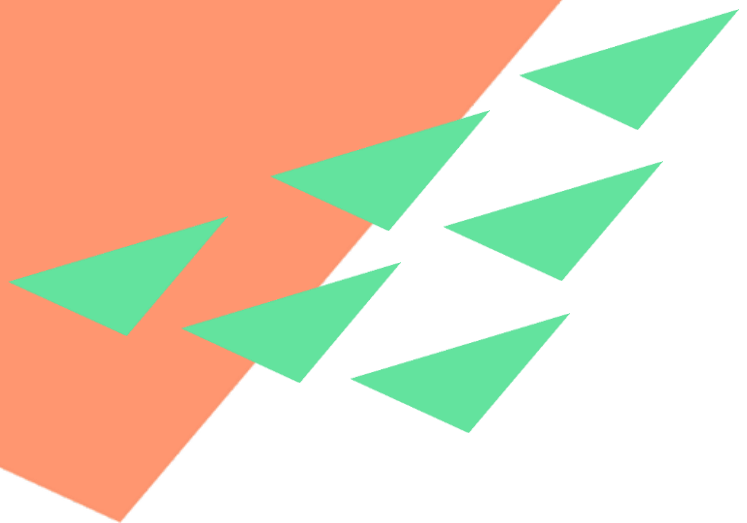




Accredited Awards Centre

Terms and Conditions



Accredited Awards Centre Terms and Conditions

Parties

The **centre**

And

British Sports Trust (trading as the **Leadership Skills Foundation**) incorporated and registered in England and Wales with company number 4597192 whose registered office is at Loughton Lodge, Bradwell Road, Milton Keynes, MK8 9LA (Awarding Organisation)

1. The scope of this agreement

These Accredited Awards Centre Terms and Conditions, once agreed, enable the centre to be approved to deliver Leadership Skills Foundation accredited awards. The Leadership Skills Foundation will then monitor the centre against these Terms and Conditions. On agreement with these Terms and Conditions the centre agrees to adhere to all associated policies (see appendix 2).

2. Terms of the agreement

The agreement between the Leadership Skills Foundation and the centre shall start on the date the centre agrees to these Accredited Awards Centre Terms and Conditions and shall continue in force until the Leadership Skills Foundation terminates the agreement or the centre withdraws from the agreement in accordance with this agreement.

3. Centre management and administration

The centre will:

- 3.1 comply with all relevant laws (including without limitation data protection and health and safety) and codes of practice;
- 3.2 provide a centre name and details that are recognised in law as a legal entity;
- 3.3 agree to comply with current and any additional requirements from the Leadership Skills Foundation as outlined in the delivery and administration requirements (as outlined in appendix 1 of this agreement), the Accredited Awards Centre Manual and the Leadership Skills Foundation's policies;
- 3.4 provide an appropriate and effective system and records for the management of all third party and sub-contracted services and ensure that all policies and requirements will apply to any sites affiliated to the centre;

- 3.5 ensure the security of any programme resources in respect of storage and the handling process in line with the requirements of the Leadership Skills Foundation;
- 3.6 take all reasonable steps to identify and minimise the risk of an occurrence of any incident of malpractice or maladministration and inform the Leadership Skills Foundation within five working days of becoming aware of the incident;
- 3.7 agree to notify the Leadership Skills Foundation if the centre wishes to withdraw from being a centre and/or is unable to continue to offer accredited awards;
- 3.8 cooperate fully with the Leadership Skills Foundation in cases where either the centre or the Leadership Skills Foundation decides it needs to withdraw the centre from its role in delivering an accredited award;
- 3.9 agree to inform the Leadership Skills Foundation within five working days of any changes to the information given in the registration process;
- 3.10 take all reasonable steps to protect the interests of learners/delegates in the case of the centre being withdrawn by the Leadership Skills Foundation;
- 3.11 address any actions set by the Leadership Skills Foundation, set through centre approval or any quality assurance activities, within the agreed timescales;
- 3.12 where learners/delegates are registered or the accredited award has online learning, the centre:
 - 3.12.1 understands that learners/delegates are recruited and registered by the centre and not by the Leadership Skills Foundation. Therefore, any services the learners/delegates receive, or fees they pay are the responsibility of the centre.
 - 3.12.2 ensure that appropriate arrangements are in place to confirm the identity of all learners/delegates enrolled at the centre and with the Leadership Skills Foundation;
 - 3.12.3 will support the learner/delegate to access and complete the online learning element of the accredited award.
- 3.13 have appropriate administrative systems in place to track the progress of learners/delegates towards the accredited award they are undertaking and ensure that all award certificate requests are valid and accurate;
- 3.14 provide learner/delegate completion data to the Leadership Skills Foundation prior to being issued and awarding certificates.

4. Staff resources at the centre

The centre will:

- 4.1 appoint an individual to be the named point of contact for the purposes of any communications between the parties, called the centre manager, who agrees to update centre information and fulfil all the required duties stated in these Accredited Awards Centre Terms and Conditions and all associated policies;
- 4.2 appoint suitably trained, qualified and experienced personnel to undertake the delivery of the accredited award. This may include any training requirements stipulated by the Leadership Skills Foundation;
- 4.3 agree to notify the Leadership Skills Foundation within five working days if the centre or representatives are convicted of a criminal offence, or is held by a court or any professional, regulatory, or government body to have breached any provision

of current laws, or becomes insolvent or subject to corporate financial restructuring or bankruptcy proceedings;

- 4.4 disseminate all updates from the Leadership Skills Foundation to relevant centre staff;
- 4.5 ensure all centre staff and those who act on behalf of the centre comply with the requirements of these Accredited Awards Centre Terms and Conditions, associated policies, the Accredited Awards Centre Manual, the accredited awards delivery and administration requirements, and quality assurance processes.

5. Delivery of the accredited award by the centre

The centre will:

- 5.1 ensure that it has sufficient managerial support and resources to enable it to effectively and efficiently undertake the delivery of the accredited award as required by the Leadership Skills Foundation;
- 5.2 deliver in line with any specific requirements defined in the delivery and administration requirements for a given accredited award (as outlined in appendix 1 of this agreement);
- 5.3 have appropriate arrangements and keep appropriate records for internal quality assurance to ensure the effective and efficient delivery of the accredited award it delivers, in line with the Leadership Skills Foundation's requirements;
- 5.4 have appropriate arrangements and agreements in place with any third parties who provide goods or services to the centre which contribute to the delivery of a Leadership Skills Foundation accredited award;
- 5.5 maintain all learner records and details of achievement in an accurate, timely and secure manner for a minimum of three years in line with the requirements of the Leadership Skills Foundation and data protection legislation (UK GDPR if delivery is within the UK, or the GDPR if within the EU, EEA, or anywhere else outside of the UK. Any processing in the UK will be compliant with EU law);
- 5.6 be the data controller and comply with UK GDPR if delivery is within the UK, or the GDPR if within the EU, EEA, or anywhere else outside of the UK. Any processing in the UK will be compliant with EU law (see the Data Sharing Agreement for details of how the Leadership Skills Foundation process data);
- 5.7 agree to comply with the relevant data protection legislation prevailing in the country of delivery. For the avoidance of doubt, this includes the UK GDPR if delivery is within the UK, or the GDPR if within the EU, EEA, or anywhere else outside of the UK. Any processing in the UK will be compliant with EU law;
- 5.8 make learner/delegate records available, together with any statutory additions or amendments, for quality assurance and auditing purposes;
- 5.9 securely transmit achievements in the accredited award through Leadership Skills Foundation's course management system;
- 5.10 have effective communication arrangements in place to ensure that learners/delegates and staff are informed of the requirements for the Leadership Skills Foundation's accredited awards.

6. Suspension of a centre's approval to deliver accredited awards

- 6.1 The Leadership Skills Foundation may serve written notice to the centre, as its sole discretion, to suspend a centre's approval to deliver accredited awards in relation to the centre itself and/or one or more of its multi delivery sites for a period of time that the Leadership Skills Foundation deems appropriate in circumstances set out in the Accredited Awards Centre Manual or if the centre:
- 6.1.1 is in breach of any of the terms and conditions of this agreement;
 - 6.1.2 is subject to any allegations or findings of irregularities or malpractice in any of its activities as a centre;
 - 6.1.3 is subject to an investigation by the Leadership Skills Foundation into a serious complaint about the centre;
 - 6.1.4 has failed to address any actions issued by the Leadership Skills Foundation relating to centre approval within the agreed timescales;
 - 6.1.5 fails to pay any fees when due in accordance with clauses in section 9, except where the charges are subject to a bona fide dispute.
- 6.2 Upon suspension of a centre's approval to deliver accredited awards, the Leadership Skills Foundation and may;
- 6.2.1 withhold the issue of or access to resources and learner/delegate certificates;
 - 6.2.2 suspend processing of learner/delegate registrations and learner/delegate results and the centre acknowledges that if the Leadership Skills Foundation exercises its rights under this clause, the Leadership Skills Foundation shall have no liability for any loss (whether direct or indirect) incurred by the centre.

7. Termination of the agreement with a centre

- 7.1 The Leadership Skills Foundation may terminate this agreement (and therefore centre approval) for any reason by providing one month's written notice to the centre.
- 7.2 The Leadership Skills Foundation may terminate this agreement (and therefore centre approval) immediately on written notice if the centre:
- 7.2.1 is in material or persistent breach of any of the terms or conditions of this agreement and, if capable of remedy, has failed to remedy the breach within 30 days of receiving a notice requiring it to do so, or within the period specified in the notice.
 - 7.2.2 has failed to implement an action plan set by the Leadership Skills Foundation within agreed timescales;
 - 7.2.3 in the reasonable opinion of the Leadership Skills Foundation, has not assured, or can no longer assure, the appropriate standards of delivery;
 - 7.2.4 ceases or threatens to cease to trade, becomes bankrupt or makes any arrangement or composition with its creditors, goes into liquidation or

- has a receiver or manager appointed over its business or any of the property or assets of the business;
- 7.2.5 undergoes a change of control;
- 7.2.6 commits any act of dishonesty through its employees, management or contractors or they engage in any misconduct which in the reasonable opinion of the Leadership Skills Foundation brings or has brought the Leadership Skills Foundation into disrepute;
- 7.2.7 has been subject to suspension to centre approval for more than three months;
- 7.2.8 has not registered any learners/delegates with the Leadership Skills Foundation for more than 12 months;
- 7.2.9 is subject to any equivalent sanction placed on it by another awarding organisation;

8. Effects of termination

- 8.1 Upon termination of this agreement (and therefore centre Approval) for whatever reason the centre will:
 - 8.1.1 provide to the Leadership Skills Foundation as soon as reasonably practicable all information it reasonably requires relating to the accredited award (e.g. course delivery information and progress);
 - 8.1.2 pay to the Leadership Skills Foundation all money due and outstanding to the Leadership Skills Foundation under this agreement;
 - 8.1.3 cease to use the copyright name, any logo and/or brand visual or wording belonging to the Leadership Skills Foundation.
- 8.2 Any withdrawal or suspension of centre approval or termination of this agreement will also equate to withdrawal, suspension or termination of any other sites affiliated to the centre unless otherwise agreed by the Leadership Skills Foundation in writing.
- 8.3 Termination of this agreement (and therefore centre approval) for whatever reason shall be without prejudice to the accrued rights, remedies and obligations of either the Leadership Skills Foundation or the centre.
- 8.4 Clauses in sections 8, 11 and 12 shall survive the termination of this agreement for whatever reason.

9. Fees

- 9.1 The Leadership Skills Foundation reserves the right to review fees and shall inform centres of any changes.
- 9.2 The centre understands that failure to pay the Leadership Skills Foundation in accordance with the Invoice and Refund Policy may result in services being suspended and/or centre approval being terminated.
- 9.3 Any and all expenses, costs, and charges incurred by the centre in the performance of its obligations under this agreement shall be paid by the centre, including any costs or charges associated with the recovery of unpaid debts.

- 9.4 If the centre fails to make any payment due to the Leadership Skills Foundation under this agreement by the due date for payment, the Leadership Skills Foundation reserve the right to carry out any actions outlined in the clauses in sections 6 and 7.
- 9.5 The centre acknowledges that if the Leadership Skills Foundation exercises its rights under the clauses in sections 6 and 7, the Leadership Skills Foundation shall have no liability for any loss (whether direct or indirect) incurred by the centre.
- 9.6 The centre will accept that each additional quality assurance intervention relating to non-compliance, an investigation into maladministration/malpractice or a complaint, will incur additional charges that are the responsibility of the centre.
- 9.7 The Leadership Skills Foundation accepts no responsibility for financial disputes between centres and learners/delegates.

10. International centres

- 10.1 The approval of international centres will be reviewed in accordance with current British Foreign and Commonwealth office guidelines for advice on safety and security.
- 10.2 If the centre is located outside of the UK and the Common Travel Area, it will be required to cover the travelling, accommodation and subsistence costs incurred by the Leadership Skills Foundation for any external quality assurance visits and postage costs for any accredited award resources.
- 10.3 For centres operating outside the UK and the Common Travel Area centre approval is required to establish agreement on local government and statutory requirements and to meet the Leadership Skills Foundation centre approval requirements.
- 10.4 The centre must confirm that it has insurance cover for a minimum of £5,000,000 against public liability or similar liability arising from activities as a centre. If based overseas and cannot meet this insurance requirement, the centre confirms that it will meet its home country equivalent. All organisations outside of the UK that are not deemed a British base overseas must provide their own public liability insurance for each learner/delegate and evidence this to the Leadership Skills Foundation.

11. Logo use and communications by the centre

The centre will:

- 11.1 comply with all brand guidelines, style and consistency guidelines and any logo and brand use documentation as supplied by the Leadership Skills Foundation;
- 11.2 agree to use only the logos and brand visuals of the Leadership Skills Foundation and not those of the organisation's previous identities;
- 11.3 not make any statements, advertisements or promotions in relation to the Leadership Skills Foundation's accredited award and associated partners that are likely to mislead learners/delegates and other users of the accredited awards;

- 11.4 allow electronic communications regarding the management of the centre and relevant accredited awards updates. The centre will be able to opt out of any marketing or promotional communications from the Leadership Skills Foundation;
- 11.5 not use the Leadership Skills Foundation logo or brand in a manner that dilutes its value, places the Leadership Skills Foundation or its affiliates in a position of disrepute or causes confusion as to the relationship between the centre and the Leadership Skills Foundation. If the Leadership Skills Foundation considers, in its sole discretion, that any of the Leadership Skills Foundation logos are being used in such a manner, the centre, must immediately cease the use of the Leadership Skills Foundation logos in the particular manner upon request;
- 11.6 acknowledge and agree that it has no right, title or interest in the Leadership Skills Foundation brand other than expressly by these terms and conditions, and that all such right, title or interest in the Leadership Skills Foundation logos shall be owned exclusively by the Leadership Skills Foundation;
- 11.7 acknowledge and agree that nothing in these terms and conditions shall be construed as an assignment or grant of any right, title or interest in or to the Leadership Skills Foundation logos or in any copyright or trademark of the Leadership Skills Foundation save for the limited right granted under the terms and conditions of this agreement;
- 11.8 accept that the Leadership Skills Foundation and the officers, directors, employees or agents of any of them, exclude, to the maximum extent permitted by law, all liability and responsibility for any amount or kind of loss or damage that may result to the centre or a third party, (including without limitation, any direct, indirect, punitive or consequential loss or damages, or any loss of income, profits, goodwill, data, contracts, use of money, or loss or damages) arising from or connected in any way to the download and/or use, inability to download and/or use or the results of the download and/or use of the Leadership Skills Foundation logos. This shall not affect the centre's statutory rights or any liability, damage or remedy that cannot be excluded under applicable law;
- 11.9 accept that the Leadership Skills Foundation reserves the right to request the centre to immediately stop any use of the Leadership Skills Foundation logos if the centre fails to comply with any of the terms and conditions in this agreement or for any other reason. Upon such request, the centre must immediately stop the use of the Leadership Skills Foundation logos and immediately destroy all non-published copies of the Leadership Skills Foundation logos.

12. Intellectual Property

- 12.1 All rights (including ownership and copyright) in any specifications, instructions, scheme of work, plans, or other material furnished to or made available to the centres by the Leadership Skills Foundation shall remain vested solely as the Leadership Skills Foundation's and the centre shall not without prior written consent of the Leadership Skills Foundation use or disclose to a third party.

13. General requirements of the centre

The centre will:

- 13.1 assist the Leadership Skills Foundation in carrying out any quality assurance activities in relation to the delivery of Leadership Skills Foundation's accredited awards at the centre;
- 13.2 notify the Leadership Skills Foundation within five working days when it has cause to believe there has, or is likely to be, a major non-compliance with the documented procedures and requirements of the Leadership Skills Foundation;
- 13.3 agree to notify the Leadership Skills Foundation within five working days should a change of control occur in relation to the ownership of the centre;
- 13.4 agree to make it clear to learners/delegates what information will be passed to the Leadership Skills Foundation and should pass on the Leadership Skills Foundation Privacy Policy and Data Processing Policy to any registered learners/delegates within one month of their registration with the Leadership Skills Foundation. If a learner/delegate is under 13 years old the Leadership Skills Foundation Privacy Policy information must be passed to their legal parent/guardian;
- 13.5 confirm that it has insurance cover for a minimum of £5,000,000 against public liability or similar liability arising from activities as a centre (international centres to comply with 10.4);
- 13.6 accept that agreement with these terms and conditions forms a contract between the centre and the Leadership Skills Foundation and the terms specified in this agreement will be referred to where there is any dispute or disagreement relating to the role and responsibilities of the centre;
- 13.7 accept that these terms and conditions are not exhaustive, and the Leadership Skills Foundation reserves the right to amend them at any time. Where we need to contact the centre concerning this agreement or the management of the centre, communication will be in writing and delivered by email to the registered centre manager.

14. Obligations of the Leadership Skills Foundation

The Leadership Skills Foundation will:

- 14.1 comply with all relevant laws (including without limitation data protection and health and safety), regulatory criteria and codes of practice;
- 14.2 comply with the relevant data protection legislation prevailing in the country of delivery. For the avoidance of doubt, this includes the UK GDPR if delivery is within the UK, or the GDPR if within the EU, EEA, or anywhere else outside of the UK. Any processing in the UK will be compliant with EU law;
- 14.3 be the data processor and will comply with UK GDPR if delivery is within the UK, or the GDPR if within the EU, EEA, or anywhere else outside of the UK. Any processing in the UK will be compliant with EU law;
- 14.4 provide support to centres in line with the Centre Customer Service Charter to ensure they can deliver accredited awards to learners/delegates;
- 14.5 provide assessment materials in accordance with regulator guidelines;
- 14.6 follow the associated policies and procedures when performing our duties as an awarding organisation;

14.7 inform centres, and learners/delegates where applicable, of any changes to policies or processes that may affect the delivery of accredited awards at the centre.

15. Declaration on behalf of the centre

The centre hereby warrants and undertakes to the Leadership Skills Foundation that:

- 15.1 it is free to enter into this agreement and is not bound by, and not aware of, any circumstances which would prevent the centre from complying with the Accredited Awards Centre Terms and Conditions, associated policies and the Data Sharing Agreement;
- 15.2 all information supplied by the centre for the purposes of centre approval is genuine and correct;
- 15.3 it is in compliance and shall remain in compliance with all laws relevant to its status as a centre of the Leadership Skills Foundation;
- 15.4 it shall perform its obligations under this agreement with due care, skill and diligence and ensure its personnel shall have the necessary professional capabilities, qualifications and experience, skills and expertise.

- End -

Appendix 1

Accredited award delivery and administration requirements

The following outlines, or signposts to, any specific requirements that an individual or group of accredited awards might have as part of the programme of delivery.

For the purposes of 'Appendix 1 – Accredited award programme requirements', this splits into two categories, known as 'awards' and 'awards programmes.'

Awards

This applies to accredited awards where courses are applied for, learner names are registered, and certificates are claimed and awarded through Centre Hub, for example:

- PlayMaker Award*
- Young Leader Award*
- Go Lead
- I Can Lead
- Foreign Language Leaders Award

*Some packages in these awards (e.g. for the Primary Leaders package that includes the PlayMaker Award), they will be administered and delivered as 'awards programmes.'

Awards programmes

This applies to accredited awards where the centre delivers the programme, but does not register courses or learner/delegate details through Centre Hub. Instead, programme completion data is shared with the Leadership Skills Foundation before certificates are issued. Award programmes are typically auto-renew on an annual basis. Examples of awards programmes are:

- Activity Volunteer Programme
- Change X PlayMaker Award
- PE Life Skills Award
- Primary Leaders Licence
- Personal Skills Programme
- PlayMaker Award package
- Young Leader Award package
- Your Time

Note: Some awards programmes have supporting terms and conditions that are specific to the delivery of the given programme. See the agreement for details of these.

Delivery and administration requirements

Requirement	Applies to awards Yes = all awards	Applies to awards programmes Yes = all awards programmes
Apply to become a centre through Centre Hub	Yes	Yes
Apply for a course through Centre Hub	Yes	No
Register learners/delegates through Centre Hub	Yes	No
Register learners/delegates to online learning platform	No	Your Time only
Access delivery resources through Centre Hub	Yes	Yes
Claim certificates through Centre Hub	Yes	No
Access certificate template through Centre Hub	No	Yes
Download completed certificates from Centre Hub	Yes	No
Submit programme completion data	No	Yes
Complete the delivery standards review	Yes	Yes

Appendix 2

Associated policies

The following policies are enforceable through agreement with the Accredited Awards Centre Terms and Conditions:

Policy name	Policy description
<p>Appeals Policy</p>	<p>This appeals policy relates the procedures that are in place for both of the following scenarios:</p> <ul style="list-style-type: none"> • A centre submitting an appeal against a decision made by the Leadership Skills Foundation. • A learner/delegate submitting an appeal against an assessment decision directly to the Leadership Skills Foundation when the centre’s internal appeals procedure has been exhausted or has not been followed correctly.
<p>Complaints Policy</p>	<p>This policy covers complaints parties (e.g. centres, learners) wish to make in relation to the qualifications, awards and associated services offered by the Leadership Skills Foundation.</p>
<p>Equal Opportunities and Diversity Policy</p>	<p>This policy sets out the Leadership Skills Foundations equal opportunities, diversity and inclusion guidance for qualification and accredited awards centres, learners/delegates and all interested parties who encounter a direct or indirect service from the Leadership Skills Foundation as part of an accredited award.</p>
<p>Malpractice and Maladministration Policy</p>	<p>This policy relates to centres that are delivering Leadership Skills Foundation qualifications, awards and other programmes and are involved in suspected or actual malpractice/maladministration.</p> <p>It sets out the steps the Leadership Skills Foundation will take and procedures it will follow when investigating and responding to suspected or actual cases of malpractice/maladministration.</p>
<p>Sanctions Policy</p>	<p>This policy gives guidance on how and when the Leadership Skills Foundation can apply sanctions on centres that deliver our qualifications and awards.</p>

	<p>The policy will come into force when a centre has failed to meet aspects of our delivery and/or assessment requirements, the standards required by the regulatory authorities and/or are in breach of our terms and conditions or other associated policies.</p>
<p>Awards programme terms and conditions</p>	<p>These are additional agreements that form the basis of any programme specific requirements that centres and/or learners/delegates need to complete, for example:</p> <ul style="list-style-type: none"> • Activity Volunteer Programme Terms and Conditions • Change X PlayMaker Delivery Agreement • PE Life Skills Terms and Conditions • Primary Leaders Terms and Conditions • Your Time Delivery Agreement
<p>Invoice and Refund Policy</p>	<p>This policy gives details of how invoices will be raised for Leadership Skills Foundation programmes and gives the scenarios where credit notes will be issued when refunds are requested.</p>
<p>Whistleblowing Policy</p>	<p>This policy defines how the Leadership Skills Foundation will support a whistleblower to feel comfortable and secure if they feel it necessary to report suspected or actual wrongdoing, bad practice, corruption, malpractice, maladministration and/or the possible covering up of these actions in relation to our programmes.</p>
<p>Data Sharing Agreement</p>	<p>This agreement sets out the framework for the sharing of personal information between the centre and the Leadership Skills Foundation, defines the type of data to be shared and the purposes for which it is to be shared.</p>

Appendix 3

Definitions

The following definitions relate to terms used in the Accredited Awards Centre Terms and Conditions:

Term	Definition
Accredited award	<p>The name given to the course that the certificate is awarded for or against.</p> <p>For the purposes of Centre Hub referencing and ‘Appendix 1 – Accredited award programme requirements’, this splits into two categories, known as:</p> <ul style="list-style-type: none"> • Awards – where courses are applied for, learner names are registered, and certificates are claimed through Centre Hub. • Awards programmes – where the centre delivers the programmes, but no learner/delegate details are registered through Centre Hub.
Accredited Awards Centre Manual	<p>The central resource that gives guidance to centres and their staff on how to administer, deliver and quality assure the delivery of Leadership Skills Foundation accredited awards.</p>
Awarding organisation	<p>The organisations, in this case the Leadership Skills Foundation, that is recognised by regulatory authorities (i.e. Ofqual, Qualifications Wales, CCEA and SQA) to offer and award qualifications.</p>
Associated policies	<p>Documents that give specific details of expectations and obligations of the Leadership Skills Foundation, the centre and/or the learner(s)/delegate(s) in support of these Accredited Awards Centre Terms and Conditions.</p>
Centre	<p>The organisation or other legally recognised entity that applies to deliver Leadership Skills Foundation accredited awards.</p>
Centre manager	<p>The individual identified by the centre as the person responsible for the management of the administration, delivery of Leadership Skills Foundation accredited awards at the centre. They have the responsibility and remit within the centre to agree to this agreement and the relevant Leadership Skills Foundation terms and conditions.</p>

	They also act as the primary contact with the Leadership Skills Foundation.
Delivery standards review (or quality assurance activity)	The process of assuring that administration and delivery standards have been met by the centre. This is made up of both internal quality assurance (i.e. that performed by the centre) and external quality assurance (i.e. that performed by the Leadership Skills Foundation upon the centre).
International centres	Any centre that is constituted and/or operates outside of the UK or the Common Travel Area.
Learner(s)/delegate(s)	The person that undertakes the accredited award and is awarded a certificate.
Programme	The whole learning and delivery programme that the accredited award is part of.
Programme resources	Any materials that are associated with the administration, delivery or certification of an accredited award. For example, delivery plans and activities, worksheets, certificates, and so on.



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