



DigitalMasterclass Mission Statement

To provide individuals and groups with a practical understanding of digital photography, the use of camera equipment, and image management of digital photographs. This is achieved through the delivery of quality teaching and by the use of workshops, lectures, guided learning times and handouts, with a student to tutor ratio of no more than 4:1. Seminars or Photography Days may have higher ratios than Masterclasses.

DigitalMasterclass Vision Statement

'DigitalMasterclass' is committed to ensuring integrity, life-long learning, and fairness in all aspects of our courses and workshops, and seeks to provide:

Good quality and easy access to information on our services, through a website and promotional material

Clear details on any costs our clients will incur throughout the course

A good quality learning environment which is welcoming and promotes health and safety throughout the length of the course

Equality of Opportunity and to respect diversity

An effective response to any complaints and suggestions

Reasonable adjustments to learning resources and course content if our clients have declared a learning difficulty and/or disability

Respectful treatment in regard any personal information disclosed

Lecturers who support the individual needs of our clients and agree realistic and achievable learning targets

Lecturers who enable and encourage our clients to learn, resulting in them being able to reach their full potential a program that encourages our clients to apply new techniques and tips to their future photography.



DigitalMasterclass Health & Safety Policy

to provide adequate control of the health and safety risks arising from our courses and workshops, both on location and in the classroom, and in the use of equipment, through risk analysis. Key areas of risk include: slips, trips and falls both on location and in the classroom, transport to and from locations, electricity, and display screen equipment (VDUs) to consult with our clients on matters affecting their health and safety to provide and maintain safe plant and equipment to provide information, instruction and supervision for our clients, both on location and in the classroom to prevent accidents both on location and in the classroom to maintain safe and healthy working conditions to review and revise this policy as necessary at regular intervals.

DigitalMasterclass Equal Opportunities

Central to the ethos of 'DigitalMasterclass' is our commitment to equal opportunities for all. We are committed to establishing and maintaining an environment, which actively promotes equality of opportunity in all aspects of our courses and workshops.

Our clients are treated without prejudice regardless of background, race, nationality, marital status, gender, religion, culture, age, sexual orientation, disability or learning difficulty. We teach our clients in a stress free environment devoid of harassment, bullying and prejudice.

Our clients are treated and recognised according to their individual merits without prejudice, in order to maximise their potential in learning.

Publicity and marketing, in words and images, reflect our commitment to equality of opportunity.

All literature applies to all individuals so as to widen participation.

Our equality of opportunity policy is monitored regularly with a view to continuous improvement.

DigitalMasterclass Liability Limitation

DigitalMasterclass aims to provide a safe, educational, and enjoyable experience in all of our workshops.

We assume no liability for any act, error, omission, injury, loss, delay, mishap, or damage to persons or property arising from any cause during the course of a DigitalMasterclass workshop or in transit thereto.

As there is always an element of risk in any outdoor workshop, participants must be physically fit and capable of participating in the said workshops, and are fully and completely aware of any associated risks created by field locations and weather.

We reserve the right to change our itinerary should conditions necessitate, or to cancel any aspect of the workshop due to exceptional circumstances, and can accept no responsibility for losses or additional expenses due to delay or changes in the services to be provided. In the event that we deem it necessary to cancel the workshop we will provide a full refund which the participant acknowledges as full and final settlement.

In regards to e-learning courses we reserve the right to withhold a 15% administration charge for cancellation of a course prior to starting, once a course has been started no refunds are available. The three for two offer is classed as one course.

By joining our Masterclass you acknowledge that you have read the above information concerning responsibility and release DigitalMasterclass from any liability. DigitalMasterclass will assume no liability for injury, illness, or loss of personal property or expenses thereof associated with their workshops.



DigitalMasterclass Complaints Procedure

Informal Stage

It is recognised that many concerns will be raised informally that can and should be dealt with immediately. Normally these concerns should be raised promptly and directly with your personal tutor. Similarly concerns should be raised promptly and directly with the individual against whom there is a concern. If you feel unable to approach that person directly, there are a number of people who could be approached. The aim is to resolve informal concerns quickly, keep matters low-key and enable mediation between the complainant and the individual to whom the matter has been referred. This is entirely appropriate where it can be achieved. However, if concerns are not satisfactorily resolved in this way Complainants may follow our Formal Procedures for handling Complaints – as specified below

Formal Procedures

Purpose

The formal procedures are intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction.

Scope

Students, general public and external agencies. (Complainants may prefer matters to be raised on their behalf by their chosen representative, for example a friend, parent, guardian – this will need to be confirmed in writing)

Definition

DigitalMasterclass has defined a complaint as 'any expression of dissatisfaction that requires a response'. This definition will apply consistently across all curriculum and functional areas. Complaints concerning assessment and accreditation may be dealt with through appeals procedures set up with Awarding/Validating Bodies.

Responsibility of DigitalMasterclass

DigitalMasterclass will:

- acknowledge the formal complaint and aim to respond within a stated period of time. The relevant person will be responsible for investigating the complaint, for responding to the complainant on progress normally within 10 working days and for ensuring appropriate action is taken. DigitalMasterclass aims to resolve matters as quickly as possible. However, inevitably some issues will be more complex and therefore may require longer to investigate fully. Consequently timescales given for handling and responding to complaints are indicative.
- deal reasonably and sensitively with the complaint
- take action where appropriate
- welcome issues being brought to its attention to enable it to improve its services



Responsibility of the Complainant

The complainant will be expected to:

- bring their complaint, in writing, to the attention of DigitalMasterclass within 12 weeks after the reason for the complaint occurred
- explain the problem as clearly and as fully as possible, including any action taken to date
- allow DigitalMasterclass reasonable time to deal with the matter
- recognise that some circumstances may be beyond DigitalMasterclass' control

Responsibility for Action

All Staff

Confidentiality

Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and the College observe the confidential nature of issues. However the circumstances giving rise to the complaint may be such that it might not be possible to maintain confidentiality and each complaint will be judged on its own merit. Should this be the case, the situation will be explained to the complainant and/or their representative



DigitalMasterclass Internal Verification Policy & Procedure

1 Purpose

This procedure sets out the requirements for the co-ordination of the monitoring of the assessment process. It is to ensure that Awarding Body requirements are met and to enable tutors to achieve consistency in the assessment process.

2 Scope

Internal Verification is part of the quality assurance process and covers all courses for NOCN Programmes.

This procedure covers:

- a) Liaising with NOCN when needed
- b) Checking and validating assignments
- c) Internal Verification sampling
- d) Registering and accrediting NOCN learners.

4 Procedure

Once there is sufficient evidence submitted by the candidate to meet the NOCN standards for a unit it is retained for Internal Verification.

The evidence is IV'd ensuring that sampling occurs where possible across every unit, and from every tutor and every learner within the programme/course.

IVs record the sampling of assessment decisions using the Internal Verification forms. The IV feeds back anything arising to the relevant tutor.

Once the IV and tutor is satisfied that there is sufficient evidence from the candidate and that the NOCN standards have been met the tutor submits the learner/candidate for accreditation.

It is the subject tutor's responsibility to ensure that all assessment records are kept secure and confidential.



DigitalMasterclass Malpractice Policy & Procedure

1. What constitutes malpractice?

Malpractice is any irregular conduct, on the part of a candidate or staff, which gives unfair advantage to a candidate or group of candidates, or disadvantages other candidates.

Examples of irregular conduct which constitutes malpractice includes:

- plagiarism of another's work (photographic or written)
- copying or collusion, or attempted copying or collusion
- impersonating a candidate (i.e. claiming to be someone other than yourself)
- altering or forging any results documents or certificates

2. Identifying malpractice

Cases of malpractice can be identified by the tutor or IV, who may identify suspect work in coursework assignments.

In cases where malpractice is identified or suspected by DigitalMasterclass, a written report is submitted detailing the suspected irregular conduct, and identifying any candidates who have been complicit in this conduct.

3. Dealing with malpractice

All cases of suspected malpractice are investigated thoroughly by DigitalMasterclass.

Stage 1

Where a case of suspected malpractice has been identified by a tutor or IV the evidence is reviewed in the first instance by a team meeting.

If it is decided that the matter needs to be investigated further, the candidate's results are withheld until a full investigation can take place.

Stage 2

If further investigation is required, the IV will contact NOCN to inform them of DigitalMasterclass' decision, and will pass this decision on to the candidate.

A review all of the information related to the case, including the candidate's statement and any additional information will then take place. This review has two possible outcomes:

a) DigitalMasterclass may recommend that the candidate's original result is released unchanged.

b) DigitalMasterclass may recommend that the result be withheld permanently. In this case, the candidate will not receive the result for the component of assessment to which the malpractice is related. However, the candidate may re-enter for this component at a future date.



4. Completing investigations into malpractice

The malpractice procedure outlined in this section is designed to ensure that decisions relating to assessment results are fair, consistent and based on full consideration of all of the available information. DigitalMasterclass aims to complete the investigation of cases of suspected malpractice within 8 weeks.

5. Notifying OCN of malpractice

DigitalMasterclass will report to NOCN all cases of malpractice in which there is evidence that certificates may be invalid. DigitalMasterclass will co-operate with any follow-up investigations of malpractice required by NOCN and will agree an appropriate remedial action if there is evidence that certificates may be invalid.

DigitalMasterclass CRB (Criminal Records Bureau) Check Policy

Due to the nature of work carried out by DigitalMasterclass it is strongly recommended that all tutors hold current CRB checks.

DigitalMasterclass complies fully with the CRB Code of Practice