



STUDENT ADMISSION POLICY

Purpose

We operate a policy which ensures equality of opportunity to all applicants. Medipro recognises the importance of admitting applicants best suited to our courses.

Every course has an admissions selector, who considers all the applications. Selectors are interested in an applicant's academic achievements and their ability to satisfy the course pre-requisites.

Applications for admission to a course are considered without regard to any inappropriate distinction e.g. ethnicity or national origin, nationality, disability, sexual orientation, gender, religious or political beliefs, marital status or socio-economic background.

Scope

This policy covers applications for places on Medipro's courses, leading to the award of that chosen qualification.

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What to do before you apply

Before you make your application, you should check that you have the most up-to-date entry requirements, information about our typical offer and other important information about how we assess your application.

We make every effort to ensure that the entry requirement is as up-to-date as possible, in some cases our entry requirement and offer will change. Before making your application, we strongly advise that you check the latest information on our website for the programme and contact Medipro if you have any questions.

Checklist

You should check that you meet:

- our general entry requirement;
- the academic requirements and any additional selection criteria for the course for which you intend to apply - these can be found on the Medipro website (<http://medipro.co.uk/>).

Look at the course information in the individual programme pages from where you can also download subject details.

If your course involves placement hours then you may be subject to completing a satisfactory enhanced DBS.

Your application

You will be asked to sign a declaration on the application form, which confirms that the information you have given is true, complete, and accurate. Discovery of false information or omissions from the application form could lead to an offer being withdrawn or, in the case of students already registered, to their withdrawal from the course. If you firmly accept our offer of a place, we will require documentary evidence of any qualifications as stated on your form.

Criminal records declaration

If your course requires a placement, Medipro ask that any relevant criminal convictions be declared on the application form. A criminal record is not necessarily

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a bar to admission and each case is considered on an individual basis and will depend upon the nature of the offence. Where an offer is recommended, the offence(s) will be considered.

Candidates who receive an offer of a place for a programme which includes working with children or vulnerable adults, will require a satisfactory enhanced disclosure check via the Disclosure and Barring Service (DBS). Should your course require elements of clinical practice, any convictions may need to be discussed with the placement provider. This may or may not lead to the acceptance of any convictions from the practice placement partner.

International applicants

If you live outside the UK, you should also apply via the Medipro website (<http://medipro.co.uk/>). Advice is available from British Council offices and other centres overseas. You can obtain contact details for your local British Council Office.

We encourage you to apply as early as possible and will continue to consider applications from international students if places are available. If you think you may be assessed as a 'Home/EU' student for tuition fees purposes, then you should apply by as soon as possible.

If you feel that it would be helpful to provide transcripts of any international qualifications then please email these direct to the Admin Office, so that we have them when your application arrives.

All perspective students are required to demonstrate a good command of written and spoken English.

Age of applicants

Medipro welcomes applications from people of all ages, however, the minimum age is 19 years old at the time of commencing the training programme. The reason for this would be in order to drive a Medipro Ambulance, students have to be 21. Therefore, for Medipro Students, if they're on a 2-year programme, would need to be 19 at the commencement of their training. Other service providers such as may allow students to drive at a younger age, but this would be at their discretion.

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There is no upper age limit, providing the applicant is physically fit enough to complete the course.

Students with a disability

We welcome applications from students with disabilities and do all we can to ensure that your participation in both the academic and social life is as successful as that of other students. We consider it beneficial for you to visit Medipro before applying and can arrange informal visits on an individual basis.

Medipro can provide information on one-to-one tuition and exam concessions.

We encourage you to complete the declaration of disability and indicate any special needs (in particular health) on the form if appropriate. This will not affect your chances of being offered a place but will help us plan for your support.

Entry requirements

Medipro welcomes applications from people coming from all walks of life and you can find full details of the qualifications which are acceptable for entry on our training courses via our website www.medipro.co.uk . If you are not sure please contact us to discuss your situation.

International students

Medipro recognises a wide range of international qualifications and will assess their compatibility with the courses we provide.

All perspective students are required to have a good command of written and spoken English.

If you would like further advice on our entry requirements, please contact the Admin Office (email: admissions@medipro.co.uk or phone 01325 609030 (UK callers) +44 (0)1325 609030 (EU/International callers)).

Qualifications

The company recognises a wide range of qualifications and equivalencies. Further information regarding some of the most popular qualifications is provided below:

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- UK qualifications
- EU qualifications
- International qualifications

UK qualifications

This table of UK qualifications & credit framework also shows our standard UK levels.

Level	Qualifications and Credit Framework/National Qualifications Framework for England, Wales and Northern Ireland
8	Vocational Qualifications Level 8
7	Fellowships NVQ Level 5 Vocational Qualifications Level 7
6	Vocational Qualifications Level 6
5	NVQ Level 4 Higher National Diplomas (HND) Higher National Certificates (HNC) Vocational Qualifications Level 5
4	Vocational Qualifications Level 4
3	NVQ Level 3 Vocational Qualifications Level 3 GCSE AS and A Level Advanced Diplomas
2	NVQ Level 2 Vocational Qualifications Level 2 GCSEs at grade A* - C ESOL skills for life Higher Diplomas Functional Skills Level 2 (English, mathematics & ICT)
1	NVQ Level 1 Vocational Qualifications Level 1 GCSEs at grade D – G ESOL skills for life Foundation Diplomas Functional Skills Level 1 (English, mathematics & ICT)
Entry	Entry Level Certificates (sub levels 1 – 3) ESOL skills for life Functional Skills Entry Level (English, mathematics & ICT)

EU qualifications

Medipro recognises a wide range of qualifications and equivalencies. Further information regarding some of the most popular qualifications is provided below. Please contact the Main Office for further guidance about their suitability for entry to our courses:

- [Learning Opportunities and Qualifications in Europe](#)

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International qualifications

Medipro recognises a wide range of qualifications and equivalencies. If you are studying outside the UK the grading system and level of qualification in your country may not be the same as in the UK. If you are unsure whether your qualification meets our entry requirements, you can contact the Admin Office for further guidance about their suitability for entry to our courses.

Selection interviews

For some of our more advanced courses there maybe an interview included in the process, this will be made clear in the individual entry requirements. The purpose and format of the interview will be communicated to you clearly in advance, so you know what to expect and what role this plays in the overall selection process.

Our offer and decision

For courses where we receive many applications from well-qualified applicants, we may not be able to make an offer to all.

Offers may also be conditional on other, non-academic, conditions such as the receipt of a Criminal Records Bureau Disclosure or references, which may be deemed satisfactory by the company.

Our offer may be Unconditional or Conditional:

- Unconditional offers – these are only made to students who have already achieved all the conditions for entry to the course.
- Conditional offers - Most offers will be based upon the portfolio of qualifications and qualifications to be taken, prior to the start of the course.

In some instances, if there are missing requirements which, in the view of the company, are achievable then a conditional offer may be made.

Applicants will be given a period, set by Medipro, to produce proof of qualification. If this time is breached, then the company reserves the right to withdraw an offer.

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Alternative Offers at Application Stage

If we are unable to make you an offer for the original course for which you applied (this could be due to competition for places or because you do not meet the exact entrance requirements) the company reserves the right to make you an offer on a course on a different date.

If you are being considered for an alternative programme you will be contacted in relation to this via email, you have the right to decline this offer at which point your original application will be made unsuccessful.

If an alternative offer is made and accepted, at confirmation, consideration for change of programme back to your original course choice will only be made if you meet the requirements and there are places available. All requests must be emailed to admissions@medipro.co.uk

Registration

Once you have been successful in your application you will be registered on to the Medipro Student Database.

If you are a Home/EU student and have not sent copies of your documents to Medipro previously, you will be required to present your passport, academic qualifications and (if required) English Language certificate.

If you are an international student, even if you have presented these documents previously, you are required to present your passport, original or certified copies of your academic qualifications and (if required) English Language certificate.

All your documents will need to be seen and verified before you are registered for a course.

Original certificates and transcripts

Original certificates (not copies) must meet the following criteria to be accepted:

- University certificates/transcripts need to be on official headed and stamped paper.
- Original certificate(s) of qualification. Must clearly show;

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- the students name
 - the title of the award
 - the date of the award
 - the name of the awarding institution
- Transcript of results. Must clearly show:
 - the students name
 - the name of the academic institution
 - your course title
 - the confirmation of the award

Medipro requests that applicants do not send original documents in advance of arrival as we cannot guarantee their return.

Certified copies

Certified copies will only be accepted if they meet the following criteria:

- The document must be certified by a professional person or someone well-respected in your community. Medipro will accept the following:
 - bank or building society official
 - councillor
 - registered medical professional
 - police officer
 - solicitor
 - teacher or lecturer
 - official authorised Agent of Medipro Ltd
- The person you ask must not be:
 - related to you
 - living at the same address

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- in a relationship with you
- The person will need to certify the copy by:
 - writing 'Certified to be a true copy of the original seen by me' on the document
 - signing and dating it
 - printing their name under the signature
 - adding their occupation, address and telephone number

The person certifying the document may charge you a fee.

Official translations

Where a document is not in English, the original must be accompanied by a fully certified translation provided by a professional translator/translation company.

This translation must include:

- details of the translator/translation company's credentials
- confirmation that it is an accurate translation of the original document
- the translator/translation company's contact details

It must also be dated and include the original signature of the translator or an authorised official of the translation company. Translation companies will charge you a fee.

Other Issues

Other criteria

In addition to academic qualifications, when selecting candidates, we may also take into account information provided within the personal statement and reference, particularly where this reveals extenuating or mitigating circumstances which may have affected academic performance.

We recognise that applicants may have gained experience which in some cases may be deemed equivalent to formal qualifications and may take this into account

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when considering applications. Applicants should supply full details of any such relevant experience as part of their application.

Medipro reserves the right not to consider an applicant for entry if the entrant has previously been withdrawn from a course on grounds or due to submission of fraudulent documentation.

Any declaration of extenuating circumstance should be referred to the Admin Dept for initial consideration.

Commitment to fairness, transparency and consistency

To ensure a fair and consistent admissions process, Medipro will ensure that the following principles are adhered to:

- The Medipro course will clearly state its entry criteria, including academic qualifications, along with appropriate experience and skills required for entry
- Entry criteria will be easily accessible through our web site and prospectus
- Applicants will be informed in general terms how they can demonstrate their achievements (both academic and experiential) and motivation to study
- We will provide clear information on required entry grades or grade ranges. Any amendments made after grades or grade ranges have been printed in the company's prospectus will be publicised on the Medipro website.
- Offers will normally be made within the publicised grade range.
- When assessing the merit and potential of applicants, selectors may also consider the context of academic achievements by reference to data on school performance
- An offer below the normal grade range may be made in exceptional cases where there is evidence that the applicant's grades may have been affected by individual extenuating circumstances.

Where programmes include interviews or tests as part of their selection criteria, we will make this explicit to candidates, and provide details on how the interviews will be conducted and the criteria used to select successful candidates.

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Medipro does not normally require candidates to provide additional written work to supplement an application, although in individual cases the company may request this and will explain the reasons for such a request.

Arrangements for interviews and submitting additional written work should include ensuring that applicants are invited to provide details of any medical, special, or cultural needs that should be taken into consideration to allow any reasonable adjustments to be made.

Late applications

Applicants who apply by the deadline will receive full and equal consideration. Later applications will be considered on an individual basis if there are still places available on the relevant programme.

Applicants declaring a disability

We would usually expect reasonable adjustments to have been made to assessments to allow us to consider academic achievement against the same criteria used for applicants not declaring a disability.

However, if an applicant or referee feels that reasonable adjustments made during assessments were not sufficient to allow fair consideration of an applicant declaring a disability, this should be made clear as part of the application with supporting evidence provided if appropriate. We will then consider this information when deciding on the application.

Admin Dept admissions

Medipro is committed to providing a professional admissions operation to provide the best service to applicants. We operate a centralised admissions process to achieve this. Instructors remain involved in the admissions process and are responsible for agreeing the entry criteria and selection processes for each of their courses.

The Admin Dept is responsible for all communications, including the transmission of admissions decisions.

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Responsibility of applicants in the application process

It is the responsibility of applicants to provide full and accurate information in an application and to notify Medipro of any changes or corrections to the original application.

By accepting an offer of admission, the applicant agrees to abide by the rules and regulations of Medipro. If the company becomes aware that an applicant, prior to registering as a student, has failed to abide by these rules and regulations an offer to study may be withdrawn.

In the light of additional information, which was not available at the time of selection, an offer may be amended or, in exceptional circumstances, withdrawn. Medipro also reserves the right to correct errors where they have been made in the communication of decisions and offers.

Medipro reserves the right to exclude a candidate who is considered on justifiable grounds to be unsuitable for a place on the course according to individual circumstances.

Rejection or withdrawal of an offer based on behaviour that goes against Medipro's Code of Conduct.

Medipro reserves the right to reject or withdraw an offer based on an applicant's behaviour during any visit to the company (such as attending an interview) if an applicant has displayed behaviour/s that are in contravention of the company's Code of Conduct.

Medipro is committed to a policy of equality of opportunity and aims to provide a working, learning and social environment that is free from unfair discrimination. It aims to ensure that staff, students, visitors and all others associated with the company are treated with dignity, respect, and equality, regardless of inappropriate distinctions, such as age, disability, gender, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation (as identified under the Equality Act 2010 as 'protected characteristics').

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Student Safeguarding

Medipro is committed to supporting and promoting the welfare of staff, students and visitors and is committed to the provision of a safe environment conducive to work, study and the enjoyment of a positive experience for all members of its community.

Medipro recognises that within the course of its activities its staff and students may come into contact with children (e.g. individuals who are under 18 years old) or vulnerable adults (e.g. those over 18 who are rendered vulnerable to harm or exploitation due to their personal situation and/or social circumstances). Staff and students supervising or undertaking professional placements in clinical settings, health care, teaching and social care will come into regular contact with children and vulnerable adults.

Medipro wishes to ensure that it maintains the highest possible standards to meet its responsibilities to protect and safeguard the welfare of children and vulnerable adults. Medipro is committed to working in partnership with other organisations (as appropriate) to facilitate this.

In the discharge of its functions, and in implementing this policy and procedure, Medipro will remain mindful of its duty of care and other legal obligations, such as those it owes under the Health and Safety at Work Act, the General Data Protection Regulation, the Safeguarding Vulnerable Groups Act, Equality Act, the Protection of Freedoms Act, and the Counter Terrorism and Security Act.

This policy and associated guidance are designed to assist Medipro to achieve the commitments set out above and to take reasonable steps to safeguard those who are vulnerable by ensuring there are clear guidelines and procedures for identifying risk, reporting concerns and that appropriate action is taken.

Examples of areas where Medipro may have contact with children and adults who may be vulnerable may include (this is not an exhaustive list):

- Teaching, supervision and support of students;
- Apprenticeships;
- Student residences;
- Research subjects;

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- Attendance at private functions run commercially by Medipro;
- Conferences;
- On placements and in other professional and clinical settings;
- Field trips, excursions & other activities such as volunteering and other social activities

This policy sets out how Medipro will deal with concerns that are raised that an individual may be at risk of exploitation, harm or abuse (including radicalisation), and the type of action that Medipro may take to manage such matters and provide support. The policy recognises that specific areas of activity, for example admission of students, have local procedures designed to promote safeguarding practices and which adhere to the key principles set out in Section 2. Examples of the type of situations which may result in the company implementing this policy and procedure may include where:

- A child or adult raises an allegation of abuse, harm or other inappropriate behaviour;
- A student or staff member discloses information involving themselves or family members which gives rise to possible concerns that a potential perpetrator may be harming or abusing vulnerable individuals;
- There are suspicions or indicators that a child or adult is being abused or harmed or is at risk of exploitation, harm or abuse (including radicalisation). The indicators of abuse or harm or risk of abuse or harm or radicalisation can be very difficult to recognise and it is not a staff member's responsibility to decide whether a child or adult has been abused or harmed or subjected to abuse or
- harm, but only to raise concerns that they may have;
- There are observable changes in a child or adult's appearance or behaviour that may be related to exploitation, harm or abuse (including radicalisation)
- A concern is raised that an individual presents a risk of abuse or harm towards a child or adult in relation to, for example, his/her criminal convictions, or downloading, possession or distribution of inappropriate images or extremist material. If there is concern that a member of staff or

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student may present such a risk, Medipro Ltd will invoke its risk assessment procedure and/or take action.

- Concerns arise that a student or member of staff is vulnerable to radicalisation and there is an identifiable risk of being drawn into terrorism.

Definition of vulnerability

For the purposes of this section Medipro defines vulnerability as being when a child or adult is at risk of exploitation, harm or abuse, including the risk of radicalisation. While the definition of “vulnerable adult” and “child” are set out below, the Policy notes that a person can become vulnerable as a result of specific circumstances or situation which may increase the risk of exploitation.

Vulnerable Adult

Medipro defines a vulnerable adult as a person aged 18 or over who is, or may be, in need of services by reason of mental or other disability, age or illness, and who is, or may be, unable to take care of him or herself, or unable to protect him or herself against significant harm, abuse or exploitation, including being drawn into terrorism.

Definition of a child

Medipro defines a child as a person who is under the age of 18 (“Child”). The fact that a Child has reached 16 years of age, is living independently or is in Further/Higher education does not change his or her status for the purpose of this Policy. Medipro is committed to working towards the safeguarding and wellbeing of children and vulnerable adults, e.g. in relation to individuals and activities with student societies and volunteering.

Reporting Safeguarding Concerns

It is the remit of Social Services and/or the Police to investigate safeguarding concerns; however, Medipro will undertake a risk assessment before making a referral to such an external agency. If a member of staff or a student has any immediate risk concerns (including outside normal hours) they may refer directly to the Police or Social Services, but otherwise they should follow the internal referral

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process set out below. If a direct referral is made, the member of staff or a student should inform Medipro at the earliest opportunity.

Safeguarding concerns should be reported to Medipro, this can be done verbally or via email (support@medipro.co.uk). If this needs to be discussed before, then contact can be made by phone. Medipro suggest that it is better to refer any safeguarding concern and enable a risk assessment to take place, than not to make one because of uncertainty.

In a placement or work-based learning environment (such as a professional or clinical setting) a member of staff or student should normally report any safeguarding concern in the first instance to the Medipro Practice Placement Facilitator or Programme Leader.

If a person holds a dual role at Medipro, for example they are employed by the company and also study with Medipro, then a concern may be raised, and action taken under both the staff and student procedures.

Where there is doubt as to which procedure to use to raise the concern, contact can be made with Medipro's Administration Department by phone in the first instance.

Risk Assessment

If a safeguarding concern is raised, a risk assessment is undertaken to assess the appropriateness of a referral to Social Services or the Police.

The Medipro nominated safeguarding lead is responsible for ensuring that a record of the risk assessment process and the outcome of the risk assessment is made, and any appropriate follow up action is undertaken.

Medipro will liaise with other partner agencies as appropriate in order to address the safeguarding concerns identified.

Action by Medipro

Medipro reserves the right to act under its disciplinary procedures should it later receive information that suggests that its conduct standards may have been breached. Staff or students who are dismissed from the course because of safeguarding concerns will be reported to the Disclosure and Barring Service and

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any relevant professional body. Support from internal or external services will be provided as appropriate for any individuals, staff or students, impacted by safeguarding issues.

Retention of Information

Written records of any safeguarding concerns will be retained for as long as is necessary for the purpose for which it was obtained or as legally required or lawfully permitted.

Such written records will be held centrally and separately from a member of staff's or student's personal records.

Training

All staff and students whose roles and responsibilities include regular contact with children and potentially vulnerable individuals will receive training and guidance appropriate to their role. All staff and students will be made aware of this policy and procedure, how to locate it and related guidance.

Apprentices and Work Experience

Medipro has a responsibility to ensure the health, safety and welfare of all students undertaking work placements or apprenticeships with employers.

Medipro will ensure that employers are aware of this policy and their responsibilities for compliance in relation to Safeguarding and the Prevent duty for any student who is placed with them and that arrangements are in place to ensure that a student's wellbeing is safeguarded.

Sub-contracted Provision

Sub-contractors will be required to have in place effective safeguarding arrangements to ensure that students are safe. Medipro undertakes a full Due Diligence check on potential sub-contractors prior to awarding them a contract to deliver. This will include a review of the organisation's Safeguarding Policies and Procedures, including Prevent, and evidence of compliance with mandatory Safeguarding and Prevent Training. This is also referenced in the Service Level Agreement.

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The MediPro Administration Department will record any incidents relating to safeguarding concerns and will report them to the nominated safeguarding lead. This report will be confidential and if any concerns or patterns of abuse emerge these will be dealt with appropriately.

Further Assistance

Further information on this policy and procedure this is available from your programme lead or MediPro's nominated safeguarding lead as detailed below:

- Kirsty Wharton
- Kirsty.wharton@medipro.co.uk
- Office: 01325 609030
- 24hr: 07957686520

Prevent

Medipro is required under the Counter-Terrorism and Security Act to 'have due regard to the need to prevent people from being drawn into terrorism'. Under section 29, it must have regard to guidance issued by the Home Secretary. The Prevent Duty Guidance for higher education institutions in England and Wales came into effect on 18 September 2015 following approval by Parliament. This document sets out how they are complying with the Duty.

Approach

Medipro welcomes the Government's intention that the Prevent Duty is implemented 'in a proportionate and risk-based way' and that it should not create large new burdens on institutions. They therefore intend to implement their legal responsibilities as part of their existing policies and procedures, which are also considered to be the best way of ensuring a joined-up approach. In doing this they will actively involve all aspects of the company and will continue to consult them should any changes to this policy be required in the future.

Medipro takes seriously their responsibility to ensure the safety and wellbeing of students, staff and the wider community and as part of this would wish to do all that

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they can to prevent any student or staff member from being drawn into terrorism. They also value the principles of academic freedom and general freedom of expression and have a statutory duty to protect them. Some of the ways in which they meet these responsibilities are set out in this document.

Leadership

Medipro takes seriously, at the highest levels, the need to prevent terrorism occurring in our community. The approach has been approved by the Managing Director, and the Clinical Director has been identified as the member of senior management responsible for ensuring that the company complies appropriately with the Prevent Duty.

Risk Assessment

As required by the Prevent Duty, Medipro have carried out an assessment of the risk of students being drawn into terrorism. The Head of Special Projects/CQC or her equivalent, will review this risk assessment every two years. Where any significant risk is identified, Medipro will consider what action might mitigate the impact/likelihood of that risk crystallising.

External Speakers

Under the Education (No. 2) Act 1986 to secure freedom of speech within the law, where the views expressed constitute views that risk drawing people into terrorism, or are shared by terrorist groups, permission must be sought by the staff or student organiser from Medipro. Due diligence is carried out where required and Medipro will share information with other institutions, if appropriate, about any particularly problematic event that comes within the remit of Prevent.

In complying with the Prevent Duty, Medipro will not:

- Provide a platform for any proscribed terrorist organisation or encourage terrorism in any way;
- Allow gender segregation at any event it organises.

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Venue booking for external speakers is to be approved by a member of the SMT, the following details are to be provided two weeks in advance:

- Staff/students name.
- Date and time.
- Faith.
- Contact details of those attending.
- Duration.
- Facilities needed.

The Safeguarding Lead will remain in the room with external speakers so they can address issues as they arise.

Staff Training

Medipro will carry out training on a regular basis for all relevant staff, so that they can recognise those who are vulnerable of being drawn into terrorism and potential signs of radicalisation. It will include an explanation of how to handle appropriately and sensitively any concern that may emerge. For those with whom any specific concerns will be raised (line manager or clinical lead), differentiating the risk of radicalisation from other issues will be covered in more detail, together with the opportunities and requirement to share information confidentially where needed. The approach will be to support vulnerable students in whatever circumstance they find themselves, recognising that radicalisation could occasionally be occurring when certain behaviour is manifest but that other explanations will usually apply.

Pastoral Care

Pastoral care is available to students in a variety of ways. Specialist support is provided through the Administration Department. All students will have a Programme Leader to turn to and those in MediPro residence will also have access to a helpline.

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Faith Facilities

A multi-faith room is provided for all faiths and those with no faith (Viking Office). Expectations for usage will be clearly displayed/published, because of consultation with students or staff.

Meetings and religious teaching are allowed only when they are pre-booked and approved by the SMT, no-one of any faith is excluded from joining these meetings whatever faith they are. No denomination can dominate the space. This is monitored including random drop ins by the Safeguarding Lead.

IT Networks

Medipro considers it unacceptable for our IT networks to be used in any way that supports, promotes or facilitates terrorism and will keep under regular review, the possible use of filters as a means of restricting access to content covered by the Prevent Duty as part of our risk assessment process and in discussion with other companies. Social media services such provide new avenues for the distribution and accessing of extremist material, and Medipro takes the challenges presented by social media very seriously. If any misuse of branding on social media accounts is discovered, then action will be taken in accordance with the terms and conditions of the relevant platform.

Communications

Material supporting terrorism will not be permitted to be displayed within Medipro premises and any such material will be removed if it is found. Likewise, Medipro will seek to ensure that the company's printed and electronic communications (including its website) do not contain or support terrorist material or material likely to encourage terrorism and will investigate immediately if any such instances are raised. It is acknowledged that there will be legitimate reasons to display materials relating to terrorism as part of legitimate teaching and research activities, and this should be declared.

Information Sharing

Medipro is aware of the opportunities for informal and formal sharing of information with relevant authorities. They will use these when considering whether it is

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necessary and appropriate to do so in the interests of preventing people from being drawn into terrorism. Information sharing will only take place with external authorities when this is consistent with the provisions of the Data Protection Act.

Roles & Responsibilities

All members of staff should be aware of MediPro's responsibilities under the Prevent Duty and of the measures set out above to comply with it. Members of the company who are concerned about a student or staff member who might be at risk of being drawn into terrorism should report this.

English and Maths Strategy

All students at MediPro Limited are encouraged to take the opportunity to improve their English and Maths skills through participation in an individualised curriculum. MediPro aims to provide the option of accreditation in addition to embedding opportunities for English and Maths in all appropriate awards/programmes.

We are committed to providing high quality English and Maths to support progression and achievement. This strategy will ensure that functional skills opportunities are relevant to students needs and are effectively delivered.

MediPro believes that English and maths are important to educational and personal development for students because they:

- Are essential for individuals to function in everyday life.
- Are necessary to enhance the lives of individuals.

Principles

English and Maths provision at MediPro follows an accredited route via FutureQuals Awards.

The provision includes:

- English and Maths linked to all Apprenticeships.
- Recognising differences in learning and implementing teaching and learning strategies in addition to peer support and a dedicated Function Skills Tutor.

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- Embedded support for students accessing the full curriculum with opportunities to improve their functional skills in every aspect of life.

Commitment

Medipro is committed to providing opportunities for learners to develop their English and Maths skills at an appropriate level to their education needs. Successful delivery of English and Maths functional skills is achieved through a whole organisational approach concentrating on the following key features:

- Attention to the results provided by Initial Recognition of Prior Learning (RPL) assessment and diagnostic assessment.
- Individual Learning Plans, with clear effective Target Setting across all aspects of the curriculum.
- A flexible approach to delivery – which may include whole class teaching, embedded learning, learning support, work experience or a mix of these.
- Students skills developed at a pace that enables and shows progress.
- Effective use of a range of staff skills and abilities.
- Staff recruitment.
- Continuing Professional Development for Medipro staff and staff training
- Robust and comprehensive continuous quality improvements

Entitlement

Medipro will provide the following English and Maths opportunities to students:

- All students will be supported in developing their English and Maths skills at an appropriate level to their individual needs and aspirations.
- As a result of an initial assessment, all learners will be provided with key information, advice and guidance on the opportunities available to them to improve their skills with clear and effective target setting on their Individual Learning Plans.
- All students will have an Individual Learning Plan completed and reviewed on a regular basis.
- All students will have access to appropriately trained staff.

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- The teaching of English and Maths, where possible will be delivered in the context of the student's interests, independence, community inclusion, health and have an employability focus if this is linked to their long-term goal.

Development

Medipro has provision for staff development and the Education Manager works closely with tutors to identify the training needs of all staff.

Staff development will include:

- Staff induction
- Professional Development Reviews
- Attendance at staff development events including standardisation meetings
- Weekly team meetings
- Professional development opportunities such as further qualifications in teaching
- Improving own levels of English, Maths and ICT to at least Level 2 equivalency

Objectives

- For all staff to attend a baseline and initial assessment training
- For all staff to attend a functional skills core curriculum overview

Quality Assurance

- Opportunities to deliver English and Maths is monitored quarterly.
- The quality of English and Maths teaching is monitored quarterly through formal observation and student feedback.
- English and Maths accreditation is achieved through FutureQuals and is delivered under the quality assurance internal verification guidelines outlined in the assessment policy and in line with the Awarding Organisation requirements.

Leadership and Management

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The roles and responsibilities for the implementation of this Policy are identified below:

- Medipro will appoint a management representative to co-ordinate English and Maths
- Functional Skills delivery to ensure that this policy is adhered to and progressed in line with the Medipro's Quality Improvement Plan.

The Education Manager will have a key role in monitoring the implementation of this policy and reporting progress through to the Senior Management Team.

The Senior Management Team will ensure that the quality of English and maths provision is monitored through a robust observation process student progress and achievement is monitored and evaluated.

Apprentice Assessment

Medipro is committed to ensuring that learners are assessed prior to commencement of their apprenticeship to ensure suitability.

Objective

- To assess learners' prior learning, Function Skills and understanding to ensure eligibility for the chosen apprenticeship.
- To carry out initial assessment to ensure that learners are on the most appropriate programme and therefore gather information to support the learners' experience.
- To identify the most appropriate referral for any individuals that has been identified as not suitable for an apprenticeship.
- To use the most appropriate methods of assessment based on the individual circumstances and targeted training course.
- To fully understand the individuals' personal circumstances in key areas.
- To keep the individual fully informed throughout the initial assessment.
- To ensure learner and employers are able to offer skills development in relevant areas.

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Procedure

Initial assessment focuses on key areas (Appendix C) to ensure that we can provide the most appropriate training for the learner. The learner shall discuss with their employer and Trainer Assessor to determine their individual requirements and undertake assessment to their literacy and numeracy levels, cognitive function and career aspirations. The results of the initial assessment shall be recorded and discussed with the learner to ensure they understand the process and outcomes.

Discussion

This will take place with the learner to establish information about a learner's prior qualifications and achievements this can provide an indication of their general level of ability and strengths in certain subject areas may inform their choice of career (any declarations will need to be varied with valid certificates). Alongside the initial assessment results this can help in deciding which programme is most appropriate and whether the level of the planned programme and qualifications are appropriate. Information of existing qualifications may indicate weaknesses in particular areas. For example, the absence of or low grades in GCSE Maths and English, may suggest basic skills needs which require further investigation during initial assessment. The purpose of establishing a learner's prior experience and learning is to ensure that he or she does not waste time in repeating learning in an area which they are already competent.

Some learners have personal problems which could be addressed during this initial discussion. Homelessness, behavioural difficulties, medical conditions etc. need to be identified at the earliest opportunity so ways can be jointly found to either overcome the problem or find alternative solutions.

Induction

During sign up the employer, learner and tutor assessor all complete an induction. It is at this stage that the learning preferences of the learner are identified, highlighting how they like to learn and any potential barriers they may have to learning. They also discuss their overall career goal and each element of the qualification to ensure that this is right for them. They also explore the Maths, English and IT elements covered within the qualification (not functional skills) in terms of what is expected of

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them and levels required to complete the qualification. Under each element of the qualification the employer is asked to confirm that the learner will be allowed the opportunity to experience each of the knowledge, skills and behaviour required. In addition, the learner must score against each element of the Standard to confirm their levels of prior knowledge and current skills and ability to tailor their training programme to meet their individual needs. This will identify any skill gaps and a plan is formulated at this stage how this will be addressed through the learning programme. All elements of the standards are discussed and any components that make up the qualification established in terms of development need. Inclusive of functional skills or mandated qualifications. Upon completion of the induction the learner, employer and trainer assessor all confirm their commitment and can explore any other areas of personal development that could be incorporated into the training.

Progress Reviews

Three-way reviews that happen every 6-8 weeks that provide an overall picture of the apprentices' progress; recapping on the individuals personal learning record against each element of the framework or standard learning plan.

Employer Engagement (Apprenticeships)

The purpose of this section is to define our commitment to “Outstanding” employer engagement, linking education and industry , understanding the need to work in partnership with employers and their employees (Apprentices) to develop and train apprentices and keep them informed of progression throughout their learning journey.

Medipro staff are responsible for ensuring that employers are involved from the beginning stage of promoting apprenticeship right through the journey and supporting continuous development of our employer engagement service. We have a dedicated employer engagement team at all levels who are responsible for providing a professional service.

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Responsibilities

- Managing Director – Responsible for strategic planning, overall accountability and promoting continuous professional development.
- Head of Apprenticeships – Responsible for delivering an outstanding employer engagement service to all our employers, quality of delivery and meeting ESFA and Ofsted requirements/regulations.
- Head of Education – Responsible for developing and working with employers to provide a curriculum offer that meets the needs of employers, apprentices and the requirements of the standard and apprenticeship.
- Apprenticeship Lead – Responsible for engaging with employers regarding the contractual requirements for the apprenticeship journey. This involves liaising with Education and Skills Funding Agency to ensure up to date knowledge on government legislation is communicated to employers. The Apprenticeship Lead also offers information and guidance on funding methods whether it be via the Apprenticeship Levy or government co-investment. Providing continuous support with digital levy accounts to ensure employers are comfortable with all aspects of the funding methodology.
- Lead Internal Quality Assurer - Responsible for driving continuous improvement and quality assurance for the service we give, updating policy and procedures annually, providing information on progression quarterly and achievement biannually for apprentices and employers. Providing safeguarding and learner support training, advice and guidance for employer and apprentice.

Key Staff

- Head of Commercial – Responsible for promoting apprenticeship vacancies with employers through current applicant’s placement opportunities for learners, advertising through the ‘Find Apprentice Training’ service. Providing strong communication links with applicants and employers, coordinating day to questions, complaints and issues as they arise. Working closely with our network of employers to ensure their individual needs are met through the advertisement and recruitment of an apprentice.

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- Sales Administrator – Responsible for promoting and advertising commercial courses with existing and new employers Providing strong communication links with employees, associates and employers, coordinating day to questions, complaints and issues as they arise. Working closely with our network of employers to ensure their individual training needs are met.
- Placement Facilitator – Responsible for providing relevant support to learners whilst in practice. Including audits and compliance for employer and/or practice placement areas.
- Education Planning Lead – Responsible for the allocation of education delivery team, administration of courses including instructions to students/apprentices and managing assessments. Supporting e-portfolio development and enrolment. Monitoring and reporting on attendance.
- Administration - Monitoring and reporting on attendance and informing employers on a daily basis with timesheets, and any evidence behind any relevant concerns.

Procedure

Promotion of Apprenticeships and Employer Engagement

- Marketing our offer for apprenticeships and commercial courses to existing and potential employers through; newsletters, forums, website and social media and face to face with employers through our specialist team of Training Tutors.
- MediPro have a series of open days throughout the year which we involve and invite employer to support. This is for potential candidate's, to highlight the future opportunities in our sectors and Employers are invited and involved in supporting this event, giving career guidance and real-life experience to potential candidates.
- Attendance on employer forums and recruitment days.
- Working with employers in the trailblazer groups to develop new apprenticeship standards that are fit for industry in order to address skills shortages in our sector.

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- Regular marketing to our employer’s network making them aware of new training and development opportunities through emails, social media, face to face meetings, newsletters and forums.
- Training and Education Team working with the employer on site to establish training needs and promote our commercial arm.

Approach against Training and Delivery Relevant for Industry and Sector

- Strategic planning on recruitment of staff to allow for the flexibility and delivery of programmes that align with employer needs.
- Active representation for SME’s on ‘Trailblazer’ forums producing the apprenticeship standards for our industry.
- Attendance on employer forums and recruitment campaign/events.
- Working with employers and professional bodies in the trailblazers to produce standards for industry.
- Work with the sectors employers to produce apprenticeship solutions.

Recruitment of Apprentices and Other Training Services.

- Support employers to advertise and promote vacancies ensuring the employer is offered the use of the free ‘Find Apprenticeship Training’ tool to broaden their advertisement campaign.
- Working with the employer to find the most suitable programme to meet their training requirements. A training needs analysis may be carried out to assist with this.
- Providing information and guidance on the different funding methods, including eligibility and payment options.
- Advice is provided and applicable to the correct funding method for the employer whether it is on a commercial basis, be full government funding, employer co-investment or levy.
- Contract support – informing employer of all contractual requirements and working with employer on any fundamental changes to legislation, ensuring they are kept up to date with the latest versions.
- Supporting with application process for local authority grants to support employers accessing funding to upkeep the cost of recruitment.

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- Providing a robust recruitment and selection process that compliments the employer's procedure by screening individuals through our initial assessment process and offering an administration service.
- Our commercial programmes allow us to have a pool of learners training and developing for industry and available on employer demand.
- Provide a recruitment matching service against pre apprenticeship programme, their goals and aspirations for preferred occupation against employer requirements.
- Our initial assessment process allows us to produce candidate competency checks on potential candidates to support suitability to employment.
- Support around government legislation, off the job training requirements, how this can be supported in the workplace, information on what can be included as off the job training to enable them to support the apprentice and achievement of EPA.
- Provide detailed training plans to confirm employer and apprentice requirements prior to sign up.

Planning the Training and Development of Programmes for Apprenticeships

- Adapting delivery to accommodate prior learning and achievement of individuals producing a commitment statement and delivery plan identifying key goals and milestones.
- Working with employers to establish a curriculum offer that works for all aspects of apprenticeship and or training. Tailoring a model of delivery that suits the employers and employees needs that is flexible and adaptable in changing circumstances.
- Offering robust training packages that meet the employer and employee needs as a whole and has a positive impact on staff development and outcomes.
- Providing suitable teaching and assessment options that support the industry, qualifications, standards or framework and the employer i.e. lectures, assessments, mentoring and coaching.
- Agreeing the delivery location (Our Teesside centre or alternative location) following an appropriate audit.

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- Sequencing skills and knowledge delivery to meet the individual, employer and apprentice priorities and enabling them to prepare for gateway assessments and EPA.
- Planning of any additional training requirements the employer requests that support the occupational competency of the employee, which may include functional skills.

Continuous Employer Engagement throughout the Apprenticeship or Programme

- 10 weekly progress reviews completed in the workplace with the employer and assigned tutor/assessor continuously ensure that all parties are aware learner progress against expected standard and preparation for EPA.
- The progress reviews should detail what the apprentice needs to complete and what the next stage is within the delivery plan and SMART targets set.
- Progress reviews also give the opportunity to identify any training requirements in addition to what's required for the framework or standard and set out in the training plan. At this point training plans will be amended.
- Learner reviews that capture training and development and further advice and guidance for apprentice's employers and employees.
- Employers are invited in two times a year to discuss any aspects of the delivery of service with employer engagement and delivery team.
- Continuous Levy support through one to one meetings, briefings, telephone support.
- Employer and apprentice engagement to prepare for End Point Assessment.
- Providing flexible payment schedules that suit the needs of the employer to support co-investment with ongoing communication around when payments will be due.
- Assisting with online levy account and further support in control of levy account on behalf of the employer. Addressing any queries, issues arising from the apprenticeship levy.
- The education team will identify and support any further training opportunities upon completion of the apprenticeship that meet the employer needs.
- Administration and attendance support for apprentices.
- Learner welfare and safeguarding support.

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- Commercial training team support for employer and all business needs.

Complaints Concerns and General Enquiries

- Centralised log and dedicated staff to record and support for day to day enquiries as they arise
- Training Administrator assigned to efficiently and promptly handle any feedback or complaint to improve service and feedback to employers.
- Strong employer engagement team to act promptly, professionally and efficiently as and when required.
- Dedicated training and education team on site to support regularly.

Monitor and Improving Employer Engagement

- Measuring employer satisfaction through annual surveys and consistent feedback throughout the programme.
- Monthly review of recorded enquiries, complaints, concerns and outcomes at employer engagement meetings.
- Manage and maintain database of employer contacts to send out updates and surveys
- A robust QA service to ensure quality of delivery, through, IQA, EQA, Learner / Employer feedback, performance data is reviewed periodically throughout the year.
- Policies and procedures are reviewed and amended when required.
- Annual quality report produced supporting continuous improvement to delivery of service.
- Sector based knowledge and evidence to be fed into the program, with employer engagement, to ensure an up to date, relevant, evidence driven delivery for the industry.

Ambulance Observers

This section relates to all requests from anyone seeking permission to undertake periods of observation on both Accident and Emergency and Patient Transport Services (PTS) vehicles.

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Most requests to ride out with ambulance staff on a Medipro vehicle generally come from Medipro students or newly recruited personnel. Occasionally, personnel from other companies, organisations or VIPs will request or be invited to ride out as an observer.

For the purpose of this policy an ‘ambulance observer’ means; an authorised person suitably dressed, may accompany ambulance staff solely to observe operational activities and crew actions without interference or assisting in any way with patient care or treatment.

Procedure

Who may ride out as an Ambulance Observer?

As a general rule no one under the age of 18 years may go out as an ambulance observer on any of our vehicles.

Processing and authorising applications for Ambulance Observers

A person wishing to ride out as an observer will be referred to the Resource Manager, who will in turn nominate a person at the ambulance station where the ride out is proposed. This will proceed the necessary indemnity forms from HR being completed first.

In the case of a Medipro employee/candidate whose service induction includes a period of time as an ambulance observer or where subsequently observer duties are arranged, it will not be necessary for them to sign indemnity forms.

Whenever a third party wishes to accompany Medipro staff on a vehicle, the Indemnity Form (Appendix D), and the Observers Guidance Notes, (Appendix E) must be signed and returned to the HR Dept prior to the period of observation.

If the third party is employed by a NHS Trust, health authority or a student at university or College of Further Education pursuing a professional health qualification, the employing authority/university/College of Further Education must confirm on headed letter paper that the employing authority will accept liability for the negligence of their staff in the event of personal injury, injury to patients or Medipro staff or damage to Medipro property.

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If the third party is not employed by a NHS Trust or health authority or is not a student at university or College of Further Education pursuing a professional health qualification, the third party must be asked to provide proof of public liability and employer liability insurance to the value of:-

- £250,000 - if they are a student or unemployed,
- £2,000,000 - if they are employed by a private company or other public body,
- £5,000,000 - if they are employed by a public limited company.

In the case of students currently studying for a Medipro qualification, this will not be necessary and the Medipro insurance policy will cover them.

Authorising applications and making final arrangements, such as name of crew time, date and place for the ambulance observer to report to accompany an A&E vehicle, will be undertaken in the first instance by the Resource Manager. PTS authorisation for an observer will be granted by the Resource Manager also. In the event of the RM's absence, authorisation may be granted by the Clinical Director.

A copy of the signed indemnity form together with the proof of the insurance or letter from the NHS employer/university or College of Further Education and other documents will be retained by the HR Department facilitating the arrangement for a period of 4 years.

Should any injury/loss/damage occur whilst the third party is accompanying Medipro staff as an ambulance observer, an Accident Incident Report form must be completed.

In any event an ambulance crew have the right and responsibility to terminate the 'ambulance observation' period at any time should they believe the observer has breached or compromised these guidelines to the detriment of patients and staff. Crews should also be aware that they have a right to refuse or stop the observation at any time, should there be sufficient grounds to and with prior approval from the Resource Manager.

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Inviting Politicians, VIPs, guests from abroad and the media as Ambulance Observers

Occasionally, Medipro may invite individuals from external organisations to observe on a vehicle. It would be inappropriate for Medipro to expect indemnification from this group of people when this has been initiated by Medipro and clearly for the benefits of the service's own interests.

In these special circumstances, the Clinical Director may allow guests to observe on vehicles without the need to provide indemnity or insurance. The group of individuals that this is most likely to apply would be politicians, VIPs, visitors from abroad and, when Medipro has made the initial approach to the press/media.

This facility must not be used to short-cut the procedure in the event of a 'guest' requesting the facility of ambulance observing at short notice, because of not having sufficient time available or due to incomplete or incorrect documentation.

Placements

To meet governance requirements, a framework is needed to guarantee processes are in place to co-ordinate applications for placement experience in clinical area practice to ensure the safety of our patients, students, visitors and staff to ensure structured, high quality learning experiences are provided.

To provide guidance on the management and implementation of requests for pre-registration practice placements for the following types of placement experience:

- Pre-registration placement at North West NHS ambulance service
- Pre-registration placements at North East NHS ambulance service
- Pre-registration and post registration placements at North Tees Hospital
- Pre-registration and post registration placements at James Cook University Hospital
- Pre-registration placements at Medipro operations department
- Placements at other nominated areas

Medipro is responsible for providing learning opportunities in practice for paramedic students, offshore medics, ambulance technicians, emergency care assistants, and

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Diver medic technicians. There are some occasions where we may arrange placements for post registration students, and these are booked on a case by case basis.

Clinical Supervised Practice is an activity that supports and encourages professional development for students on appropriate courses. This is not to be confused with statutory supervision for Nurses, Paramedics or Doctors.

The Clinical Supervisor / Assessor- facilitate learning and assessing the competencies carried out by the Supervisee/mentor. The supervisor must have an appropriate professional and academic qualification, and a mentorship qualification.

Roles and Responsibilities

Medipro

Medipro has an identified named Managing Director who is accountable for the performance and provision of the Learning and Development Agreement and in turn the Placement of Students.

Medipro is responsible for verifying pre-registration students are medically fit to be trained, including any screening, immunisations and vaccinations deemed necessary by programme standards set out by regulation and Department of Health guidance.

Medipro ensures all students are subjected to an enhanced Disclosure and Barring Service (DBS) and Protection of Vulnerable Adults clearance as identified by NHS Employers Best Practice. Medipro will ensure work permits or other requirements for overseas students are provided. For this policy a senior human resource manager and relevant manager will make the decision on the suitability/ acceptability of the DBS /Reference.

Placement Provider

The Provider and Medipro will use all reasonable endeavours to ensure that the standards and supervision of the practice learning environment conform to the Quality Assurance standards. Observational visitors will be supervised by a member of staff at all times.

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The Provider in partnership with Medipro will ensure that there is an agreed support infrastructure to enable students and Clinical supervisee to meet their learning outcomes. (verified during audit). Practice mentors are required to hold an approved level 3 (minimum) mentorship award relevant to supporting healthcare professionals. Should the practice placement not have the resources with the relevant qualification, Medipro will support this at no cost, via training (QA Level 3 in Mentoring for Prehospital Care (RQF)).

Medipro shall maintain third party, public liability and other appropriate clinical risk insurance cover (to the standards set out in “NHS Indemnity Arrangements for Clinical Negligence Claims in the NHS” – HSG94/48 or subsequent guidance, standards, requirements or obligations).

The Placement Provider will determine whether the placement will be accommodated.

The Placement Provider will ensure that students undertaking practice learning or clinical supervised practice have, as far as reasonably practical, similar work facilities and amenities as those available to its employees.

The Placement Provider may reserve the right to remove a student, supervisee / visitor from a placement setting in any case where it considers this is necessary having regard to conduct or professional suitability. The Placement Provider will inform Medipro immediately in this case. Medipro and the Placement Provider will co-operate in any disciplinary proceedings taken in connection with a student in a placement setting. Supervisory staff of the Placement Provider should have the right to counsel a Student, Supervisee. However, any case where more serious disciplinary action may be contemplated will be referred immediately to Medipro.

The Placement Provider will notify Medipro of any accident sustained by a student, supervisee undertaking practice learning within a time-scale appropriate to the seriousness of the situation.

The Placement Provider and Medipro will co-operate in answering any patient complaint or defending any clinical negligence or personal injury claim involving a student, supervisee in the practice setting.

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The Placement Provider will encourage and support appropriate staff to participate in any disciplinary and appeals processes relating to student, supervisee performance in practice, at the invitation of Medipro.

The Provider can demonstrate that clinical supervised practice and placements are effectively planned, resourced and managed so that learning is maximised and probity and governance arrangements are transparent and effective. The Provider can demonstrate that the learning experience meets the needs and learning outcomes of the student, clinical supervisee.

The Provider can demonstrate that assessment processes are transparent, consistent, equitable and reliable to enable successful completion of placement learning outcomes.

It is the responsibility of all students, clinical supervisee on placement to ensure they comply with all terms and conditions of their placement areas.

It is the responsibility of all Medipro staff to ensure this policy is followed if they receive any requests for placements, Clinical Supervised Practice or Observational visits. Medipro shall arrange all placements through our practice placement facilitator and the placement provider. Students will need to contact Medipro practice placement facilitator if they wish to alter their placement location or hours.

Communication

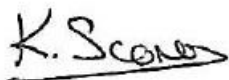
Regular communication is vital to create a supportive and enjoyable experience for the student. Medipro practice placement facilitator and the placement area co-ordinator will meet regularly (quarterly) to discuss and document any actions, issues or problems. However, either party can request a meeting at any-time.

Placement mentors and facilitators will be invited for the annual programme review to contribute to the quality assurance process.

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Name and Role of Author: Paul Ashfield, HR Lead
Name and Role of Responsible Person: Paul Ashfield, HR Lead
Ratified by: Kevin Scorer, Head of Education

Signed: 

Date Ratified: 20th April 2021

Version Control

This policy and procedure will be reviewed 3 yearly or as changes in legislation dictate.

Version Number	Date	Reason for Update
2	04/11/2020	Multiple policies are coming to their review dates, including this one.

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Appendix A
dated 04 Nov 20

FREQUENTLY ASKED QUESTIONS

Is the company ELCAS registered?

Yes, our ELC code for Medipro courses is 3274.

Am I eligible to apply?

Before you apply you should check that you meet our general entry requirements.

How do I apply?

All applications for study must be made through the Administrators at Medipro or via the website.

Can I carry out my placement hours outside of the UK?

In some courses you can complete your placement in your own workplace outside of the UK, however this must be on approval, and varies from course to course.

When should I submit my application?

Courses should be applied for ideally 30 days before commencement, but in the case of the Medipro Paramedic course, this should be 3 calendar months before the start of the course. In unusual circumstances, these cases will be considered on a case by case basis.

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Appendix B
dated 04 Nov 20

TERMS AND CONDITIONS

Every effort has been made to ensure that the information contained in this policy is correct at the time of going to press. The company will use reasonable endeavours to deliver programmes and other services in accordance with the descriptions provided.

The company, however, reserves the right to make variations to programme contents, entry requirements and methods of delivery, and to discontinue, merge or combine courses, both before and after a student's admission, if such action is reasonably considered necessary by Medipro.

If, prior to the student commencing the first stage of study for a course provided by Medipro, the company discontinues the programme, the student may either (1) withdraw from the course without any liability for fees; or (2) transfer to such other course (if any) as may be offered by Medipro for which the student is qualified. If in these circumstances the student wishes to withdraw from Medipro and to enrol in a course at another training provider, the company shall use its reasonable endeavours to assist the student.

Once the student has commenced the first term of study, if:

- (a) the company's ability to deliver programmes or other services in accordance with the descriptions provided is compromised by circumstances beyond the control of Medipro (e.g., third party industrial action), the company will use all reasonable endeavours to minimise disruption as far as it is practical to do so;
- (b) the programme is cancelled or substantially varied from that described on the website for reasons other than circumstances beyond the company's reasonable control, Medipro will use reasonable endeavours to provide a suitable replacement course. If the student does not wish to accept the replacement course, the student shall be entitled to withdraw from the course. In the event of such withdrawal Medipro shall make an appropriate refund of course fees.

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Your Offer

It is very important that you read carefully the terms of your offer as communicated to you in this letter and via the website. If you are unsure about anything, please contact us for clarification. Remember that the official offer is only that which we communicate directly to you.

Please ensure that you read carefully through all terms and conditions.

By accepting an offer of a place, you are agreeing to the following:

- Places are only guaranteed if the exact terms of an offer have been met. Compensating grades will only be guaranteed when advised in official correspondence from the company (normally via email).
- Medipro reserves the right to amend or withdraw an offer where it comes to our attention that the applicant (or party authorised to act on behalf of an applicant) has taken or is taking, more than one academic qualification that meets our entry requirements, provides fraudulent or false information or has not disclosed information which would have affected the outcome.
- Upon receipt of your results if you have either accepted your place as firm or insurance choice but you have not met the exact conditions of your offer the company reserves the right to make you an offer on an alternative course. For full details please see the 'Alternative Offers' section below.
- Medipro will provide clear deadlines for supplying information/meeting the conditions of your offer. Medipro reserves the right to decline your place should you fail to adhere to these deadlines.
- Requests to change a programme/course of study during the application stage or on arrival at Medipro are not guaranteed and are subject to availability and meeting the terms of entry for that specific programme.
- In accepting your place, you are confirming your fee status as stated in your offer letter. If you think your fee status is incorrect, please contact us at admissions@medipro.co.uk.
- To abide by Medipro Student Admissions policy.
- To abide by the regulations for students. All students are required to abide by the company's policies and procedures, as a condition of enrolment. These

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include, without prejudice to the generality of that statement, academic regulations, arrangements for appeals and grievances, disciplinary regulations and regulations covering the use of the Library and IT facilities. Copies are available on request from the Admin Dept.

Alternative offers

Upon receipt of your results (or non-academic information required as part of your offer) if you have either accepted your place as firm or insurance choice but you have not met the exact conditions of your offer (please note, that Medipro does not guarantee to confirm grade equivalencies unless otherwise stated) the company reserves the right to make you an offer on an alternative course or the same course on a different date.

If you are made an offer for an alternative course at confirmation (when your results are received), you will be notified of this via email and/or text. When an alternative offer is made, you are under no obligation to accept it and should you decline, you will either be released to your insurance choice or into clearing.

Should you wish to opt-out of the alternative offer service, once you have accepted your place (firm or insurance) please email admissions@medipro.co.uk stating "Alternative Offer Opt-Out" in the subject of your email quoting your full name, Personal ID and programme of intended study with 14 days of accepting your offer. Please note that if you opt out of this service but subsequently change your mind, we cannot guarantee to consider you for alternative courses and you may be required to apply for any vacancies via the Admin Dept.

Our decision guarantee

Offer acceptance and enrolment at Medipro is subject to a 14-day cooling off period.

At offer acceptance stage, changes can be made during the 14-day period. Any requests for change after 14 days are not guaranteed and will require a request in writing. We aim to respond to requests within 14 working days.

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Upon enrolment at Medipro, withdrawal within the first 14 days following enrolment will not incur any financial penalty. For further information on the withdrawal process please view our website. Please note, that for students holding a Tier 4 student visa this will result in the appropriate withdrawal report to the UKVI and visa curtailment.

Data sharing

In preparation for your arrival at Medipro we would like to share some of your personal information (such as full name, date of birth, Student Number, your email address/es and other relevant information. This information will not be shared until you have been offered and accepted an un/conditional offer at Medipro and will be used in accordance with the General Data Protection Act. If you do not wish to share your data, you must notify us within 10 days of accepting an un/conditional place at the company by emailing admissions@medipro.co.uk, quoting your full name, student number putting DATA SHARE-OPT OUT in the header of your email.

Medipro work with several organisations around the world who assist with academic checks on submitted documents and quality assurance. In circumstances where the company needs to consult a third-party organisation in order to clarify degree certificates and transcripts in order to make a decision, we would like to share your information. If you do not wish us to share your information with approved third party organisations you can opt out by emailing admissions@medipro.co.uk within the next 10 working days. If you email, please quote THIRD PARTY-OPT OUT.

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Appendix C
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The key areas of assessment:-



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Appendix D
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INDEMNITY FORM

In consideration of you allowing me to accompany and observe your employees, independent contractors or agents during the course of their duties with Medipro I hereby irrevocably and unconditionally undertake as follows:

- to indemnify you and keep you indemnified from and against all actions, claims, demands, costs (including legal costs), losses and expenses which may be brought or made against you by any person or incurred by you arising directly or indirectly, wholly or partly out of any act or omission by me (including my negligence) when so accompanying any such person as aforesaid;
- not to hold you responsible or make any claim against you in respect of any loss, damage or injury arising as aforesaid, including should I suffer personal injury or death arising out of your negligence.

I agree:

- I will keep confidential and not disclose any and all information relating to you, your staff, and any of your patients or any other third parties, which I acquire or receive during the course of activities with Medipro or otherwise;
- I will not film, photograph or record any of your patients or any other third party without first obtaining the verbal consent of such patient or third party;
- I will not film, photograph or record any of your staff without first obtaining the verbal consent of such staff;
- I will not film, photograph or record on private property without first obtaining the verbal consent of those persons responsible for the property;
- In the event that I film, photograph or record during the course of activities with Medipro, any material I obtain and which is subsequently used by me or any third party (including in and by the media) will not identify any individual without that person's prior written permission;
- You may terminate my activities with Medipro at any time, if you consider this to be necessary for the purposes of carrying out your operations, or if I do not comply with any of my obligations under this Indemnity Form.

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I agree that:

- The benefit of this undertaking shall extend not only to you but to your successors and assigns whether immediate or derivative and all and every one of your employees or agents whether now or hereafter in your employment and for this purpose I acknowledge that in respect of this undertaking you are acting on your own behalf and as agent for your employees and agents as aforesaid.
- Your rights pursuant to this undertaking are without prejudice to and in addition to any other rights or remedies provided by law and or statute for your benefit and the benefit of your employees and agents.
- You reserve the right to require from me at any time evidence of appropriate insurance cover (unless you are a Medipro student under instruction) or other evidence of my ability to meet my liabilities under this undertaking.

This undertaking shall be binding on my heirs, successors in title and personal representatives.

Any change in your constitution or your abolition or amalgamation with any other person or the acquisition of all or part of your undertaking by any other person shall not in any way prejudice or affect your rights hereunder.

This agreement shall be governed by and be construed in accordance with English Law and the parties hereby submit to the exclusive jurisdiction of the English Courts.

Observer

Date:

Sign:

Name:

Witness

Sign:

Address:

Occupation:

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OBSERVERS GUIDANCE NOTES

Notes to be read and signed by any person wishing to accompany Medipro staff as an observer on a vehicle.

Due to the nature of the Ambulance Service it is difficult to predict the type of incident or locations that you will attend. With this in mind you should wear clothing that is practical and yet offers some protection from the elements etc. In particular you should wear footwear that offers protection to the feet and has a non-slip sole. In addition you will be required to wear a reflective tabard that clearly identifies you as an “observer” and appropriate safety equipment during the course of the shift.

At all times you must act under the instructions of the crew of the vehicle. This relates to your seating position in the vehicle and whilst at incidents or locations. Contravening these guidelines or instructions given by the crew may result in your observation period being terminated by the crew or authorising officer.

For your own safety, you should remain seated with seatbelt applied, whilst the vehicle is in motion and comply with the Medipro No Smoking policy as well as other Medipro procedures and policies.

At the beginning of the period of observation you should acquaint yourself with the layout of the vehicle and the location of any safety equipment, fire extinguishers etc.

During the course of this period of observation you should not attempt to use any items of Medipro equipment or offer any treatment to a patient unless asked to do so by the attendant/crew members.

You owe a duty of confidence to patients and must not, therefore, disclose any patient identifiable information about patients to a third party.

If for operational or patient care related reasons it is not possible to immediately convey you either from the scene of an incident to hospital or from hospital back to the Ambulance Station, Medipro will make every effort to do so, as soon as possible.

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Observer

Date:

Sign:

Name:

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Appendix F
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OBSERVERS DETAILS FORM

Name of Observer:

Address:

Age:

Sponsoring Organisation (please see guidance below):

Organisation

Required documents

NHS Trust

- Letter from Trust confirming that the employer will accept liability for the negligence of their staff
- Signed Indemnity Form
- Signed Observers Notes

Non-NHS Trust

- Copy of appropriate Insurance Certificate
- Signed Indemnity Form
- Signed Observers Notes

Proposed date of observation:

Time:

Call Sign:

FOR OFFICIAL USE

Received:

Details Checked by:

Authority is hereby given for the above named to accompany Medipro Staff on the date/shift indicated above.

Signed:

Position:

Date:

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