CFPAEUROPE®

TRAINING CENTRE HANDBOOK

POLICY AND PROCEDURE FOR THE CONDUCT AND ASSESSMENT OF CFPA COURSES IN ALL MEMBER COUNTRIES

🇦🇱	Albania	🇳🇴	Norway
🇦🇹	Austria	🇵🇱	Poland
🇧🇪	Belgium	🇵🇹	Portugal
🇨🇿	Czech Republic	🇷🇴	Romania
🇩🇰	Denmark	🇷🇸	Serbia
🇪🇪	Estonia	🇸🇮	Slovenia
🇫🇮	Finland	🇪🇸	Spain
🇫🇷	France	🇸🇪	Sweden
🇩🇪	Germany	🇨🇭	Switzerland
🇬🇷	Greece	🇹🇷	Turkey
🇮🇸	Iceland	🇬🇧	United Kingdom
🇮🇹	Italy		

Contents

1   INTRODUCTION

1.1   About us

The Confederation has extensive resources within its membership. Its range of resources includes:

a. Engineers and technicians in the fields of fire prevention, security, arson, and environmental problems
b. Test laboratories
c. Expertise in documentation, information, and publishing
d. Facilities and skills in education and training
e. Inspection and audit services
f. Advisors in the fields of consultancy

1.2   Partners:

European Network of Safety and Health Professional Organisations (ENSHPO)
The European Commission
The CEN/CENELEC standards activity
EURALARM and EUROFEU
Insurance Europe
The Comité Technique International du Feu (CTIF)
The European Group of Fire Test Laboratories (EGOLF)

The National Insurers Associations support the training programme developed by their Prevention Organisations (usually members of CFPA-E) and the Training Commission of CFPA-E

1.3   The Confederation of Fire Protection Associations – Europe.

CFPA-Europe is a confederation of Fire Protection Associations who may offer training courses in the following categories:

a. Fire Protection Systems
b. Fire Safety
c. Risk Management
d. Security
e. Natural Hazards

1.3.1   Language.   The CFPA Members train the courses normally in their own language and the CFPA as an institution does currently accredit the courses.

1.3.2   Template.   In this way the CFPA courses are Europe-wide and not restricted to one country or one language.   The CFPA Training Commission sets the "TEMPLATE" for each course, which indicates the level, duration, assessment process and learning outcomes for each course.

1.3.3   The Training Commission.   The Training Commission will keep a close contact with all the centres offering CFPA courses and those centres and countries are expected to be represented on the Training Commission and to attend the six-monthly meetings of the commission. It should be noted that after three concurrent absences from the commission re-application to the commission is required.

1.4   Appendix A   An example of this template is included for information at Appendix A

2.   Training Commission

2.1   Program.   The Training Commission develops a structured programme of training syllabuses with the   aim of providing pan-European harmonized qualifications for professionals in the field of fire science, fire prevention & protection, safety & security, and natural hazards.

2.2   Aim   Staff trained on fire safety, security and natural hazards will be able to stop fires starting, minimise the impact of a fire event, improve the safety and security at their workplace and therefore prevent the consequent loss of life and destruction of property and businesses.

2.3   Centre Support

2.3.1   CFPA   works with learning providers to deliver a professional service.

2.3.2   The main Contact   details for CFPA qualifications is via the Chair and Vice Chair of the Training Commission.   The details are as follows:

Finland	Heli Salovaara Chair	Suomen Pelastusalan Keskusjärjestö SPEK Ratamestarinkatu 11, 00520 Helsinki Tel. +358 40 484 3822 heli.salovaara@spek.fi www.spek.fi
Sweden	Pia Ljunggren Vice Chair	Brandskyddsföreningen Sverige Hammarbybacken 27, 120 30 Stockholm Tel. 08-588 474 00 pia.ljunggren@brandskyddsforeningen.se www.brandskyddsforeningen.se

2.4   Using the CFPA logo

Centres will be able to use the CFPA logo to promote their products and services. Only approved centres are permitted to use the logo, and its usage must comply with the brand guidelines, which are available from the Marketing and Information Commission.
The Chair of this commission is:

SPAIN Centro Nacional de Prevención de Daños y Pérdidas (CEPREVEN) Avda. General Perón, 27- 5ª Planta E-28004 Madrid	**Mirna Rodríguez García** Email : mrodriguez@cepreven.com Phone : +34 91 445 7566 Fax : +34 91445 71 36

2.5   CFPA Forms

Current copies of all forms listed in this handbook are listed in the appendices to this document.

3.   Centre Approval

3.1   Centre Approval.   An organisation can apply for Centre Approval. It is normal for a country FPA to apply for membership of the CFPA. This application is dealt with by the Management Committee and the Annual General Assembly and if approved, the applying country if it carried out training or intended to carry out training would be invited to have a representative on the Training Commission. Membership of the Training Commission confers centre approval, and this policy and procedure would then be binding. Where training is organised from the Centre at different locations, Hotels, other venues] the course is deemed to be from the centre that is responsible for organising the course.

3.2   Membership.   Membership of the Training Commission and Centre Approval does not preclude any member from having or producing other national qualifications and awards and CFPA certificates may be issued as well as other national or other awards. There is no requirement to register other approvals with the CFPA

3.3   Multi – site Centres
Where approval is sought for more than one centre the company must provide a named person responsible for Quality Assurance within each centre.

3.4   A Satellite Centre
A satellite centre Is a site attached to the main centre which forms part of the overall centre approval arrangement.   All satellite centres must meet the centre approval criteria from the main centre for CFPA courses and any national criteria for other qualifications, or other national qualifications.

3.5   An Assessment Site
Is a location where a learner is assessed for a qualification. It may or may not be a satellite site.

3.6   Numbers.   A centre may have any number of satellites.   These are to be considered as part of the same structure as main Centre.

3.7   Non-Compliance
Where an approved centre fails to meet the ongoing Centre Approval Criteria, CFPA will discuss the most appropriate course of action with the head of Centre.   Dependant on the level of transgression, sanctions may be applied, or the centre status withdrawn.   For minor transgressions an action plan with timescales will be agreed.

3.8   Changes within Centres
Wherever the contact details change or when there has been a change that may affect the approval conditions, the Training Commission should be notified, in writing.

3.9   Access to premises, people, and records
It is a condition of Centre Approval that the approved Centre will provide the CFPA with access to the training premises, people, and records and to co-operate with CFPA in monitoring activities.

3.10   Course approval process
Any member of the training Commission is permitted to propose courses that can become CFPA courses. The process for this outlined below in the flow-chart.

- This process has been agreed by the CFPA-E Training Commission on the meeting of 27-28 October 2005 in London, England
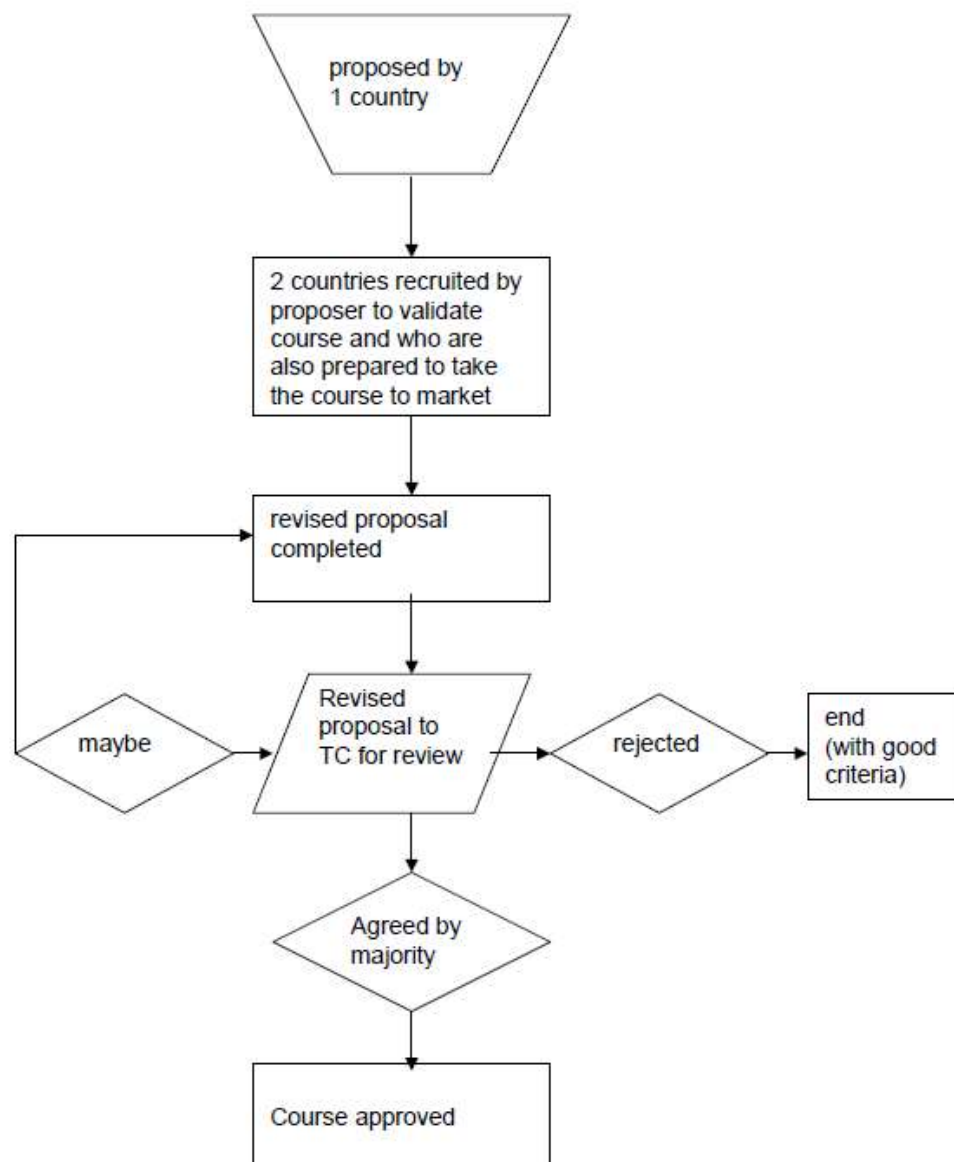
4.   Non-European Training organisations.

4.1   The CFPA statutes

The CFPA Statutes [Appendix 4 & 5] can allow for the production of a Licence for a non-European member to deliver CFPA Europe's training program.   In order to do this, they must have a co-operation and licence agreement with an A1 member which will normally last for a period of 36 months and the non-European member is required to pay an annual fee to CFPA-E.

4.2   Licence

This licence relates specifically to the CFPA-E harmonised courses that are listed in the annex to the licence agreement. The A1 member and CFPA E have an agreement with the non-European member, and after assessing the competences and has come to the conclusion that the

Non-European Member has the necessary skills and competences to be able to offer the named course(s)

4.3   Restrictions
This licence specifically restricts the courses and territory into which the non-European may conduct CFPA E's harmonized courses. Both Classroom and on-line training.

4.4   Fees
Fees are applicable both from the CFPA-E and the A1 Member

4.5   Quality
The Non-European member undertakes to implement quality in accordance with "CFPA E Training Centre Handbook" and implement Internal and External Quality Assurance. The External Quality Assurance (EQA) will be arranged on the initiative of the A1 Member and the first EQA will be done one year after the start of the contract. The costs for the A1 member for implementation of the EQA will be paid by CFPA E, in accordance with an established list directed by CFPA E's Management Committee. In year 2 of the contract, the Training Commission or the A1 Member will execute a virtual EQA.

4.6.   Copyright.
The Non-European Member is free to translate CFPA E's Guidelines if required, and to use these in the courses.

4.7   Confirmation
To fully understand this licence and contract for countries other than European A1 members to offer CFPA courses, CFPA members and Non-European Members should refer directly to the CFPA Statutes.
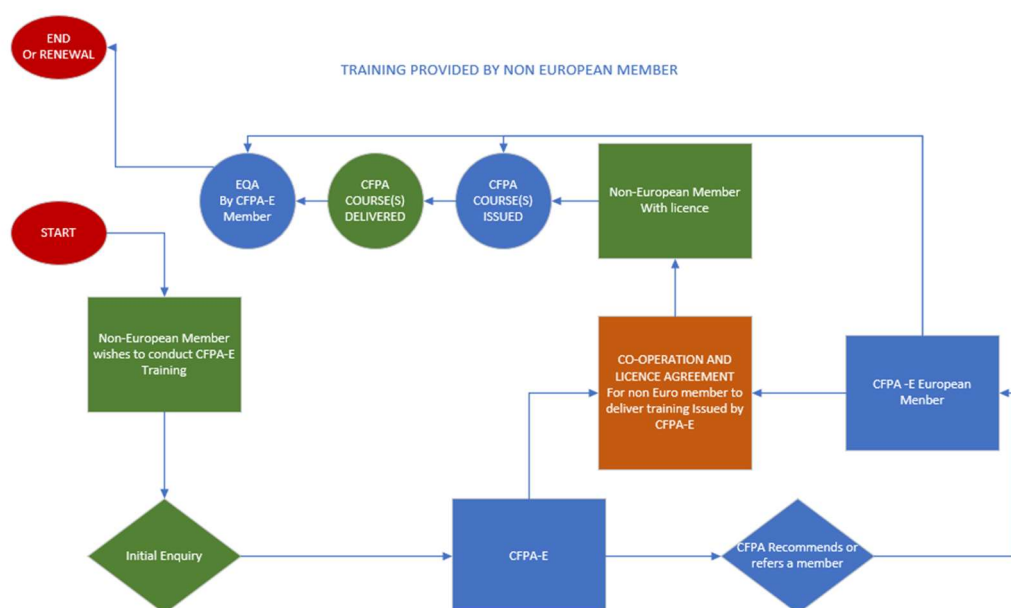
## 5.	Learner Registration

### 5.1	Learners

Learners should be registered for their qualifications with the national training provider at the earliest opportunity. There is no requirement to register learners with the CFPA.   The number of learners for a Certificate or Diploma are required to be reported. There is no central database of learners as under the GDPR regulations 2018 all approved centres are responsible for the management of their own data, but each a centre is responsible for keeping accurate records of certification and examination papers for a period of 2 years.

### 5.2	Language

Each country is effectively empowered to teach in their own language, and to certify delegates who have successfully completed a course which has been approved by the CFPA and which is on the approved list for that country.

### 5.3	Approvals

Each country may apply to conduct courses and the approvals for the courses are held by the Training Commission and regularly reviewed.

## 6.	Fees

### 6.1	Charges for certification.

Charges for Certification, centre approval and subscription to the Training Commission are published by the Management Committee and approved by the General Assembly. Centres will be notified in advance of any changes to the fees policy.

## 7.	Assessment and Quality Assurance

All Approved centres should have a quality system in some form.

### 7.1	Equality and Diversity

Each centre must comply with national legislation relating to equality and Diversity.
There should be no barriers to achieving certification based on:

     a.	Age
     b.	Disability
     c.	Gender
     d.	Gender reassignment
     e.	Marriage and civil partnerships pregnancy and maternity
     f.	Race
     g.	Religion and belief
     h.	Sexual orientation

Centres should consider how qualifications are publicised and assessed to ensure that no barriers exist on any of the grounds listed above.

Reasonable adjustments can be made to ensure that learners who are disabled are not disadvantaged in any way. In the same way special considerations can be made to ensure that learners are not disadvantaged. Appropriate adjustment due to learning difficulties can be made as needed.

7.2   Assessment of competence-based certificates

CFPA supports the use of non-bureaucratic assessment methods. Learners should not be expected to generate portfolios containing substantial amounts of paperwork.   Whilst the assessor needs to view evidence in terms of:

a.   Validity
b.   Authenticity
c.   Currency
d.   Sufficiency

Wherever possible the emphasis should be on naturally occurring evidence, referring to that evidence in support of their claim for competence. The assessor may wish to support this evidence by using professional discussion, witness testimony from line managers etc.

All staff undertaking Training, assessment and quality assurance must:

a.   Hold appropriate qualifications, or
b.   Be working towards those qualifications, in which case their work should be countersigned by the person who holds the appropriate qualification
c.   Undertake CPD

7.2.1   Recognising prior Learning [RPL]

There can be confusion between RPL, exemption and credit transfer. The CFPA Regulatory arrangements the following definitions:

RPL: A method of assessment that considers whether a learner can demonstrate that they can meet the assessment requirements for a unit through knowledge, understanding or skills they already possess and do not need to develop through a course of learning.

Exemption: The facility for a learner to claim exemption from some of the achievement requirements of a qualification, using evidence of achievement deemed to be of equivalent value.

Credit Transfer: The process of using a credit[s] awarded in the context of one qualification towards the achievement requirements of another qualification.

7.2.2   5 Principles

There are generally five accepted principles that each centre should follow if using RPL.

Principle 1
RPL is a valid method of enabling individuals to claim credits for units, irrespective of how their learning took place.   There should be no difference between the achievement of the learning outcomes and assessment criteria of a unit through prior learning and through a formal programme of study.
Principle 2
RPL policies, processes, procedures, practices, and decisions should be transparent, rigorous, reliable, fair, and accessible to individuals and stake holders to ensure that users can be confident of the decisions and outcomes of RPL
Principle 3

RPL is a learner centred, voluntary process. The individual should be offered advice on the nature and range of evidence considered appropriate to support a claim for credit through RPL and be given guidance and support to make a claim.

Principle 4

The process of assessment for RPL is subject to the same quality assurance and monitoring standards as any other form of assessment. The award of credit through RPL should not be distinguished from other credits awarded.

Principle 5

Training and assessment methods for RPL should be of equal rigour as the other assessment methods, be fit for purpose and relate to the evidence of learning. Credit may be claimed for any unit through RPL unless the assessment requirements of the unit do not allow this, based on a rationale consistent with the aims and regulations of and national framework.

7.2.3   Centres carrying out RPL should:

• Use appropriate assessment methods to ensure the evidence being assessed is valid, authentic, current, and sufficient

• Register learners as soon as they formally start to gather evidence

• Maintain records of assessment and monitor learner progress

• Ensure that the learner staff have the appropriate expertise to support RPL

7.3   Conflicts of interest in assessment

It is a condition of centre approval that an approved centre must have a process to identify monitor and manage any conflicts of interest in training and assessment outcomes.

The centre should take all reasonable steps to avoid any part of the training or assessment of a learner being undertaken by a person who has a personal interest in the result of the assessment.   This includes QA activities.

Depending on the size of the centre some roles may be undertaken by the same person, for example Head of Centre and Centre Co-ordinator. However, the training role and the internal verifier role must be carried out separately.   The Trainer cannot quality assure their own assessments or training as this presents a conflict of interest.

Individuals should not be involved in the training or the quality assurance of assessment decisions at a centre in which they have a personal interest or, where this happens, they must ensure that the training and assessment process is subject to scrutiny by those without personal interest.

7.4   Confidentiality

All staff within centres must recognise that some assessment information may be sensitive and provided "in Confidence". Assessors should conduct their training and assessments in such a way that any confidential information remains with the learner. For example, evidence can be assessed by the Trainer and referenced in the Learner's portfolio; However, the evidence may remain with the Learner or the Learner's employer.

Where confidentiality in:

a. The contents of the assessment materials, or

b. Information about assessment

Is required to ensure that a qualification reflects an accurate measure of attainment, the Centre must make all reasonable steps to ensure that confidentiality is maintained.

Centres must deal efficiently and effectively in any circumstance where confidentiality is breached.

7.5   Internal Quality Assurance

7.5.1   IQA   It is a condition for continued Centre approval that the centre operates a robust internal quality assurance system to maintain the consistency and accuracy of assessments.   The key features of an effective system are that it should:

   a. Be planned to cover a representative sample of both training and assessments.
   b. A minimum of 1 IQA assessment done per year. [Numbers of courses delivered varies greatly between members] ***Note: the year is the calendar year from 1st January of each year to 31st December of the same year.***
   c. Include the monitoring of Training and a way of standardising assessment judgements
   d. Sample Training on a formative basis therefore giving feedback to trainers on an ongoing basis [not at the end of an accreditation process]
   e. Support and develop the assessment team
   f. Be accurately recorded to provide a clear audit trail
   g. Be carried out by suitably qualified and occupationally competent staff

7.5.2   Sampling   It is essential that a sufficient number of Courses are sampled. It would not be expected that all courses were sampled. Over a period [6-12 months] the internal QA should be based on sampling:

   a. Trainers
   b. Learners
   c. Units [courses]
   d. Assessment methods
   e. Types of evidence
   f. Training records
   g. Assessment locations

7.5.3   Observation   Internal QA should include observation. Ideally this will take place at all stages of the Training process:

   a. Action and assessment planning
   b. Observing of learner performance
   c. Briefing a learner
   d. Questioning and giving feedback
   e. Assessment of evidence of portfolio-based work from the learner.

Records of observations by IQA must be maintained for sampling by the EQA [External Quality Assurance]

7.6   Quality Assurers and Trainers

Quality Assurers and Trainers should not be involved in the assessment decisions or the quality assurance of assessment decisions at a centre in which they have a personal interest or, where this happens, they must ensure that the assessment process is subject to scrutiny by those without personal interest.

7.6.1   Trainers

Trainers are obligated to have:

   a. relevant expertise of the topic (assessed during IQA or EQA)
   b. teaching skills (assessed during IQA or EQA)

The role of a trainer is to:

a. Ensure that each learner is aware of his/her responsibility in the collection and presentation of evidence
b. Agree and record assessment plans with each learner
c. Fully brief learners on the training and assessment process
d. Observe Learners' performance in the workplace and /or in simulated situations, and/or conduct other forms of assessment in accordance with the qualification requirements.
e. Ensure that the assessment of performance by observation is unobtrusive
f. Judge the evidence and record assessment decisions against the standards/syllabus
g. Provide learners with prompt, accurate and constructive feedback
h. Manage the system of assessment from assessment planning through to making and recording assessment decisions.
i. Assess evidence of learner competence against the template standards and course summary
j. Ensure validity, authenticity, currency, and sufficiency of evidence
k. Maintain accurate and verifiable Learner assessment and achievement records
l. Confirm that learners have demonstrated competence / knowledge and have completed the required documentation
m. Agree new assessment plans with learners where further evidence is required
n. Make themselves available for discussion with the IQA / EQA
o. Demonstrate commitment to anti-discriminatory practice and equal opportunities
p. Ensure that any member of the public involved in the assessment gives informed consent.
q. Ensure maintenance of confidentiality for sensitive information

7.6.2   Internal Quality Assessors [Internal Verifiers]

IQA monitor the work of all assessors to ensure that assessment processes and practices have been adhered to and assessment decisions are consistent across assessors. IQA are responsible for:

a. Ensuring that trainers follow the assessment guidance provided
b. Advising and supporting Trainers to assist them in interpreting and applying the standards/syllabus correctly and consistently
c. Regularly sampling training activities, methods, and records to monitor consistency of training as specified in the course documentation
d. Providing Trainers with prompt, accurate methods, and records to monitor consistency of training as specified by course documentation
e. Providing trainers with prompt accurate and constructive feedback on their training.
f. Undertaking an active role in raising issues of good practice in Training
g. Ensuring that equal opportunities and anti-discriminatory practices are upheld in the course process
h. Liaising with other staff members and EQA to implement the requirements of the assessment plan
i. Ensuring that all learners achievement records and centre documentation are completed in accordance with requirements
j. Countersigning appropriate assessment documentation
k. Ensuring assessors have opportunities for updating and developing their vocational and professional competence
l. Supporting, countersigning, and quality assuring courses and trainers and internal QA not holding appropriate qualifications.

7.6.3   Internal Quality Assurance Co-ordinator

An IQ Co-ordinator is recommended when more than one IQA is involved with the internal Quality Assurance process. The Internal Quality Assurance Co-ordinator is responsible for:

a. Liaising with the centre Contact
b. Maintaining regular contact with the internal Quality Assurers.
c. Ensuring that IQA is carried out efficiently and consistently across the range of courses
d. Have a working knowledge of training management administration and quality assurance
e. Have sufficient time to ensure that management. Administrative and internal Q processes are implemented correctly and consistently across the centre as a whole
f. Have regular contact with the IQ Assurers and co-ordinators whose work is co-ordinated.
g. Liaise closely to obtain and provide EQA with detailed information on the overall operation of the centre.
h. Co-ordinate visit arrangements for EQA

7.6.4   The Centre Co-ordinator will ensure that:

a. Only suitable staff are used in the delivery, training, and internal quality assurance processes
b. Staff involved in training assessment and internal QA have access to and regularly participate in, activities designed to promote continuous improvement.
c. Sufficient and effective support is available to confirm decisions of trainers and IQA.
d. That all apply the principles of equal opportunity
e. Trainers and IQA are prepared for their role, are familiar with all recording systems and administrative matters for the organisation, implementation and assessing of training courses
f. Any action plans with the ECA are implemented and closed by the agreed time.

7.6.5   External Quality Assurance

External Quality Assurance of the process, procedures, Centre, Courses, Trainers, Delegates and Certification should be planned to take place once in every 48-month period.   The Audit should be carried out by the following:

> 7.6.5.1 A suitable standard such as ISO 21001, ISO 9001, or QMS may have their own IQA and EQA process which can be used as QA for these courses.
>
> ***Note for Clarity: It is the audit process that can be used in case the training process is included. It is not saying that an ISO EQA would take the place of the CFPA EQA. In fact, in some countries this is a requirement of the ISO process that all organisation processes are included.***
>
> 7.6.5.2 A suitable CFPA EQA, from another member country, who is able to objectively verify the conduct of the CFPA training courses undertaken by the Approved Centre. This is a peer review and takes place less frequently than in country assessments. [at least every 48 months]
>
> 7.6.5.4 Each EQA should fill in the CFPA peer review report and those copies of that report must be sent to the Head of Centre for the country in Audit and sent to the Training Commission [without names for GDPR purposes]to verify that the policies and procedures as well as the courses and course materials are being conducted in the proper manner and that the learning outcomes of each course match those listed in each course template.   It is important that only CFPA courses, in accordance with the

CFPA leaflet are so audited. Any national courses, not part of the CFPA list of Courses or not approved to be run in that country would not be subject to this audit.

7.6.6 Sanctions for non-Compliance

Each Member is required to carry out 1 IQA on a course per year [Para 6.5.1.] In addition, they are required to have carried out by another member or a national accreditation body 1 EQA audit every 4 years. [Para 6.6.5] Failure to carry out these audits will result in sanctions which are as follows:

7.6.6.1 IQA. If a member fails to complete a recorded IQA visit each year, the Training Commission will issue the member with a warning letter, asking the member to complete that IQA audit within 6 months. If that is done, then no further action will be taken. If the member fails to complete the IQA within the specified timeframe and inform the TC of that fact, then the Training Commission will arrange for a "Mandatory EQA" audit to be carried out by another member. The costs associated with this Mandated EQA will be paid by the defaulting member. The member should be aware that the mandated visit will replace the due IQA, but the IQA for that year must still be carried out and the mandated EQA does not count as a formal EQA to be recorded for the member once every 4 years.

7.6.6.2 EQA. If a member fails to complete a recorded EQA visit once every 4 years, the Training Commission will issue the member with a warning letter, asking the member to complete that IQA audit within 6 months. If that is done, then no further action will be taken. If the member fails to complete the EQA within the specified timeframe and inform the TC of that fact, then the Training Commission will arrange for a "Mandatory EQA" audit to be carried out by another member. The costs associated with this Mandated EQA will be paid by the defaulting member. The member should be aware that the mandated visit will replace the due EQA only, all other audits must be completed as outlined, both for that year and recorded every 4 years for the EQA.

Please see the diagram at Appendix C

7.6.7 Head of Centre

The head of centre is the person responsible for ensuring that the overall management of the centre services and reputation are of a high standard. The head of Centre would normally also be the nominated representative on the training commission for that country.

7.6.8 Multiple roles

Depending on the size of the centre, some roles may be undertaken by the same person, for example the head of centre and the centre co-ordinator. However, the Training role and the IQA role must be carried out separately by individuals, whose roles are clearly defined. Someone qualified on both roles cannot carry both out at the same time Trainer /assessor/ and IQA.

Individuals should not be involved in the training decisions or the quality assurance of training at a centre in which they have a personal interest or, where this happens, they must ensure that the assessment process is subject to scrutiny by those without personal interest.

8.   Records

Centres must keep learner records. It would be expected that full learner records need only be Kept for the period of training + a period of 2 years after the training. This would include portfolios and other submissions for courses like the Diploma and advanced Diploma.

Centres are also required to keep IQA documentation for a period of 4 years and all EQA information from the last EQA audit or inspection.

For IQA / EQA the reports are submitted as follows:

The IQA remains with the Centre. The EQA one copy remains with the centre, a second copy has all names removed and is submitted by the auditor to the Training Commission.

9.   Certification

9.1   Centre Certification

Centres are permitted to issue certificates for courses themselves. These can be on the country certificate and to include the CFPA logo.   The number of CFPA certificates issued and the dates of the courses and the number of delegates and the unique delegate reference number are required to be kept. For the larger courses and diploma courses the certificates are generated electronically by the centres. Own country certificates can also be issued.

9.2   Certification

There are three types of certifications for CFPA courses which are:

9.2.1   Attest

An attested course will have a confirmation that the material from the course has been assimilated and would normally take the form of a multiple-choice test that has a minimum of 10 questions and lasts for approx. 30 minutes. The attest is normally conducted for short courses

9.2.2   Certificate

A certificated course requires a written examination or test to be submitted. The test may be conducted at the end of the course, or for some courses Delegates are required to produce a written paper to be returned for examination 1,2 or 4 weeks after the course.

9.2.3   Diploma

The diploma series of courses also requires a written examination. These can also include a dissertation which is submitted for marking, and an interview for the discussion of the dissertation. There are some courses where the delegates are required to attend the Centre for a 3-hour exam or for the presentation of a dissertation.

9.2.4   Electronic Verification

For discussions of dissertations or other research papers electronic meetings and conference calls are perfectly acceptable, providing it is evident [by visual or audio verification, that the delegate is not being assisted by any other person or any other sources of information. Presentations to present dissertations are also acceptable on the same terms.   It is up to each Centre to use their own approved software and systems and if necessary to allow delegates to use the same systems and software.

10.   Enquiries and Appeals

The enquiries and appeals procedures used in each centre should have 3 stages

1.   Enquiry
2.   Appeal
3.   Appeals Committee

This process needs to be in place, but it is more likely to correspond with the national procedure rather than an additional procedure imposed by the CFPA.

10.1   Complaints

10.1.1 Procedure

Approved centres would be expected to have a complaints procedure within their QMS or similar system and this system should be used to record complaints and any corrective actions.   It might include:

a.   Identify the person who made the complaint
b.   Identify the person who received the complaint
c.   State how the complaint was made
d.   Have a clear timescale for investigation, response, and resolution.
e.   Incorporate an impartial panel to resolve issues if necessary.

10.1.2 Complaints to CFPA

Complaints made to CFPA should be made to the Training Commission in accordance with Para 3.2

10.1.3 Malpractice and maladministration

Malpractice and maladministration can compromise the integrity of training development, the assessment process, and the validity of certificates.
It should be a condition of centre approval that centres have a malpractice and maladministration policy. Centres should take all reasonable steps to prevent the occurrence of any malpractice or maladministration.

10.2 Advice

The Training Commission works with Centres to deliver a customer-focused and professional service. For help and advice to resolve issues, please contact the Training Commission in accordance with para 3.2 above

## 11. APPENDIX A COURSE TEMPLATE

FIRE PROTECTION SYSTEMS

CFPAEUROPE®

1.19 Basic Fire - fighting & Fire Prevention

Level	
Duration	
Credits / Points	
Aim	
Target Public	
Prerequisites	
Progression	

Learning Outcomes	

Related Guidelines	
Assessment	
Qualifications	

Fire Protection Group   Course Template Version 3 -3 - 2018

12. APPENDIX B   IQA/ EQA FLOW CHART
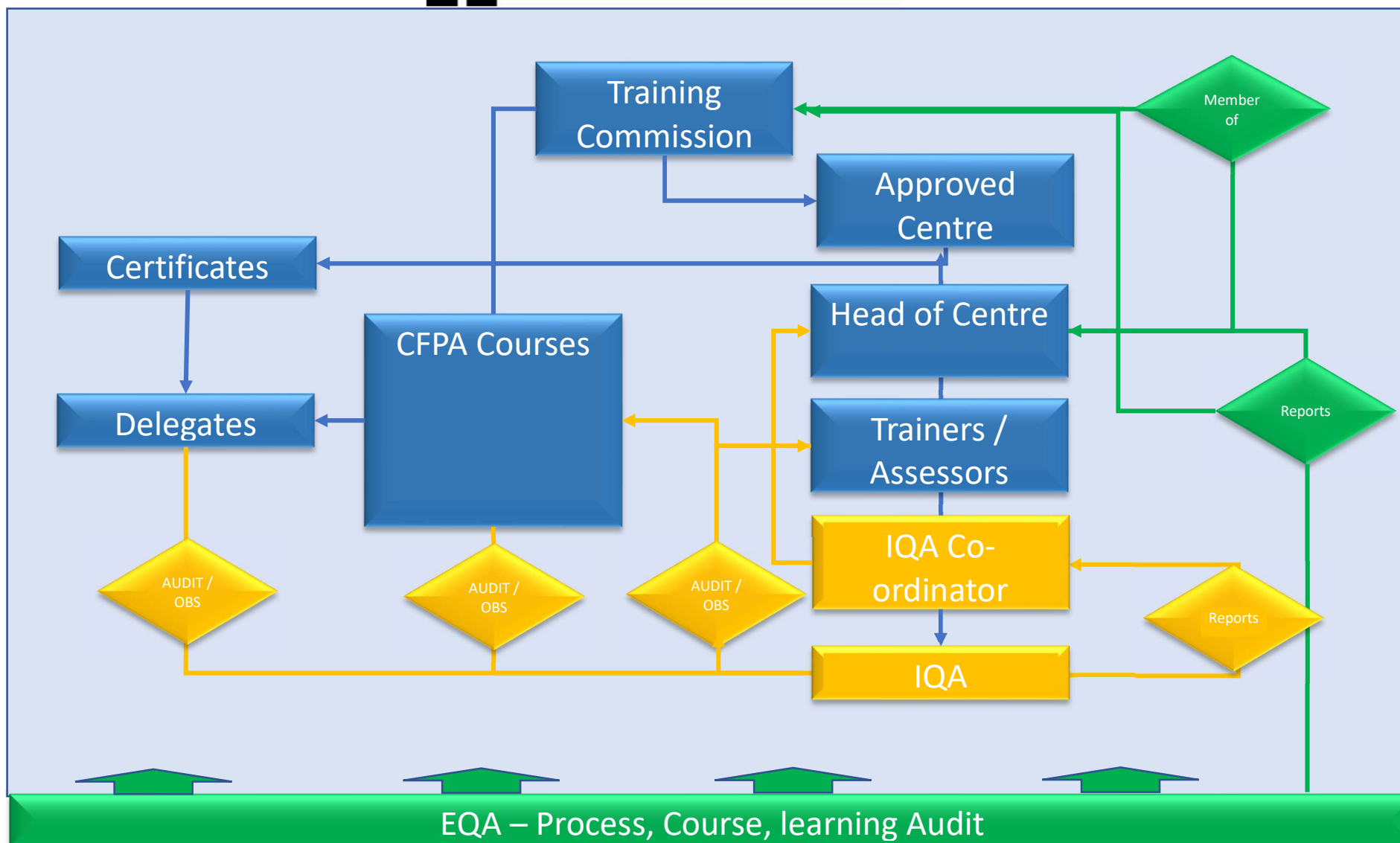
12. APPENDIX C   SANCTIONS FOR NON-COMPLIANCE OF EQA / IQA
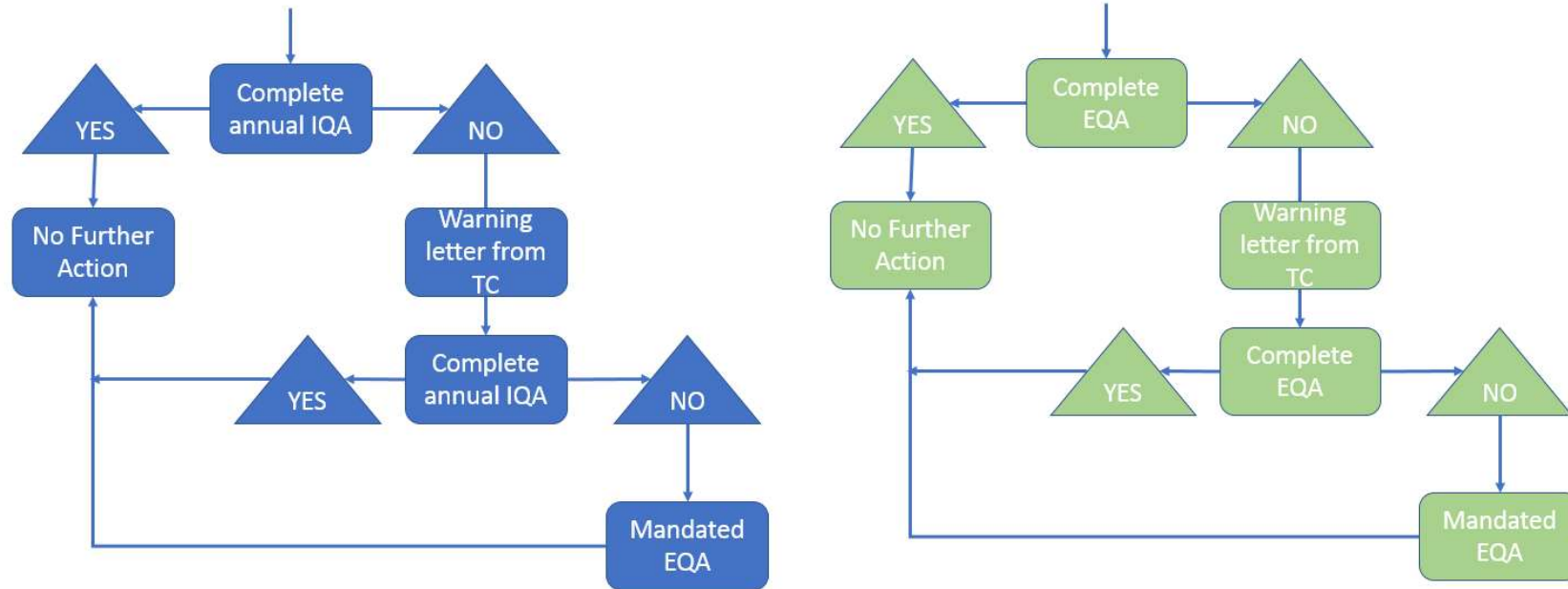
12. APPENDIX D TEMPLATE: ATTEST

CFPAEUROPE®

CONFEDERATION OF FIRE PROTECTION ASSOCIATIONS (EUROPE)

This Attest is awarded to

Candidate Name

in recognition of having satisfied the requirements of the CFPA EUROPE syllabus

CourseName (CourseCode)

OptionalSubtitle

delivered by

NameofAssociation

Dates: Dates

Duration: Duration

Venue: Venue

Date of Issue: Date of Issue

CHAIRMAN CFPA EUROPE

DIRECTOR (TRAINING)

12.   APPENDIX E   TEMPLATE: CERTIFICATE

12. APPENDIX F TEMPLATE: DIPLOMA