suitably qualified, or shout for help as loud as you can, call your Tutor/ Assessors name or call for a first aider. Please never leave a casualty on their own, they may need help. If you feel necessary, call 999/ 112 (if the casualty is not breathing). Your tutor/ assessor at the start of each course will make everyone aware of the available first aider and the first aid kit.

4. Fire Emergency.

In the event of a fire please evacuate the premise carefully at a normal pace using the nearest and clear fire exit, do not run, leave all personal belongings as they are then report to the appropriate person in the fire safety point. If you are the person who discovers the fire you must sound the



alarm safely, please do not try to put out the fire yourself. Your tutor/ assessor will go through fire procedures at the start of your training.

5. Health and Safety.

If you discover any potential hazards during your training, please report this to your tutor/ assessor immediately, please do not try to fix or hide as this may impact another person and possibly cause injury.

6. Student responsibilities.

As a student you have some responsibility over how you behave during training, as set out in our Equality and diversity policy, we value everyone and will not tolerate any form of discrimination. Please read through our policy to get more information. Training that requires some element of physical activity you should be suitably dressed for this i.e., Trainers or comfortable shoes and comfortable clothing. Maintaining good personal hygiene is key in preventing any cross infection such as Covid 19, colds and flu virus please ensure you follow this throughout your course.

As a student attending training, learning hours are very important, as it helps you achieve your goal and is a requirement to achieve the qualification. The hours required are set out in the booking form and is not negotiable. You must make reasonable actions to ensure you arrive on time and you are available for the full duration of the course. As a student, you also see first-hand how our services effect you, your objectives, and your expectations and that's why feedback is very important. We want to know if our service is meeting your needs and expectations, we want to know if it isn't. At the end of each course, you will be given the opportunity to provide feedback, however you can also email us anytime!

7. Tutor/ Assessor responsibilities.

As a tutor/ assessor on behalf of Fusion Advanced Training Ltd, they have the responsibility to ensure learners feel valued, safe, and meet their learning needs and expectations. All tutors/ assessors/ staff must behave in a professional, friendly, and welcoming manner. Keeping presentation to a high standard, setting a good example to all learners and staff.

At the end of every course all paperwork must be appropriately scanned, stored and where appropriate, filed. The Assessment decision must be notified to the centre manager so the relevant certificates can be issued within a quick timeframe.

8. Examinations.

All examinations require some form of identification, please see the booking form for details. When in the exam the tutor/ assessor will vacate and the invigilator will start the process of checking ID and ensuring the room is fit for use i.e. tables and chairs are facing towards the clock, there is enough space between learners to prevent plagiarism. No documents, notes, handbooks or reading materials will be allowed in the room during the exam and all technology, bags and personal belongings will be safely secured away from the room. All invigilators will be sufficiently trained and well versed on the awarding bodies invigilation procedures prior to the exam taking place.

At the end of the exam, learners are advised to leave the room, once out of the room they will not be allowed back in until all exams are completed and are safely secured away. The last learner will act as the witness to the sealing of the examinations which is then documented. The invigilator will then follow the procedures set out by the awarding body and Fusion Advanced Training Ltd.



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9. Fusion Advanced Training Ltd aims and responsibilities.

As a training centre we aim to meet all learner needs and expectations from the start. All policies and procedures are to be regular reviewed and implemented. We aim to ensure a suitable venue is provided that meets Health and Safety requirements along with training requirements. We aim to keep all channels of communication open, even after completion of training.

You may find you have some prior learning to achieve before attending your course, this will be emailed by the tutor to establish a channel of communication for the you to then be able to contact with any queries you may have.

We want everyone to feel valued and heard throughout the learning journey.

We strive to help everyone maximise their skills to help them achieve their goals in life.

Knowledge is the greatest power anyone can have; we want to share it.
