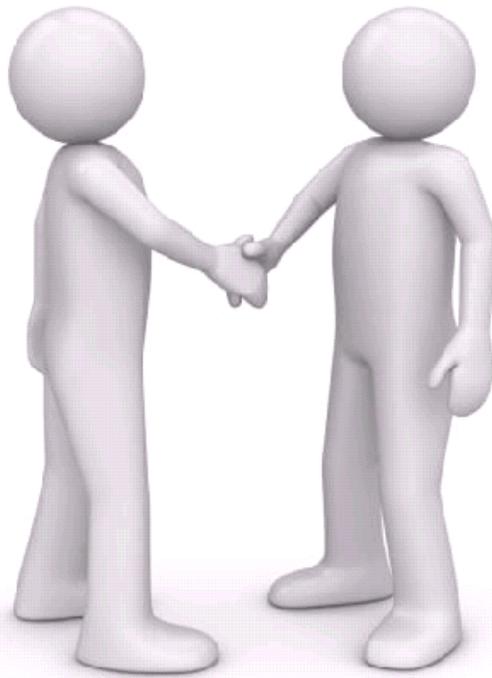


CUTTING EDGE™ **TRAINING**

A division of Ransomes Jacobsen Limited



Introduction Pack

Cutting Edge Training Operating Policy

Cutting Edge Training's primary aim is to promote & develop professional standards & competence across the Ransomes Jacobsen dealer network and the wider industry.

Our training provision includes the following key areas;

Dealer Training

- Technical workshop training for dealer staff
- Parts & warranty training for dealer staff
- Installation training (BAGMA)
- Sales Training (City & Guilds NVQ/QCF)

Customer Training

- Technical workshop training
- Care & maintenance training
- Operator training (NPTC, LANTRA & CET bespoke courses)

As a part of a major international manufacturer, (Ransomes Jacobsen), Cutting Edge Training is subject to ongoing internal quality controls, run by our company IMS system. This is further endorsed by our annual audits from the I.S.O. Ransomes Jacobsen is I.S.O. 9001, 14001 & 18001 accredited.

Equal Opportunities.

Cutting Edge Training is committed to open access training for all our customers & dealer staff. Access to training is gained via individual & job related Training Needs Analysis (TNA). Once training requirements have been identified via a TNA, training will be made available and will not be affected by issues such as race, religion or gender.

Our equal opportunities policy is supported by our own Disputes & Appeals Procedure, and further supported (where applicable) by our awarding bodies own complaints procedures which we fully support.

Assessment Access.

Candidates working towards NVQ/QCF qualifications will have access to assessor support regardless of their location (within the UK). There is sufficient accommodation within the registration to allow 10 hours of assessment support for each candidate. Additional support is available at a cost recovery rate to the employing dealer, not the individual.

Course Induction.

Candidates wishing to register for NVQ/QCF qualification will have a full TNA, based on the course & evidence requirements. This will form the basis of their acceptance on the course, and the individuals training plan. Assessment access, evidence requirements & portfolio creation requirements will also be discussed as a part of the course induction.

National Occupational Standards (NOS)

All courses run by Cutting Edges Training will be aligned with the relevant NOS, where applicable. Courses will be evaluated for their suitability for credits under the QCF system.

National Awarding Bodies (NAB).

Cutting Edge Training offers courses on behalf of several NAB's, which include the following; BAGMA, City & Guilds NPTC & LANTRA.

This offering will be expanded should suitable courses and organizations come to our attention. The Cutting Edge Training operating policy will be followed in all cases, and in addition, Cutting Edge will support the complaints & appeals procedures from the relevant National Awarding Body.

Data Protection.

Please see the attached notice regarding data protection

Data Protection Notice.

We, Cutting Edge Training, are required to comply with the provisions of the Data Protection Act 1998 (the 'Act') in relation to how we handle any personal data which we obtain from you. Any personal information gathered will only be used in the context of the business we conduct with you. We may also collect sensitive personal data relating to you but only with your explicit consent in advance.

We may process all the information we obtain from you to enable us to fulfil our contractual obligations to you. We may also request further information from third parties or disclose your details to other selected third parties, such as City & Guilds & other National Awarding Bodies or their regulators or industry bodies.

Cutting Edge Training will not use your personal details for any direct marketing activities.

In disclosing your personal details to us, you agree that we may process and in particular may disclose your personal data:

- as required by law to any third parties
- to National Awarding Bodies, who may use your personal data or sensitive personal data (as appropriate) to:
 - fulfil their contractual obligations to you (e.g. by providing you with an examination certificate)
 - contact you directly about forthcoming courses or programmes
 - carry out statistical analysis
 - pass to their regulator or industry bodies for the following purposes; to monitor equal opportunities relating to ethnicity or disability or for other such monitoring purposes; to account for candidates where there is a requirement to do so; where there is a requirement for such bodies to contact a candidate directly and the information is not readily accessible by other means.
 - disclose and publish your details in directories which may contain information about Cutting Edge Training
 - disclose your personal details to third parties for the purposes of providing prizes, remuneration and qualifications for candidates.

City & Guilds may also transfer your personal information outside the European Economic Area, but City & Guilds will use all reasonable efforts to ensure that any such transferred information is given the same protection and levels of security as if it were being processed within the UK.

You have the right to require us to correct any inaccuracies in the personal details we hold about you. If you wish to do so, please contact Cutting Edge Training directly. You also have the right to ask for a copy of the information held by us in our records in return for payment of a small fee which will not exceed £10.

Please contact us on 01473 276292 if you wish to obtain a copy of the personal data which we hold in relation to you.

Cutting Edge Training Disputes & Appeals Procedure

The Cutting Edge training team take all complains, disputes and appeals seriously, and undertake to respond to these in a professional and competent manner at all times.

The training team currently operate within the following areas;

Dealer staff technical training
Dealer staff sales training
Dealer NVQ/QCF training

Customer technical training
Customer operator training (Cutting Edge, NPTC & LANTRA certification)

All the above areas are covered under the following disputes & appeals procedure.

Contact: The contact person for all complaints, disputes & appeals is the Training Manager, Hanfried Sievers. These must be made in writing, detailing the nature of the concern and the training course it occurred on.

Response: All contacts made under this procedure will be responded to within 4 working days.

Investigation: All concerns raised under this procedure will be fully investigated by the training department. A written response will be sent to the original party on completion of the investigation. A copy of any such investigations will be held on our company records for future reference.

- The test papers & assessment results will be available for reference for 1 year on completion of the course, together with class/course average scores for comparison.
- Any complaints regarding the behaviour of the trainer/assessor will be investigated and dealt with under Ransomes Jacobsen rules of conduct. This will include reporting to National Awarding Bodies as & where appropriate.
- Where National Awarding Bodies are supporting qualifications, incidents will be reported, and their own complaints & disputes procedures will also be followed.

Our aim is to provide high quality training to our dealer network and our customers. We also wish to maintain the integrity of the National Awarding Bodies we represent. All complaints, disputes & appeals will be treated with respect and dealt with in a prompt, efficient & honest manner.

Cutting Edge Training Health & Safety Policy Statement

Cutting Edge Trainings primary aim is to promote & develop professional standards & competence across the Ransomes Jacobsen dealer network and the wider industry. With this aim comes the clear requirement to improve the health & safety of machinery operators and all staff working with the turf care industry.

The Health & Safety at Work Act 1974 places a general duty on employers to ensure the health, safety & welfare of their employees. A similar obligation is placed on training establishments to safeguard trainees. The Provision and Use of Work Equipment Regulations 1998 (PUWER '98) also makes it a legal requirement that all staff using powered work equipment must be trained in its safe operation.

By working with National Awarding Bodies (City & Guilds, NPTC, LANTRA, BAGMA, LTA) and by creating its own bespoke industry training programmes Cutting Edge Training has developed a portfolio of courses to support industry operators & workshop technicians. The quality assurance arrangements from our NAB's helps to maintain good working practice within Cutting Edge Training.

The correct and proper use of plant & equipment is of utmost importance. Operating machinery within its capability and adopting safe working practices, including the correct use of PPE, is the key to maintaining a safe working environment.

Operator competence courses and refresher training programmes are available to keep staff abreast of changes in machinery technology, and to keep skill levels fresh. Workshop technical courses are designed to show staff how to safely work on machinery, as well as how to keep machinery correctly maintained so it is safer to use.

All training courses are covered by generic risk assessments and all off-site training is subject to site-specific risk assessments. We operate under the ISO quality register (9001, 14001 & 18001) and the business is subject to annual quality audits. Our policy is to provide quality training support for our industry, to meet all our compliance obligations, and to maintain a good standard of health & safety across our business.

Safety is No Accident.