

**Bottle Green Training** 

## **CANDIDATE HANDBOOK**

“Our aim at Bottle Green Training Ltd is to work in partnership with your practice, your assessor and most importantly you, to offer excellent training to enable you to achieve your veterinary nurse qualification.”

# BOTTLE GREEN TRAINING LTD

## HANDBOOK FOR STUDENT NURSES WORKING WITH BOTTLE GREEN TRNG LTD FOR VETERINARY NURSE TRAINING

### Student Responsibilities

- The student veterinary nurse must meet the entry requirements and be enrolled on the RCVS training scheme.
- It is the student's responsibility to maintain and complete the NPL in accordance to the RCVS requirements.
- It is the student's responsibility to be aware of the requirements for the independent City & Guilds assessments and to adhere to examination regulations.
- The student will need to ensure that the clinical coach in the training practice is aware of their training needs and that planning sessions are regularly held.
- Your Training Practice undertakes to provide work-based training. This can be in the form of a structured tutorial or less formal 'on the job' instruction. Both should be recorded on your tutorial record sheet and be available for submission to college at the end of each term.
- The student will need to prepare themselves for the theory requirements of Veterinary Nursing as set out in the objective syllabus. If this part of your training is to be provided through a college-based course, 80% attendance must be achieved during each academic year.
- The student nurse requires access to a well-stocked practice library containing the texts as set out in the reading list. Regular access to current veterinary and nursing journals is also recommended.
- Internet access whilst within the work place is an essential part of the course.
- At all times during training it is important to behave in a considerate and trustworthy manner taking into consideration the wishes of the veterinary team and the welfare of the patient.
- The student is to be aware of Health and Safety issues within the working environment.
- The student is to be aware of equal opportunity and the process to follow if a grievance arises.
- Bottle Green Training Ltd will provide support for the student through regular meetings and tutorials and progress updates with the practice clinical coach.

## Assessments

There are 4 types of assessment for the Student Veterinary Nurse.

1. Practice based assessment– involving the use of a Nursing Progress Log (NPL) and a direct observational assessment process. This will be carried out by your clinical coach in practice or the clinical coach at college.
2. College based assessment – in the form of homework, class work, regular tests at the end of each module and practical mock examinations throughout the course.
3. Independent Assignments – these involve assignments set by City & Guilds and are on-going throughout the entire VN Diploma.
4. Independent Assessments– these involve external examinations set by City & Guilds. They comprise of multiple choice question papers and OSCE practical examinations. The NPL is also subject to external quality assurance from the RCVS.

## Verification

Your clinical coach will receive support from clinical coach tutors who will be required to visit your Training Practice at least once a year. This visitor will be directly checking health and safety and human resource facilities within the training practice and undertaking support tutorials with students.

## The NPL

To be completed throughout training and in a timely fashion. NPL must be completed prior to sitting OSCE practical examinations.

The NPL will be reviewed on a termly basis and upon completion. There must be good evidence of planning and continuous progress. Units can only be signed off as complete once theoretical instruction has been given at college. Elements of units however can be signed off once competence is achieved.

## Changing Places of Employment/address

1. If you need to move from one TP to another, you must simply inform us of your new place of employment, as you will still essentially be training under the care of BGT.
2. If you move to another TP that works with another centre. You must ensure your NPL is up to date and has been reviewed.
3. Before leaving your old TP you must also complete 'Notification of Student Change of Employment, this can be requested from the office or directly from the RCVS website.

4. If you move house, please inform us as soon as possible. You will also need to complete the Notification of student changes of address, centre or TP. This can also be requested from the office or directly from the RCVS website

**Further useful information regarding your NPL work can be found in your Candidate Handbook. Please read it carefully.**

### **Complaints/Equal Opportunities/Health and Safety**

Copies of Bottle Green Training's Policies are to be found at the back of this Handbook. These give information with regard to training situations but it is advised that work related or employment problems are to be dealt with by the employing training practice.

### **Student Code of Conduct**

This code applies to all students of Bottle Green Training (BGT) when they may be reasonably regarded as being under the jurisdiction of BGT or in a public place within the vicinity of the BGT.

This shall also include behaviour arising at any time when the student may be regarded as representing BGT as an individual or as part of a team or group and when the student is at a location away from BGT either as part of his/her study or following an arrangement made through BGT.

Bottle Green Training considers the following behaviour as unacceptable (but this is not an exhaustive list:

- Physical violence
- Verbal threats
- Abuse to students, staff or visitors to BGT
- Willful damage to/or theft of college property
- Damage to the property of the colleges staff, students, or visitors
- Deliberately setting off fire alarms, or ignoring Health and Safety Regulations
- Supply or possession of illegal substances.

The directors of Bottle Green Training are responsible for the discipline of students in the college and may suspend or exclude students on disciplinary grounds. The Directors may delegate this responsibility to other staff in the college to implement disciplinary procedures.

If student behaviour does not meet the accepted standard the Disciplinary Procedures will be invoked.

No student should engage in conduct which:

- Threatens, harasses, abuses or constitutes an assault or an attempted assault on any other member of staff or student of BGT or a visitor to the College.
- Leads to damage of any property of the College or a member of staff or Student of the college or a visitor to the College.
- Uses, or attempts to use, fraud, deceit, deception or dishonesty in relation to BGT or its staff or in connection with holding any office in BGT or in relation to being a student of the College.
- Is at variance with the appropriate standards of behaviour whilst engaged in professional practice or training or employment forming part of his or her programme of study.
- Jeopardises or damages the good order or the reputation of the College.
- Fails to comply with a previously imposed penalty under these regulations and procedures.
- Constitutes interference with, misuse of, or unauthorised removal of College equipment.

## **Procedures**

Procedures for taking disciplinary action are dealt with at two levels,

- (i) Minor offences which include but are not restricted to offences involving e.g. obstruction of staff in the performance of their duties, noise, disorderly insulting or anti-social conduct, theft or damage to College equipment or property valued below £500, minor Health and Safety violations.  
  
(ii) Major offences which include but are not restricted to offences against the law, involving significant violence, threatening behaviour, harassment, intimidation, the use of illicit substances and incidences involving the police, theft or damage to College equipment valued above £500.

## **MINOR OFFENCES:**

A minor offence involving a student may initially be reported to the appropriate tutor. This tutor may wish to interview the student and seek to resolve the matter at this early stage. Otherwise, the minor offence involving a student will be reported to the Directors of Bottle Green Training

Minor offences will be dealt with by a panel of three from a group of staff (with no prior involvement with the case) approved by the Directors. As soon as possible after the incident, the student will be called for interview.

- the student will be given a minimum of two working days written notice of the interview
- the student will be advised of the nature of the allegation
- a record will be kept of the interview
- the student will be informed in writing within 5 working days of the decision of the panel.

**The Minor Offences Panel will have power to make the following decisions:**

1. that no further action is required
2. to issue a reprimand
3. to issue a formal warning, which will remain on the student's file for the period of study
4. to require the student to compensate for or make good damage and loss
5. to impose a fine not exceeding £500
6. to exclude the student by specified and limited conditions from the use of College facilities for a period not exceeding 12 months

#### **MAJOR OFFENCES:**

In very severe cases (i.e. extreme physical violence which is individual or group based) the Directors may choose to suspend or exclude students with immediate effect without an interview.

Major offences will be dealt with by the college Disciplinary Committee.

Bottle Green Trainings Disciplinary Committee will consist of four members from a group of staff approved by the Directors including one nominated student and a nominated clinical coach.

#### **MISCONDUCT THAT IS ALSO A CRIMINAL OFFENCE**

The following procedures apply where the alleged misconduct would also constitute an offence under the criminal law if proved in a court of law:

- where the offence under criminal law is judged by the Directors & Committee to be not serious (in general terms, a serious offence would only be regarded as one likely to attract a custodial sentence on conviction), action may

continue but the Committee may defer such action pending police investigation or prosecution;

- in the case of all other offences under the criminal law, no action (other than suspension or exclusion) may be taken unless the matter has been reported to the police and either prosecuted, or a decision not to prosecute has been taken, at which time the Directors and Committee may decide whether disciplinary action should continue or be taken; when action is taken following a conviction that amounts to misconduct, conviction shall be taken as confirming the facts relevant to the complaint and shall not be open to challenge.
- A student convicted in a criminal court in the United Kingdom and sentenced to imprisonment for one year or more shall be deemed to have withdrawn from the College and may be re-admitted only with the permission of the Directors.
- A student acquitted in a criminal court may not be the subject of a complaint of misconduct which is in substance the same as the offence of which s/he has been acquitted. This shall not preclude disciplinary proceedings solely on the grounds that the alleged misconduct may have taken place at the same time as, or is otherwise connected with, the criminal offence.

#### **SUSPENSION PENDING A HEARING**

A student who is the subject of a complaint of misconduct or against whom a criminal charge is pending or who is the subject of a police investigation may be suspended or excluded by the Directors pending a meeting of the Disciplinary Committee or the trial.

Suspension or exclusion pending a meeting of the Disciplinary Committee or a hearing shall not be used as a penalty. The power to suspend or exclude under this provision is to protect the members of the College community in general or a particular member or members and the power shall be used only where the Directors are of the opinion that it is urgent and necessary to take such action. Written reasons for the decision shall be recorded and made available to the student. The student is entitled to make a written representation against suspension/exclusion.

In cases of great urgency, the Directors shall be empowered to suspend a student with immediate effect, provided that the matter is reviewed within five working days.

The Directors shall re-assess the suspension or exclusion every four weeks in the light of any developments and of any representations made by the student or anyone else on his/her behalf.

### **Appeals Against Disciplinary Decisions: DISCIPLINARY APPEALS COMMITTEE:**

A student may appeal in writing against the decision of the Disciplinary Committee within seven days of the written notification of the penalty imposed by that Committee. The student may only appeal on one or more of the following grounds which shall be specified in the letter of appeal:

- that there has been a procedural irregularity or a failure to observe the provisions of this Code of Behaviour in the hearing before the Disciplinary Committee. It shall be for the Appeal Committee to determine whether any such irregularity or failure to observe the provisions of the Code of Behaviour brings into question the decision of the original hearing
- that the conclusions of the Disciplinary Committee cannot, having regard to the evidence submitted, be reasonably sustained. Fresh evidence may be advanced in support of an appeal only where it could not reasonably have been made available at the time of the original hearing
- that the penalty imposed is excessive, inappropriate, or not available under the provisions of this Code of Behaviour.

The appeal should be made in writing to the Directors of Bottle Green Training. The Committee will consist of three persons, one of whom will be a Director of BGT, who will Chair the Committee and one who will be a nominated student

No person shall sit on the Committee if she or he is directly associated with the student's studies or with the disciplinary decision against which the appeal is made.

The hearing will be limited to the grounds stated in the student's letter of appeal and should not take the form of a rehearing of the original complaint. The Disciplinary Appeals Board will be provided with the report of the Disciplinary Committee but will not at this time interview the appellant or any witnesses. If the Disciplinary Appeals Board is satisfied that there is sufficient evidence of substantive defects which might have resulted in wrong finding or excessive penalty the student will be invited to a hearing. The procedure of the Disciplinary Appeals Board will be determined by the panel except that in the case of an appeal against the procedure followed or in an appeal against a penalty no further witnesses may be brought.

#### **The Disciplinary Appeals Board may impose the following:**

- i) The existing penalty or substitute such other penalty as it considers appropriate.
- ii) This penalty may be either less or more severe than that approved by the original panel.

The decision of a Disciplinary Appeals Board shall be final. Students will be informed of the decision within five working days and of their entitlement to make a complaint to the RCVS.

## **GUIDE FOR BGT COURSE STUDENTS**

The course is approved as a day release part time blended learning course. This means that you will attend college on a day release basis. Typically you will spend 4 hours of your college day in the classroom environment with the remainder of the day set aside for blended learning and clinical coach assessment. The lessons take the form of two 2-hour lectures involving practical work wherever possible. Tutors will be available for blended learning support during office hours.

There will be homework set each week. This homework forms part of the 'blended learning' element of the course. It is an important part of your course and this work is expected to be completed and handed in on time. You should be spending at least two hours a week on homework.

The results of all your achievements will be recorded on an end of term report and made available to your employer.

**Human First Aid:** For students who do not hold a current First Aid certificate there will be an additional day time-tabled for this activity.

**Library/Reading List:** It is important that you regularly use the library resources at your Training Practice to research and read around the topics taught in class. A BGT Reading List will be provided at each level. Remember you will need your own copy of the specified course text book.

At BGT we have a wide selection of appropriate titles which are available for borrowing and reference Monday–Thursday 8.30–6.0pm. Internet access is available in addition to a variety of electronic learning aids.

**Exams:** You will be given a test at the end of each half term and a MCQ exam will be set for the end of each module on the topics covered that term. The results of this exam are also shown on your report. At the end of the year you will sit a mock exam. Your results and any problem areas will be discussed with you by your clinical tutor and extra support could be arranged if necessary.

**Tutorials:** Tutorials will be arranged each term where there will be opportunity to review your progress. We are happy to support students with both college work and problems that arise from the workplace.

**NPL work:** As part of your blended learning you may be asked to complete work that can be used in your NPL. If this is so, please ensure your clinical coach signs it as part of your reflective journal.

**Absences/Sickness:** Please inform the office if you are sick or unable to attend college for any reason. Your tutors will then be informed. Handouts for any missed weeks will be given to you.

Judith or Sarah may be contacted at Bottle Green Training Ltd, 1A Offices, Station Yard, Station Road, Melbourne, Derbyshire DE73 8HJ. Tel: 01332 862444, Fax 01332 865165 or email: [training@bgt.org.uk](mailto:training@bgt.org.uk).

Office hours:

Monday and Friday 9.30am to 2.00pm

Tuesday, Wednesday, Thursday 8.30am to 6.00pm

### Other Useful Addresses

BVNA  
82 Greenway Business Centre  
Harlow Business Park  
Harlow, Essex  
CM19 5QE  
Tel: 01279 408644

RCVS Nursing Dept  
Belgravia House  
62-64 Horseferry Rd  
London  
SW1P 2AF  
Tel: 0207 222 2201

# BOTTLE GREEN TRAINING LTD

## COMPLAINTS PROCEDURE

Bottle Green Training Limited aims to provide a high quality service to students but recognises that occasionally things can go wrong. Whatever your complaint, you can expect it to be dealt with promptly and fairly and in accordance with the company's official policies and procedures.

In many cases problems or misunderstandings can be dealt with by discussion between staff and students, but in certain instances it may be appropriate to pursue the matter in a more formal way. The following notes are intended as a guide to the way that complaints should generally be pursued and are intended to help resolve problems in an effective way.

**Step 1:** Talk to the member of staff most closely concerned within a week.

*If not available or you do not feel comfortable talking to him/her then discuss the problem with your course tutor.*

*If you are not satisfied or your complaint concerns a member of your centre's staff then go to Step 2.*

**Step 2:** Talk to one of the company's directors at Head Office within a week.

*If you are not satisfied then go to Step 3*

**Step 3:** Make a written complaint to Head Office within a week. You should normally receive a written response within 5 working days and may be invited to a meeting to discuss the problem. You are allowed to bring a friend or advisor to the meeting. A decision when reached will be communicated to you in writing within one week from date of the meeting.

**Step 4:** If you are not satisfied with this decision, you may appeal to City & Guilds as the awarding body. Such representations must be against the conduct of the appeal and not against the final judgement.

Bottle Green Training hopes that this complaints procedure will enable students to find a satisfactory resolution to their problem.

## **Appeals against Assessment Judgement**

Please use this document in conjunction with Bottle Green Training Complaints Procedure. This form may also be used to deal with appeals within the work place or training practice.

**Student name:**

**Enrolment Number:**

**Training Practice:**

**Clinical coach name:**

**Clinical coach Qualifications:**

**Training Practice:**

**Clinical coach name:**

**Qualifications:**

**Centre / course Provider:**

**Details of assessment:**

**Outcome of assessment as judged against NPL**

To include documented evidence.

**Nature of appeal:** Please sign and date this section.

**Action taken:**

**Action to be taken:**

**Date for completion:**

Copy to candidate, practice assessment files and BGT central office. (To be available for RCVS)

**Examination Appeals Procedure**

Should you wish to make an appeal following an RCVS external examination you should contact the Awarding Body as soon as possible after receiving your result and obtain a copy of the full appeals procedure along with the appropriate form to complete.

**Appeals and Complaints**

The City & Guilds appeals procedure is explained in the Centre Handbook. This relates to appeals concerning any aspect of awarding body processes i.e. independent assessment (examinations).

The appeals procedure also provides a mechanism for higher appeal against a centre's internal appeals processes. Should a candidate wish to make a higher appeal, this must be lodged with City & Guilds within 28 days of the centre's appeals decision.

Each Centre and course provider must possess an internal procedure for dealing with appeals concerning assessment of the veterinary nursing portfolio. City & Guilds will refer initial appeals of this nature back to the Head of Centre or course provider.

Complaints concerning the management and conduct of the veterinary nurse training scheme should be addressed to the Registrar at the RCVS and will be responded to in writing within five working days.

No charges are levied for appeals.

**You must submit an examination appeal in writing to City & Guilds, using the appropriate form, within 28 days of the letter advising of your examination results.**

## **Reasonable Adjustments for assessment and special consideration**

Each request for special consideration will be unique to that candidate or assessment.

These guidelines offer some broad principles for the centre to follow. Further information should be sought in each case from the awarding body.

Special consideration may be given following a scheduled assessment to a candidate:

- who is present for the assessment but who may have been disadvantaged by temporary illness, injury or adverse circumstances which arose at or near the time of assessment
- who misses part of the assessment due to circumstances outside their control. Centres should note that, where an assessment requires the candidate to demonstrate practical competence or where criteria have to be met fully, or in the case of qualifications that confer a Licence to Practise, it may not be possible to apply special consideration.

In some circumstances, for example for on-demand assessments, it may be more appropriate to offer the candidate an opportunity to take the assessment at a later date.

Special consideration should not give the candidate an unfair advantage; neither should its use cause the user of the certificate to be misled regarding a candidate's achievements. The candidate's result must reflect his / her achievement in the assessment and not necessarily his / her potential ability.

Special consideration, if successful, may result in a small post-assessment adjustment to the mark of the candidate or a further attempt without penalty

## **Eligibility Criteria**

A candidate who is fully prepared and present for a scheduled assessment may be eligible for special consideration if:

- performance in an assessment is affected by circumstances beyond the control of the candidate e.g. recent personal illness, accident, bereavement, serious disturbance during the assessment
- alternative assessment arrangements which were agreed in advance of the assessment proved inappropriate or inadequate
- part of an assessment has been missed due to circumstances beyond the control of the candidate

- there is a sufficient difference between the part of the assessment to which special consideration is applied and other parts of the qualification that have been achieved to infer that the candidate could have performed more successfully in the assessment

Centres should ensure that candidates are aware of how and when to apply for special consideration circumstances for both internal and external assessments.

A candidate will not be eligible for special consideration if:

- no evidence is supplied by the centre that the candidate has been affected at the time of the assessment by a particular condition

- any part of the assessment is missed due to personal arrangements including holidays or unauthorised absence

- preparation for a component is affected by difficulties during the course, e.g. disturbances through building work, lack of proper facilities, changes in or shortages of staff, or industrial disputes.

### **Applying for special consideration**

A candidate should apply for special consideration using **Form 2 in Apndx1**. A separate form should be completed for each candidate for each qualification.

The candidate needs to submit evidence in support of special consideration. This may include medical evidence or a statement from the practice principal or any other appropriate information.

The application for special consideration should be submitted as soon as possible after the assessment and not later than 5 working days after the examination.

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# BOTTLE GREEN TRAINING LTD

## Plagiarism Policy

Definition of plagiarism:

"to take and use as one's own the thoughts, writings, or inventions of another." (The Oxford English Dictionary)

### **Preparation of Assignments and Other Work: Plagiarism and Collaboration**

All homework assignments, presentations, papers and examinations submitted to a course are expected to be the student's own work. Students should always take great care to distinguish their own ideas and knowledge from information derived from sources. The term "sources" includes not only published primary and secondary material, but also information and opinions gained directly from other people.

The responsibility for learning the proper forms of citation lies with the individual student. Quotations must be placed properly within quotation marks and must be cited fully. In addition, all paraphrased material must be acknowledged completely. Whenever ideas or facts are derived from a student's reading and research or from a student's own writings, the sources must be indicated.

Students are expected to be familiar with the Harvard Referencing System – this is included with all assignment briefs. Students who are in any doubt about the preparation of academic work should consult their course tutor or if they are not available Sarah or Jude at BGT.

Students who, for whatever reason, submit work either not their own or without clear attribution to its sources will be subject to disciplinary action, and may be required to withdraw from the course.

The biggest consequence of plagiarism really is quite simple. College assignments are often intended to strengthen your ability to *think*. Why you steal someone else's ideas, you never learn to come up with your own.

## EQUAL OPPORTUNITIES POLICY

Bottle Green Training Limited is committed to treat all employees and trainees as required by the Human Rights Act 1998, the Sex Discrimination Act 1975, the Rehabilitation of Offenders Act 1979 and the Race Relations Act 1976, the Disability Discrimination Act and the Further and Higher Education Act and any subsequent amendments to this legislation.

No employee or trainee will be discriminated against, directly or indirectly, on the grounds of gender, colour, ethnic or national origin, religion, disability, marital status, age, sexual orientation or irrelevant offending background.

This policy will be demonstrated in all areas of the company's activities, particularly recruitment literature, job descriptions, terms and conditions of employment, appointment procedures for staff and admissions procedures for students.

The company undertakes to monitor the operation of this policy, actively work towards eliminating unfair practice and actively pursue instances of personal harassment.

## HEALTH & SAFETY POLICY

Bottle Green Training Limited is committed to ensuring the health and safety of its students and employees. The company provides advice and monitors the arrangements the training centre has in place in order to control risks to your health and safety.

Within the centre there will be one or more members of staff who are designated as Safety Officers. Any concerns that you may have about safety can be discussed with a tutor or the Safety Officer.

You may expect:

- BGT to endeavour to take all reasonable steps to provide a safe environment
- BGT to recognise the importance of health and safety legislation and to take seriously its responsibilities to ensure that the requirements are met.
- to be provided with written or verbal health and safety information and any relevant instruction where this is necessary for your protection.
- to be provided with necessary safety equipment where required by virtue of the nature of your studies.
- to receive information about emergency procedures at each centre's induction session at the start of each academic year
- BGT to promote the 'Safe Learner' concept and Safe Learner Blueprint throughout your learning experience with the organisation.

This policy aims to satisfy the statutory requirements set out in Section 2(3) of The Health and Safety at Work Act 1974 and in consultation with HSE publication INDG275 'Managing H&S - Five Steps to Success'.

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# Bottle Green Training



## Bottle Green Training Theory Examination Policy

- Students must be able to attend examinations on the dates supplied by BGT.
- Payment must be received prior to examination sitting/application.
- Should any student be unable to attend an examination they must notify BGT as soon as practicable
- Students must be fit and well when attending an examination and will be required to sign a declaration.
- Should a student be unable to attend due to ill health a doctor's note will be required
- Students must respect their peers when attending an examination and behave in a manner that will not distract or disadvantage other learners
- Students will not be able to take anything into their examination with unless otherwise specified by the invigilator.

### Resits

- Should a student be unsuccessful in their first attempt at a theory examination a re-sit opportunity will be given by BGT within 4-6 weeks.
- Should a student be unsuccessful at a second sitting they will be required to withdraw from their cohort and take time out for revision prior to sitting for a third attempt.
- Once success has been achieved a student will be given the opportunity to re-join the course with the next available cohort
- If a student is unsuccessful at a third sitting, a period of retraining and revision will be required. An application for special permission to sit for a fourth and final time will need to be forwarded to the awarding
- body.

## Bottle Green Training

### Social Media Policy

**REMEMBER: NOTHING IS PRIVATE AND NOTHING CAN BE DELETED!!!**

The computer and internet facilities at BGT must be used for research and coursework only.

Do not display, store, receive or transmit images or text which may be considered offensive.

If your personal internet presence does not make any reference to BGT or its staff or fellow students, and the College cannot be identified, the content is unlikely to be of concern to the College. If BGT, its staff or students are referred to, then the information posted would need to adhere to the following guidelines:

If you make reference to your time at BGT on a social networking site, you should use a disclaimer that protects the College, e.g. 'These are my personal views and not those of Bottle Green Training Ltd'

You should not disclose confidential information relating to BGT

Sites should not be used to verbally abuse staff or students.

Privacy and feelings of others should be respected at all times. You should obtain the permission of individuals before posting contact details or pictures.

Care should be taken to avoid using language which could be deemed as offensive to others.

If information on a site raises a cause for concern with regard to conflict of interest, you should raise the issue with your tutors.

Sites must not be used for accessing or sharing illegal content

## DATA MANAGEMENT & PROTECTION

The EU General Data Protection Regulation (GDPR) superseded the UK Data Protection Act 1998 on 25<sup>th</sup> May 2018. The new law brings a 21<sup>st</sup> century approach to data protection. It expands the rights of individuals to control how their personal data is collected and processed, and places obligations on organisations to be more accountable for data protection.

When collecting data we must ensure that you are aware of how it is collected and used. Centre data protection notices must allow centres to transfer data to City & Guilds, RCVS and DART (funding agency) in relation to personal data for the following purposes:

- to undertake administration in relation to the qualification for which the learner is registered, including providing centres with a certificate on successful completion of the learner's qualification or specified units of it
- to contact learners directly in relation to City & Guilds centre approval or qualification approval and/or quality assurance purposes undertaken by City & Guilds for the qualifications for which the learner is registered; and investigations into allegations of suspected malpractice
- to disclose to its regulators or for the purposes of apprenticeships to the relevant sector skills councils where so required.
- To disclose to relevant industry bodies such as UCAS for the purpose of confirming university and college places.
- To disclose to relevant industry bodies, where so required by law, to;
  - Account for learners where there is a requirement to do so; and
  - Contact a learner directly if there is a requirement for such bodies and the information is not readily accessible by other means.
- In relation to sensitive personal data, for the following purposes:
  - To administer requests for reasonable adjustments under the Access of Assessment policy
  - To carry out statistical analysis (on an anonymised basis) which may be carried out by City & Guilds or selected third parties.
  - To monitor (on an anonymised basis) equal opportunities relating to ethnicity or disability or other such monitoring purposes.

**If you wish to look into this further –The EU General Data Protection Regulation: A Compliance Regulation (May, 2018) can be located in the office.**

## PRIVACY NOTICE

We are committed to respecting your privacy. This notice is to explain how we may use personal information we collect before, during and after your involvement with us. This notice applies to you if you have enrolled as a student veterinary nurse or are associated with Veterinary Nurse training. This notice explains how we comply with the law on data protection, what your rights are and for the purposes of data protection we will be the controller of any of your personal information.

References to **we**, **our** or **us** in this privacy notice are to **Bottle Green Training Ltd (BGT)**.

We will be what is known as the 'Controller' of the personal data you provide to us. BGT only collects basic

personal data about you which does not include any special types of information. This does however include

Name, address, date of birth, email etc.

### 1. **PERSONAL INFORMATION WE MAY COLLECT FROM YOU**

Depending on the type of membership you register for with us, you may initially provide us with or we may obtain **personal information** about you, such as information regarding your:

- personal contact details that allows us to contact you directly such as name, title, email addresses and telephone numbers;
- date of birth;
- gender;
- enrolment start and end date;
- records of your interactions with us such as telephone conversations, emails and other correspondence and your instructions to us;
- records of your attendance at any events hosted by us;
- images in video and/or photographic form;
- details of any county membership;
- details of next of kin, family members and emergency contacts;
- records or results and qualifications directly relevant to enrolment;
- CPD records for mentors and clinical coaches
- any disciplinary and grievance information

## 2. WHERE WE COLLECT YOUR INFORMATION

We typically collect personal information about students when you apply to enrol with BGT, when you register as a clinical coach, practice principal or mentor, when you purchase any services or products we offer, when you make a query and/or complaint or when you correspond with us by phone, e-mail or in some other way.

If you are providing us with details of emergency contacts they have a right to know and to be aware of how and what personal information we hold about them, how we collect it and how we use and may share that information. Please share this privacy notice with those of whom you feel are sufficiently mature to understand it. They also have the same rights as set out in the “**Your rights in relation to personal information**” section below.

For some of your personal information you will have a legal, contractual or other requirement or obligation for you to provide us with your personal information. If you do not provide us with the requested personal information we may not be able to enrol you as a student or allow you to support a student during their training.

For other personal information you may not be under an obligation to provide it to us, but if you do not provide it then we may not be able to properly perform our contract with you.

## 3. DISCLOSURE OF YOUR PERSONAL INFORMATION

We share personal information with the following parties:

- **To any governing bodies or awarding bodies for the qualifications supported by BGT:** to allow them to properly fulfil their roles.
- **The Government or our regulators and funding providers:** where we are required to do so by law or to assist with their investigations or initiatives.
- **Police, law enforcement and security services:** to assist with the investigation and prevention of crime and the protection of national security.

## 4. HOW LONG DO WE KEEP PERSONAL INFORMATION FOR?

The duration for which we retain your personal information will differ depending on the type of information and the reason why we collected it from you. However, in some cases personal information may be retained on a long-term basis: for example, personal information that we need to retain for legal purposes will normally be retained in accordance with usual commercial practice and regulatory requirements.

Generally, where there is no legal requirement we retain all physical and electronic records for a period of 5 years after your last contact with us or the end of your enrolment. Exceptions to this rule are:

- Information that may be relevant to personal injury or discrimination claims may be retained until the limitation period for those types of claims has expired. For personal injury or discrimination claims this can be an extended period as the limitation period might not start to run until a long time after the event.
- Any safeguarding information that will be required by government agencies in the future.

It is important to ensure that the personal information we hold about you is accurate and up-to-date, and you should let us know if anything changes, for example if you change your phone number or email address.

## **5. YOUR RIGHTS IN RELATION TO PERSONAL INFORMATION**

You have the following rights in relation to your personal information:

- the right to be informed about how your personal information is being used;
- the right to access the personal information we hold about you;
- the right to request the correction of inaccurate personal information we hold about you;
- the right to request the erasure of your personal information in certain limited circumstances;
- the right to restrict processing of your personal information where certain requirements are met;
- the right to object to the processing of your personal information;
- the right to request that we transfer elements of your data either to you or another service provider; and
- the right to object to certain automated decision-making processes using your personal information.
- All requests for personal information will be dealt with in line with GDPR laws.

You should note that some of these rights, for example the right to require us to transfer your data to another service provider or the right to object to automated

decision making, may not apply as they have specific requirements and exemptions which apply to them and they may not apply to personal information recorded and stored by us. For example, we do not use automated decision making in relation to your personal data. However, some have no conditions attached, so your right to withdraw consent or object to processing for direct marketing are absolute rights.

Whilst this privacy notice sets out a general summary of your legal rights in respect of personal information, this is a very complex area of law. More information about your legal rights can be found on the Information Commissioner's website at <https://ico.org.uk/for-the-public/>.

To exercise any of the above rights, or if you have any questions relating to your rights, please contact us by using the details set out in the "Contacting us" section below.

If you are unhappy with the way we are using your personal information you can also complain to the UK Information Commissioner's Office or your local data protection regulator. We are here to help and encourage you to contact us to resolve your complaint first.

## 6. **CHANGES TO THIS NOTICE**

We may update this privacy notice from time to time. When we change this notice in a material way, we will update the version date at the bottom of this page. For significant changes to this notice we will try to give you reasonable notice unless we are prevented from doing so. Where required by law we will seek your consent to changes in the way we use your personal information.

## 7. **CONTACTING US**

In the event of any query or complaint in connection with the information we hold about you, please email

[training@bgt.org.uk](mailto:training@bgt.org.uk)

Directors

Sarah Parkhouse

Jude Parry

# USEFUL SITES

You can use the following links to find information about dyslexia, other neuro-diverse conditions and study skills.

British Dyslexia Association: a UK national organisation, offering a wide range of information for dyslexic adults:

[www.bdadyslexia.org.uk](http://www.bdadyslexia.org.uk)

Dyslexia Action: a national charity providing services and support for people with dyslexia and literacy difficulties.

[www.dyslexiaaction.org.uk](http://www.dyslexiaaction.org.uk)

Dyslexic.com: a company which provides training and information on Assistive Technology to help people with dyslexia make the most of their abilities.

[www.dyslexic.com](http://www.dyslexic.com)

DANDA: is an organisation run by and for neuro-diverse people such as those with Dyspraxia, AD(H)D and Asperger Syndrome, Autism and Dyslexia

[www.danda.org.uk](http://www.danda.org.uk)

ADDers: aimed at promoting awareness of Attention Deficit Disorder, Attention Deficit Hyperactivity Disorder and related conditions

[www.adders.org](http://www.adders.org)

## **Study Skills**

A bank of useful study skills resources from Hull University

[www.hull.ac.uk/studyadvice/learningresources/studyguidesPDFs/index.html](http://www.hull.ac.uk/studyadvice/learningresources/studyguidesPDFs/index.html)

A bank of useful study skill resources from Newcastle University

[www.ncl.ac.uk/library/teaching/stan](http://www.ncl.ac.uk/library/teaching/stan)

Skills 4 study provides study skills and audio (MP3) files which can be downloaded

[www.palgrave.com/skills4study/studyskills/reading/index.asp](http://www.palgrave.com/skills4study/studyskills/reading/index.asp)

The BBC provides an interactive site aimed at improving reading, writing and number skills.

[www.bbc.co.uk/skillswise/words/grammar](http://www.bbc.co.uk/skillswise/words/grammar)

An audio led study skills website, giving useful bite sized information

[www.dyslexystudyskills.group.shef.ac.uk/index.html](http://www.dyslexystudyskills.group.shef.ac.uk/index.html)

A useful website which enables you to create your own revision games and flash cards

[www.studystack.com](http://www.studystack.com)

## **Time Management**

Google calendar and Google tasks both of which can be set up with smart phones allowing you to share your schedule and access on the go

[www.google.com/intl/en/googlecalendar/about.html](http://www.google.com/intl/en/googlecalendar/about.html)

## **Dictionary / Thesaurus downloads**

Word Web is a one-click English thesaurus and dictionary for Windows that can look up words in almost any programme

[www.x-word.com/thesaurus](http://www.x-word.com/thesaurus)

Subject related dictionaries

[www.yourdictionary.com/diction4.html](http://www.yourdictionary.com/diction4.html)

## **Useful research / fact saving tool**

The PDF-X change viewer offers the ability to highlight and annotate lengthy pdf documents such as journals and is available for free download from

[www.tracker-software.com/product/pdf-xchange-viewer](http://www.tracker-software.com/product/pdf-xchange-viewer)

## **Revision sites**

A good site for Vet Nurses which allows you to tailor make revision cards and other revision activities

[www.studystack.com](http://www.studystack.com)

Business Studies online:

[www.businessstudiesonline.co.uk/live](http://www.businessstudiesonline.co.uk/live)

A useful set of study skills support leaflets

[www.mmu.ac.uk/academic/studserv/learningsupport/studyskills](http://www.mmu.ac.uk/academic/studserv/learningsupport/studyskills)

I confirm that I have read and understand  
this student handbook.

Signed.....

Print.....

Practice Name.....

Date.....

Please detach and return to Bottle Green  
Training Ltd

1a OFFICES, STATION YARD, STATION ROAD, MELBOURNE, DERBYSHIRE, DE56  
8HJ.....01332 865165 (FAX)

## Photographic consent form

Bottle Green Training Ltd would occasionally like to use photographs to promote ourselves on social media and on our website. Some of these maybe of yourself and we require your permission to use your image. Please be assured no names are mentioned alongside images we will use.

**Please complete this form to provide consent to the use of your image on social media and our website.**

### Declaration

I agree to allow my photographic image to be used by Bottle Green Training Ltd in order to promote their services on social media and their website as indicated below:

BGT.org.uk (Website)

SOCIAL MEDIA

YES / NO

YES / NO

**Surname**.....

**Forename (s)**.....

Signature.....

Date.....

# BOTTLE GREEN TRAINING LTD

## INFORMATION REQUEST

ALTHOUGH YOU MAY HAVE GIVEN US THIS INFORMATION ON YOUR ENROLMENT FORMS, SITUATIONS DO CHANGE. PLEASE COMPLETE THE FOLLOWING TABLE WITH THE REQUIRED INFORMATION

PLEASE WRITE CLEARLY

### LEARNER INFORMATION

NAME	
EMAIL ADDRESS	

### PRACTICE INFORMATION

PRACTICE NAME	
PRINCIPAL NAME	
PRINCIPAL EMAIL ADDRESS	

### CLINICAL COACH INFORMATION

NAME	
QUALIFICATIONS	
EMAIL ADDRESS	

DATE COMPLETED: .....

PLEASE ADVISE US OF ANY CHANGES TO THE ABOVE INFORMATION AS SOON AS POSSIBLE

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