

Candidate Procedures

1. All materials that you receive as part of your BSL course at Deaf Action are copyrighted, and may not be reproduced or used at any other training event.
2. You understand that it is a requirement of the assessment process for your presentation/conversation assessment to be filmed for review and verification purposes. This recording will be kept strictly confidential and will only be viewed by the assessor, internal verifier and when required - an external verifier.
3. If you need to miss a class, if possible, please let the tutor and/or Training & Quality Management Officer know. If you miss a class, it is your responsibility to catch up on any material that has been missed. Please ask your tutor in advance or after you have returned for these materials
4. If you wish to organise a catch up session with the tutor, this should be organised through the Training & Quality Management Officer and is charged at £25 per hour.
5. You can sit an assessment a maximum of two times as set out in the SQA guidelines - one initial sitting, should you fail that, you may re-sit the assessment once and must be done during term time.
6. Please keep the Training & Quality Management Officer updated with any changes in contact details (email and phone number) in case we need to contact you during the course.
7. The address you provide at the start of the course will be used by the SQA to send your certificate upon completion of the course. If you move address during the course, you must inform the Training & Quality Management Officer so they can notify the SQA. If you do not inform us and your certificate is lost in the post, it is your own responsibility to contact SQA to arrange a replacement at a cost of £38.
8. If you are not happy with any assessment result or feedback and want to challenge it, the 'Appeals Policy' will come in to effect. This can be found on our website in the 'Resources' section.
9. Should you have a complaint about the course or a staff member, the 'Complaints Policy' will come in to effect. This can be found on our website in the 'Resources' section.
10. The course fee will be paid in full before the last class of the course. You have agreed to this by signing the application form, payment plan (if applicable) and this contract. If the course fee is not paid in full, you will not receive your certification until it is.
11. You agree to only submit work that is your own, and to not copy any work from another student, author, the internet or any other source, without stating that this is where the information is from. Should you be found to have plagiarised or committed any other example of malpractice, the 'Malpractice policy' will come in to effect. This can be found on our website in the 'Resources' section.
12. Occasionally, we may take photos during a class to update our marketing/promotional materials. If we are planning to do this, candidates will always be given advanced warning and the choice not to be included in these photos. If you chose to be exempt from photos, we will absolutely respect this however you must expressly tell the photographer that you do not want to be included (as they will not know you by name), otherwise we will assume you have given us permission to use your image. Once taken, these photos are the intellectual property of Deaf Action and belong solely to us.

I confirm that I have read, understood and agree with the above information.

Student's signature:

Printed name:

(Block capitals)

Date: