The United Kingdom Event Industry Academy

In association with

The Asia Pacific Institute for Events Management Academy

2024 – 2025 Course Handbook for the

APIEM Certified Event Courses

1.0   Introduction

1.1   Welcome to the UKEIA & APIEM Certified Event Courses

Whatever your ultimate career destination, as an events/MICE management Professional, studying for a UKEIA & APIEM Certified Event course will give you the knowledge and understanding to implement international standards of best practice within the events/MICE industry into your daily work activities.

These courses have been designed to introduce you to the international standards that events/MICE clients expect of the event professionals they work with.

1.2   Background and philosophy

The UKEIA & APIEM Certified Event courses are professional, micro-credential courses for events/MICE personnel who wish to gain an international certificate to demonstrate their competence at designing, planning, or managing events that are of an international standard. These courses are designed to enhance the ability of events/MICE professionals to function effectively as event designers, planners, managers, and educators within public and private sectors of the global events/MICE industry.

Events/MICE organisations are increasingly competing in an international context, which requires event professionals to understand how to organise successful events that meet the needs and expectations of discerning clients and their customers. Operating to international standards poses challenges for events/MICE professionals who might only have experience organising events in a regional or national context without a formal qualification or education in events/MICE management. It is now recognised that the global events/MICE industry requires event professionals who can design, plan, prepare and manage events underpinned by international best practice standards in events/MICE management. The UKEIA & APIEM Certified Event courses will ensure events/MICE professionals understand how to plan and manage events to an international standard.

The UKEIA & APIEM Certified Event courses have been designed by the United Kingdom Event Industry Academy and have been aligned to the relevant United Kingdom National Occupation Standards for the Events Industry and, where appropriate, the ASEAN standards for the MICE industry. The courses provide a practical program of learning that is assessed by a competency-based portfolio of evidence that each scholar produces to demonstrate that they have met the learning outcomes of the course and its modules.

1.3   Market and Demand for the Courses

These courses are for events/MICE professionals and educators, or people wanting to enter the events/MICE industry, who wish to study for an international certificate in events/MICE management. The UKEIA & APIEM

Certified Event courses are designed to enhance the ability of events/MICE professionals to function effectively as events/MICE designers, planners, managers and educators who have to work to international standards in the events/MICE industry.

Applications will be sought from candidates who have the capacity to benefit from the program of study and can demonstrate that they can complete the program of study in the English language. Candidates will normally be over 21 years of age and have either:

- two years practical work experience in the events/MICE industry as event/MICE professionals or faculty lecturers; or
- have academic qualifications at Higher Diploma, or Bachelor`s degree, or Postgraduate degree level that include a study of events/MICE management gained at a university, polytechnic or college

Applications will also be welcomed from people over 21 years of age who do not have the above entry requirements but can provide evidence of personal, professional, and educational experience which provides an indication of their ability to achieve the learning outcomes of the programme of study.

2   Aims and Learning outcomes of the courses

2.0   Aims

The UKEIA & APIEM Certified Event courses will offer learners **of any nationality** a high-quality educational experience providing scholars with an opportunity to understand how to design, plan and manage an event to an international standard based on the United Kingdom National Occupation Standards for the Events Industry. The aim is to provide curricula and syllabi that reflect global perspectives on events/MICE planning and management.

Holders of the UKEIA & APIEM Certified Event certificates will be able to work in the following sectors of the events/MICE industry:

- Business event organisation – meetings, incentive travel, conventions and exhibitions
- Corporate events
- Entertainment events, live music, theatre performances and shows
- Family events, funerals, celebratory parties and weddings
- Festivals, arts and cultural events
- Political events, inauguration ceremonies, military events and protests
- Religious celebrations, ceremonies and events
- Sports events, regionally, nationally and internationally
- Education establishments (universities, polytechnics and colleges) that offer an events/MICE program of study

2.1 Learning outcomes

On successful completion of the UKEIA & APIEM Certified Event Planner course scholars will be able to:

- Plan an event so that it is based on reliable research, is designed to meet the business objectives set for the event, utilises an appropriate venue, provides access for all people, and is based on the principles of sustainable event management;
- Plan the event so that it has an appropriate design concept, staging and production, and utilises relevant technology;

On successful completion of the UKEIA & APIEM Certified Event Organiser course scholars will be able to:

- Plan an event so that it is based on reliable research, is designed to meet the business objectives set for the event, utilises an appropriate venue, provides access for all people, and is based on the principles of sustainable event management;
- Plan the event so that it has an appropriate design concept, staging and production, and utilises relevant technology;
- Organise the set-up, running and break-down of the event so that the event meets international standards;

On successful completion of the UKEIA & APIEM Certified Event Manager course scholars will be able to:

- Organise the set-up, running and break-down of the event so that the event meets international standards;
- Manage, motivate and lead the events team members so that the team works effectively and to the stipulated quality standards;
- Write a health and safety risk assessment for an event and devise procedures to be implemented in case of an emergency;
- Evaluate the success of an event;

On successful completion of the UKEIA & APIEM Certified Event Educator course scholars will be able to:

- Teach event planning and event management to an international standard by having demonstrated the competence to:

  - Plan an event so that it is based on reliable research, is designed to meet the business objectives set for the event, utilises an appropriate venue, provides access for all people, and is based on the principles of sustainable event management;
  - Plan the event so that it has an appropriate design concept, staging and production, and utilises relevant technology;
  - Organise the set-up, running and break-down of the event so that the event meets international standards;

- Manage, motivate and lead the events team members so that the team works effectively and to the stipulated quality standards;
- Write a health and safety risk assessment for an event and devise procedures to be implemented in case of an emergency;
- Evaluate the success of an event;

On successful completion of the UKEIA & APIEM Certified Creative Event Designer course scholars will be able to:

- Plan an event so that it is based on reliable research, is designed to meet the business objectives set for the event, utilises an appropriate venue, and provides access for all people;
- Plan the event so that it has an appropriate concept and utilises relevant technology;
- Understand and manage the creative event design strategic process;
- Apply the creative event design building blocks and the creative event design toolbox to a specific event;
- Creatively design the event environment;

2.2   Skills and other attributes

A scholar studying for the UKEIA & APIEM Certified Event courses will have the opportunity to develop the following skills and attributes.

1. present a reasoned and well-structured argument, based on the analysis and interpretation of data;
2. become a self-reflective learner who is able to design, plan and manage an event to an international standard;
3. analyse, synthesise and reinterpret data to show they have developed a capacity for creative and original insight into issues relevant to the events/MICE industry;
4. adopt an autonomous approach to their own learning and continuing professional development;

Key Skills

The key skills scholars will develop are:

- creativity
- planning and management of learning
- communication and presentation
- data collection and interpretation
- knowledge and understanding
- managing tasks and solving problems
- self-appraisal and reflection on practice
- synthesis and creativity
- employability

3   Assessment Learning and Teaching (ALT)

3.0   ALT Strategy

The ALT strategy for the UKEIA & APIEM Certified Event Planner, Manager, and Creative Event Designer courses has been developed to ensure that:

- appropriate learning methods are utilised enabling scholars to achieve the specified learning outcomes of each course;
- assessments are designed which accurately test the learning outcomes;
- assessments are marked and appropriate feedback is given, helping the scholars understand how their performance has been evaluated and how they can improve performance;

3.1   Learning and teaching

The UKEIA & APIEM Certified courses in Event Planning, Event Management, and Creative Event Design foster a student-centred learning approach and the continued development of self-directed learning in support of independent and reflective learners.

Learning and teaching methods reflect the characteristics of online learning pedagogies supported by module tutor support (when appropriate) via email and contemporary digital communication methods.

The content of each course (where relevant) has been aligned to United Kingdom National Occupation Standards for the Events Industry.

The UKEIA & APIEM Certified Event Organiser is offered through accreditation of prior educational learning to students at an UKEIA & APIEM accredited university, polytechnic, or college who have:

- Completed a Bachelors degree study program (or equivalent) in aviation, culinary arts, hospitality, or tourism management that includes events/convention/ MICE within the curricula combined with a national vocational certificate in events management; or
- Completed a Bachelors degree (or equivalent) in Events Management/International Event Management

The assessment, learning and teaching strategies for the UKEIA & APIEM Certified Event Organiser will be determined and implemented by the university, polytechnic, or college that is approved by UKEIA & APIEM to offer this qualification to its students.

3.2   Assessment

The assessment strategy is designed to determine the extent to which scholars have achieved the aims and objectives of their course and the learning

outcomes. The UKEIA & APIEM Certified Event Planner, Manager, and Creative Event Designer courses will be assessed by a portfolio of evidence through which scholars can demonstrate that they have met the learning outcomes of the course.

The portfolio of evidence that scholars produce for each course will normally be based on a simulated event that they are asked to plan and manage on behalf of UKEIA & APIEM. For event professionals who are providing a portfolio of evidence based on their practical work experience in the events industry, the evidence submitted will be from events they have planned, managed, or designed normally within the previous 12 months.

Each course handbook specifies in detail what each portfolio of evidence should contain and the format in which it should be presented. All portfolios will be submitted on-line as PDF documents, or equivalent.

The assessment for the courses will be completed individually by each scholar. If there is evidence of cheating or plagiarism the student will not be able to gain their UKEIA & APIEM Certified Event qualification.

The assessment strategy for the UKEIA & APIEM Certified Event Organiser will be determined and implemented by the university, polytechnic, or college that is approved by UKEIA & APIEM to offer this certificate to its students.

3.3   Assessment regulations

The assessment regulations for the UKEIA & APIEM Certified Event Planner, Manager, and Creative Event Designer courses are that each scholar will have:

- satisfied the submission and attainment requirements for each course studied
- achieved a mark of 60% or more in each course assignment

The overall pass mark is 60%.

Scholars achieving over 75% will be awarded a merit

Scholars achieving over 90% will be awarded a distinction

Course Examiners

The course examiners appointed to the course will:

- approve the assessments for each course;
- ensure that scholars are assessed fairly in relation to other scholars on the course;
- review scholar assignments;

- confirm the minutes of the meetings of the course`s Board of Examiners and verify the names of the scholars who complete successfully each course and receive their UKEIA & APIEM certificate;
- report on aspects of quality and standards;

The assessment regulations for the UKEIA & APIEM Certified Event Organiser will be determined by the university, polytechnic, or college that is approved by UKEIA & APIEM to offer this certificate.

4 Course Structure and Curriculum

4.0 Course structure

The UKEIA & APIEM Certified Event Planner, Manager, and Creative Event Designer courses are offered in three formats:

1) as a part-time, self-study,100% online course
2) as a part-time taught, in-person face-to-face course
3) as a part-time hybrid course, combining in-person face-to-face teaching with online learning.

The UKEIA & APIEM Certified Event Organiser is offered by universities, polytechnics, and colleges that have been approved by UKEIA & APIEM to offer this study program. Each university, polytechnic, or college offering this qualification will determine its own course structure.

The UKEIA & APIEM Certified Event Planner Curriculum

Research and Agree the Scope of an Event
Develop a Business Plan for an Event
Plan and Implement a Critical Path for an Event
Research and Select the Venue for an Event
Select Contractors and Suppliers for an Event
Manage Contracts for an Event
Develop and Write Policies and Procedures for an Event
Design and Develop the Concept for an Event
Design the Staging and Production of an Event
Use Technology in Events
Provide Access to the Event for People with Additional Needs

The UKEIA & APIEM Certified Event Organiser Curriculum

For university, polytechnic, or college students who are eligible to be awarded the UKEIA& APIEM Certified Event Organiser they will have demonstrated through accreditation of prior experiential learning the competence to:

Research and Agree the Scope of an Event
Develop a Business Plan for an Event

Plan and Implement a Critical Path for an Event
Research and Select the Venue for an Event
Select Contractors and Suppliers for an Event
Manage Contracts for an Event
Develop and Write Policies and Procedures for an Event
Design and Develop the Concept for an Event
Design the Staging and Production of an Event
Use Technology in Events
Provide Access to the Event for People with Additional Needs
Organise the Set-up and Break-down of an Event
Organise and Co-ordinate Events
Co-ordinate the Stewards at an Event
Evaluate and Report on the Success of an Event
Manage the Running of an Event

The UKEIA & APIEM Certified Event Manager Curriculum

Organise the Set-up and Break-down of an Event
Organise and Co-ordinate Events
Manage the Running of an Event
Co-ordinate Stewards, Marshals and Volunteers at an Event
Manage Effective Relationships with Clients, Suppliers & Other Stakeholders
Oversee Health, Safety and Security at Events
Respond to Emergencies During an Event
Allocate work to Team Members
Quality Assure Work in the Team
Manage Conflict in the Workplace
Provide Leadership
Evaluate and Report on the Success of an Event

The UKEIA & APIEM Certified Event Educator Curriculum

All the content covered in the APIEM Certified Event Planner course and the APIEM Certified Event Manager course plus an additional assignment to be accredited as an APIEM Certified Event Educator.

The UKEIA & APIEM Certified Creative Event Designer Curriculum

Theme design
Content design
Program design
Entertainment design
Environment and venue Design
Production design
Texture design
Colour design
Food and beverage design
Design technology
Managing creative event design

4.1   Rationale behind course structure

The structure of the UKEIA & APIEM courses has been developed to allow scholars to successfully achieve the learning outcomes of each course.

The UKEIA & APIEM Certified Event Planner course is normally a prerequisite course for scholars who wish to become a UKEIA & APIEM Certified Event Manager and a UKEIA & APIEM Certified Event Educator. By studying one course at a time, scholars will see how the building blocks of designing and running a successful event are integrated. This approach will provide a structured learning program for the scholars enabling them to understand the key knowledge and skills that are required by event professionals who wish to work in the global events/MICE industry.

Scholars who wish to gain the UKEIA & APIEM Certified Event Educator will complete both the UKEIA & APIEM Certified Event Planner course and the UKEIA & APIEM Certified Event Manager course before having a written and oral assessment to be accredited as an APIEM Certified Event Educator.

The UKEIA & APIEM Certified Creative Event Designer course provides scholars the opportunity to develop a knowledge and understanding of a key aspect of staging successful events - creative event design. This is a stand-alone course and is not a prerequisite for any of the other UKEIA & APIEM Certified Event courses.

5   Mapping to External Reference Points

5.0   United Kingdom National Occupation Standards for the Events Industry

The UKEIA & APIEM Certified Event Planner, Organiser, and Manager courses have been aligned to the relevant/applicable United Kingdom National Occupation Standards for the Events Industry:

Research and Agree the Scope of an Event
Develop a Business Plan for an Event
Plan and Implement a Critical Path for an Event
Research and Select the Venue for an Event
Develop and Write Policies and Procedures for an Event
Manage Contracts for an Event
Design and Develop the Concept for an Event
Use Technology in Events
Provide Access to the Event for People with Additional Needs
Organise the Set-up and Break-down of an Event
Organise and Co-ordinate Events
Manage the Running of an Event
Co-ordinate Stewards at an Event
Allocate work to Team Members
Quality Assure Work in the Team

Manage Conflict in the Workplace
Provide Leadership
Manage Effective Relationships with Clients, Suppliers & Other Stakeholders
Oversee Health, Safety and Security at Events
Respond to Emergencies During an Event
Evaluate and Report on the Success of an Event

The UKEIA & APIEM Certified Creative Event Designer course has been aligned to the following United Kingdom National Occupation Standards for the Events Industry:

Research and Agree the Scope of an Event
Research and Select the Venue for an Event
Design and Develop the Concept for an Event
Use Technology in Events

6   Support for scholars and their learning

6.0   Learning resources

The main learning resource to support the curriculum content of the UKEIA & APIEM Certified Event Planner and Manager courses is the textbook titled `International Best Practice in Event Management` published by Universitas Prasetiya Mulya Publishing, Jakarta, Indonesia. The contents of this book have been written to align with the United Kingdom National Occupation Standards for the Events Industry. The main learning resource to support the curriculum content of the UKEIA & APIEM Certified Creative Event Designer course is the textbook titled `International Best Practice in Creative Event Design` published by Universitas Prasetiya Mulya Publishing, Jakarta, Indonesia.

The authors of both books are all international experts in preparing for, planning, designing, organising, and managing events so that they take place in a safe and secure environment. All authors are APIEM Professional Members or Executive Members of APIEM.

The two textbooks are complete learning resources in their own right – the contents of the books provide all the subject content that the students on the APIEM Certified Event courses need to understand for their program of study.

For university, polytechnic, or college students who are eligible to be awarded the UKEIA & APIEM Certified Event Organiser, the learning resources for their study program will be provided by the institution at which they are studying.

6.1   Learning environment

The UKEIA & APIEM Certified Event Planner, Manager, and Creative Event Designer courses are primarily self-study, 100% online courses. Each online course is complete in itself, which means that the online learning resources that

are provided will enable scholars to study at their own pace, in their own environment, anywhere in the world.

Enrolment in each of the UKEIA & APIEM Certified Event Planner, Manager, and Creative Event Designer courses gives scholars access to the online learning resources for three months after which time they should submit their assignments. Tutor support for scholars will be provided when appropriate by a UKEIA & APIEM Certified Event Educator using email or digital communication technology.

Where the courses are delivered through in-person face-to-face teaching at a UKEIA & APIEM Approved university, polytechnic or college the learning environment provided will be determined by the UKEIA & APIEM approved centre.

6.2 Scholar Support

UKEIA & APIEM Certified Event Planner, Manager, and Creative Event Designer scholars will be supported throughout their studies by members of the UKEIA & APIEM Academy who will:

- manage the course application process;
- ensure and maintain the overall academic quality of the program;
- continually develop the course in conjunction with the United Kingdom Event Industry Academy;
- ensure the efficient running of the course in collaboration with the APIEM Certified Event Educators;
- ensure that course evaluation, monitoring and review procedures are established and implemented;
- maintain overall responsibility for ensuring the moderation and assessment of marks in conjunction with members of the course team;
- oversee the progress of each student on the course;
- chair Board of Examiners meetings and arrange for students to be notified of their progress on the course;
- respond to any student concerns;

Scholars undertaking the UKEIA & APIEM Certified Event Organiser will be supported by event faculty lecturers at their own university, polytechnic, or college.

7   Admissions Regulations and Entry requirements

7.0   Entry requirements

Applications will be sought from candidates who can benefit from the program of study and can demonstrate that they can complete the program of study in the English language. Candidates will normally be over 21 years of age and have either:

- two years practical work experience in the events/MICE industry as event/MICE professionals or faculty lecturers; or
- have academic qualifications at Higher Diploma, or Bachelor`s degree, or Postgraduate degree level that include a study of events/MICE management gained at a university, polytechnic or college

Applications will also be welcomed from people over 21 years of age who do not have the above entry requirements but who can provide evidence of personal, professional, and educational experience which provides an indication of their ability to achieve the outcomes of the programme of study.

8 Methods for evaluating and improving the quality and standards of teaching and learning

8.0 Annual Review

Annual review is the process used by the UKEIA to assure the quality of its courses. All UKEIA courses are kept under continuous review to ensure that their quality and standards are operating as intended.

The Annual Review process is undertaken every 12 months and includes feedback from scholars on their course experience and feedback from the course team on their recommendations for developing further the courses.

8.1 Scholar feedback

Scholar feedback is gained via course evaluation questionnaires that each scholar is asked to complete upon completion of each course that is studied. An example of a course evaluation questionnaire is included in the appendices.

9 Regulations and Procedures for Managing Assessment

The UKEIA & APIEM Certified Event Planner, Manager, and Creative Event Designer courses operate in accordance with the UKEIA`s Academic Regulations. Universities, polytechnics, and colleges offering the UKEIA & APIEM Certified Event Organiser qualification will follow the assessment regulates that are in place at their own institution.

10 Accreditation of Prior Experience

Event/MICE industry professionals who have a minimum of two years continuous experience working in the events industry are eligible to be accredited as a UKEIA & APIEM Event Planner, Manager, or Creative Event

Designer through the submission of a portfolio of evidence that demonstrates they have met the learning outcomes of the appropriate APIEM qualification.

Event/MICE faculty lecturers who have a minimum of two years continuous experience teaching events/MICE subjects in universities, polytechnics, and colleges are eligible to be accredited as a UKEIA & APIEM Event Planner, Manager, or Creative Event Designer through the submission of a portfolio of evidence that demonstrates they have met the learning outcomes of the appropriate UKEIA & APIEM qualification.

11 UKEIA & APIEM Terms and Conditions for Scholar Enrolment

In applying for and accepting a place to study for a UKEIA & APIEM Certified Event Planner, Manager, or Creative Event Designer course scholars agree to abide by the following terms and conditions:

1) Scholars agree to abide by the policies, procedures, and academic regulations of the UKEIA & the APIEM Academy as provided for them in the course learning handbooks and available on the UKEIA & APIEM Academy website.
2) Once scholar enrolment on the UKEIA & APIEM Certified Event course is accepted and the course fee has been paid scholars will have access to the UKEIA & APIEM Academy online learning course materials.
3) Scholars will have three months to complete each UKEIA & APIEM Certified Event course.
4) Scholar access to the UKEIA & APIEM Academy online learning resources will end after three months for each of the UKEIA & APIEM Certified Event course.
5) If scholars do not pass at the first attempt the assessment for their UKEIA & APIEM Certified Event course they will have the opportunity to resubmit their assignment (one time only) at no additional cost.
6) Scholar enrolment on the UKEIA & APIEM Certified Event course cannot be transferred to another person, it is individual to each scholar.
7) The assignment that scholars undertake and submit for the UKEIA & APIEM Certified Event course must be their own work and must not include the ideas of any other person. If cheating or plagiarism occurs scholars will not be awarded a UKEIA & APIEM Certified Event certificate.
8) No refund can be made of the course fee by the UKEIA & APIEM Academy. In exceptional mitigating circumstances (at the discretion of the UKEIA & APIEM Academy) the period of enrolment could be extended.
9) The copyright of all the UKEIA & APIEM Certified Event course learning resources rests with UKEIA & APIEM (except those that are from open-access sources, for example You tube). The UKEIA & APIEM Certified Event course learning resources cannot be re-produced, copied or shared (in any format) with any other person or organisation.
10) In becoming a scholar of the UKEIA & APIEM Academy it is accepted that the program of study is normally 100% online, that the learning

materials provided through the UKEIA & APIEM Academy website are complete in themselves and that scholars study at their own pace as independent, self-directed learners.

11) To access the UKEIA & APIEM Academy online learning resources scholars will need a reliable, high speed internet connection and the use of a laptop or a wide screen tablet.

12) The software used for completing the assignments for the UKEIA & APIEM Certified Event courses will be Microsoft Word and Excel. The assignment will be submitted to the UKEIA & APIEM Academy as a PDF file, or equivalent.

13) The method of communication between scholars and UKEIA & APIEM Academy will primarily be through email. Text messages sent to UKEIA & the APIEM Academy through social media channels will not be answered.

14) For part of the assessment of the UKEIA & APIEM Certified Event course scholars will have a personal interview with a UKEIA or APIEM Certified Event Educator using software such as Zoom, Whatsapp or an equivalent digital communication software.

15) The UKEIA & the APIEM Academy will normally reply to emails sent to apiemacademy@gmail.com within 48 hours.

16) All UKEIA & APIEM Academy learning resources are provided in the English language and English is the language for writing assignments.

17) The copyright for all written text and digital images that students include in their assignments will lie with the UKEIA & the APIEM Academy.

18) Upon successful completion of a UKEIA & APIEM Certified Event course the scholar will be issued with an e-certificate and an e-confirmation letter. Hard copy original signed, stamped and printed documents can be sent by airmail to the scholar at an additional fee payable to UKEIA & APIEM.

Appendix 1 – Mapping of Courses to Course Learning Outcomes

Course Learning Outcomes	APIEM Certified Event Planner	APIEM Certified Event Organiser	APIEM Certified Event Manager	APIEM Certified Event Educator	APIEM Certified Creative Event Designer
Plan an event so that it is based on reliable research, is designed to meet the business objectives set for the event, utilises an appropriate venue, and provides access for all people	X	X		X	X
Plan the event so that it has an appropriate concept and utilises relevant technology	X	X		X	X
Manage the set-up, running and break-down of the event so that the event meets international standards		X	X	X	
Manage, motivate and lead the events team members so that the team works effectively and to the stipulated quality standards			X	X	
Write a health and safety risk assessment for an event and devise procedures to be implemented in case of an emergency			X	X	
Evaluate the success of an event		X	X	X	
Understand and manage the creative event design strategic process					X
Apply the creative event design building blocks and the creative event design toolbox to a specific event					X
Creatively design the event environment					X

Appendix 2 - Reasonable Adjustments Policy

Aims and Objectives of the Policy

UKEIA & APIEM have a duty under the Equality Act 2010 to make any reasonable adjustments that can be made for our learners to ensure they are not discriminated against.

We aim to facilitate open and fair access to our training for learners who are eligible for reasonable adjustments and/or special considerations without compromising the assessment of skills, knowledge, understanding or competence being measured, UKEIA & APIEM achieve this through;

Reasonable Adjustments

UKEIA & APIEM will consider requests for Reasonable Adjustments and Special Considerations. This is agreed at point of booking/registration. The learner must request within a reasonable timeframe any adjustments that may be needed to reduce the effect of a disability or difficulty, which places the learner at a substantial disadvantage. Any requests for reasonable adjustments must not affect the quality and reliability of the learning outcomes nor must they give the learner an advantage over other learners undertaking the same or similar training. Reasonable Adjustments may not be applied to training that will provide a "licence to practice" or where the learner needs to demonstrate a practical competence.

Special Considerations

A special consideration request can be made during or after a training event to reflect temporary illness, injury or indisposition that occurred at the time of the event. Any special considerations granted cannot remove the difficulty the learner faced at the time of the event and can only be a relatively small adjustment to ensure that the integrity of the training is not compromised. Special consideration may not be applied to training that will provide a "licence to practice" or where the learner needs to demonstrate a practical competence.

UKEIA & APIEM will only consider requests for Reasonable Adjustments and Special Considerations submitted within a timely manner and have completed the appropriate paperwork for these requests.

Reasonable Adjustments

A reasonable adjustment helps to reduce the effect of a disability or a difficulty that places the learner at a substantial disadvantage.

Reasonable adjustments must not affect the quality and reliability of the learning outcomes, but may include;

- Ensuring any online learning is more accessible (such as the ability to adjust display settings and provide advice/guidance on speech technology)
- assisting with an assessment of learning
- Adapting materials or providing them on coloured paper
- Re-organising the physical assessment/learning environment
- Use of mechanical and electronic aids
- Use of assistive software
- Use of low-vision aids
- British Sign Language

Reasonable adjustments must be approved and set in place before any assessment or learning is carried out.

Any assessment of work following a reasonable adjustment that has been made must be carried out in the same way as other learners.

Reasonable adjustments must never give a learner an advantage to other learners and must never affect the quality or reliability of the learning.

It is important to note that not all requests for reasonable adjustments may be granted if they are not deemed reasonable, permissible, or practical in certain situations. The learner may not need, nor be allowed, the same adjustments for all learning.

Requests for reasonable adjustments are approved by UKEIA & APIEM before any

bookings/registrations are taken. They are intended to allow access to training/assessment but can only be approved if the adjustment does not;

- affect the quality and reliability of the learning
- provide an unfair advantage to other learners
- Influence or compromise the final outcome of the assessment of learning

Any requests for reasonable adjustments must be made to UKEIA & APIEM within 7 days of registration/booking or at least 28 working days before an assessment/classroom event using the appropriate paperwork. If you are unsure if a learner requires a reasonable adjustment, please speak with UKEIA & APIEM who will provide the relevant guidance.

Special Considerations

Special consideration is consideration given to a learner who was prepared and present at an assessment but may have been disadvantaged by temporary illness, injury or adverse circumstances outside of their control.

It is important to note that special consideration may not be possible where assessment requires the demonstration of practical competence, or the training provides a "licence to practice".

Where an assessment of learning is carried out and marked by a computer, the learner will have the ability to take it later however this must be completed before any practical assessments or other learning is carried out.

A special consideration cannot give a learner an unfair advantage over other learners and must not mislead the learners' achievement. The learner's results must reflect their true achievement and not potential ability. UKEIA & APIEM's decision on requests for special considerations will vary from learner to learner and one subject to another. The factors may include the severity of the consideration, the date of assessment and the nature of the assessment such as practical or oral presentation.

The learner may be eligible for special considerations if:

- the performance in an assessment is affected by circumstances out of their control, such as recent personal illness, accident or bereavement
- alternative arrangements which were agreed in advance proved to be inappropriate or inadequate
- part of an assessment/event was missed due to circumstances beyond the control of the learner

The learner will not be eligible for special consideration if:

- the learner has not been affected at the time of an assessment by a particular condition
- part of an assessment/event is missed due to personal arrangements including holidays or unauthorised absence
- the event/assessment is affected by difficulties such as disturbances through building work, lack of proper facilities, changes in or shortages of staff or industrial disputes

Examples of circumstances where special consideration may be given are:

- terminal illness of the learner
- recent bereavement of a member of the immediate family
- serious or disruptive domestic crises leading to acute anxiety about the family
- incapacitating illness or injury of the learner
- severe car accident
- outbreak of infection where learners are in isolation
- lost or damaged work beyond the control of the learner

Special consideration will not be granted for minor illness or a minor disturbance.

Requests for special considerations are approved by UKEIA & APIEM. Applications for special considerations must be made on case-by-case basis and thus separate applications must be made for each learner. Any requests for special considerations will only be approved if they do not:

- affect the quality and reliability of the learning
- provide an unfair advantage to other learners
- influence or compromise the final outcome of the assessment of learning

Any requests for special considerations must be made to UKEIA & APIEM within 7 days of the event or assessment using the appropriate paperwork. If you are unsure if a learner requires a special consideration please speak with UKEIA & APIEM who will provide the relevant guidance.

It is important to note that special consideration will not be granted if / where learner achievement has been acknowledged and certified.

This policy has been approved & authorised by:

Name:

Professor David Hind

Position:

Chief Executive, UKEIA

Date:

1st January 2024

Signature:

David W. G. Kind

Review date:

31st December 2024

Appendix 3 – Equal Opportunities Learner`s Charter

"Everyone has a part to play in ensuring we achieve equality of opportunity. UKEIA & APIEM believe that a positive attitude towards equality and diversity is right for our people, our clients and our business suppliers. This means that we must encourage all our people to welcome diversity and respect each person's individuality".

UKEIA & APIEM is committed to ensuring that the admissions process will be open and transparent, and that no individual or group receives less favourable treatment by virtue of age, disability, economic status, faith, gender, marital status, sexuality, race, colour, and nationality, ethnic or national origin.

The following Learner Charter has been drawn up stating the standards of service you can expect to receive as a learner of UKEIA & APIEM:

Using UKEIA & APIEM you can expect…

- to receive a highly quality learning experience
- to be given equal opportunities and treated fairly
- to be treated with courtesy
- to have access to advice, guidance and support to ensure your choices are informed ones and that your learning needs are met
- to learn in a healthy and safe environment
- to be provided with timely and appropriate information on your progress
- to have staff listen to any issues, suggestions or concerns you may have, and to respond in a relevant manner

In turn UKEIA & APIEM would like you to:

- be fully committed to your course
- treat our staff with courtesy
- provide us with appropriate information to help us meet your learning and assessment needs
- ensure that your behaviour contributes to a healthy and safe environment
- abide by any rules specifically relating to online assessment
- communicate issues, suggestions or concerns using the procedures outlined in your Student Handbook.

If for any reason you wish to make a formal complaint, then please access our formal complaints procedure on the website or email contact@theapiem.com. This policy has been approved & authorised by:
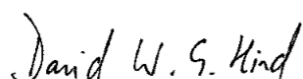
Name:

Professor David Hind

Position:

Chief Executive, UKEIA

Date:

1st January 2024

Signature:

David W. G. Hind

Appendix 4 – Appeals Procedure

The UKEIA & APIEM provide a formal route for our scholars wishing to appeal against an assessment decision. All scholars are assessed against the relevant learning outcomes for the course and UKEIA assessment criteria, where applicable. Assessment decisions are made by internal Assessors.

Areas for Appeal

The UKEIA & APIEM Appeals Policy enables scholars in certain situations to make a formal appeal against a recommendation or assessment decision relating to:

1. the Assessor's decision on any element of assessment that differs to that of our Internal Quality Assurer's decision (for example, if an internal assessment has been marked by the Assessor as achieved but the Internal Quality Assurer disagrees with this decision).

2. an application for a reasonable adjustment or special consideration submitted to UKEIA & APIEM for approval.

3. The UKEIA & APIEM final, overall assessment decision for a CPD Course.

Grounds for Appeal

The following is a list of examples and is not exhaustive:

- A reasonable adjustment was refused without reason, or a decision to limit a request for a reasonable adjustment proved to be inappropriate or insufficient.
- The scholar requested special consideration, but this does not seem to have been applied.
- There was inappropriate or irregular conduct on the part of the Assessor.

Appeals Process

Stage 1

The scholar should discuss on the day they receive the assessment decision their intention to appeal that decision directly with the Assessor responsible for informing the scholar of that

decision. If the scholar is dissatisfied with the outcome of this discussion, the scholar should request a 'Scholars Appeals Application' form which can be emailed to you. The scholar must submit this form within five days of the date of the assessment and include with it any supporting evidence (see additional notes below). Appeals received after this time will not be heard.

Stage 2

Once received by UKEIA & APIEM, our designated Internal Quality Assurer ("IQA") will investigate the appeal and respond in writing to the scholar with a decision within 20 working days of receipt of the form. If the scholar is dissatisfied with the IQA's decision, the scholar should make a complaint directly to the Owner of UKEIA.

Additional Notes

1. It is extremely difficult to investigate appeals without impartial evidence. Therefore, appeals against referrals in practical teaching based solely on the scholar`s disagreement with the Assessor's decision will only be considered when accompanied by a video recording of the learner's practical assessment.

2. The scholar has the right to video any aspect of their practical assessment using their own video recording equipment provided it does not interfere with the assessment process, other scholars, or the Assessor's ability to carry out their role(s).

3. It is the responsibility of the scholar to arrange a video operator.

4. Prior to the assessment date and so that a decision can be made for deferral, it is the responsibility of the scholar to notify UKEIA & APIEM of any medical problem which may affect the scholar's performance adversely in the assessment process.

This policy has been approved & authorised by:
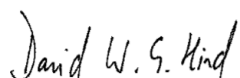
Name:
Professor David Hind

Position:

Chief Executive, UKEIA

Date:

1st January 2024

Signature:

David W. G. Hind

Review date of Policy:

31st December 2024

Appendix 5 – Complaints Policy & Procedures

Complaint – a grievance, problem, difficulty or concern

POLICY STATEMENT

UKEIA & APIEM recognises the importance of scholar complaints and welcomes complaints as a valuable form of feedback about its services. We are committed to using the information we receive to help drive forward improvements.

This procedure outlines the aims of UKEIA & APIEM in dealing with complaints and sets out what scholars can expect when making a complaint regarding a service provided by UKEIA & APIEM.
.
A complaint is a way of letting us know that you are not happy with a particular service. We welcome your feedback. A complaint may be about delay, lack of response, discourtesy, failure to consult or about the standard of service you have received.

So please let us know if:

- you think we have done something wrong
- we have not done something that we said we would do
- you are not satisfied with a particular service or set of services that we provide

ANONYMOUS COMPLAINTS

We understand that it might be difficult for you to complain because you are worried that your complaint could result in a poorer service. Please be assured that we treat all complaints in the strictest confidence, and that it is your right to complain. If you do not provide us with a contact name or address, it will not be possible for us to get back to you with the outcome of the investigation.

PROCEDURE

In the first instance, the complaint should be discussed with the team member concerned and resolution sought within 48 hours of the incident occurring. If this is successful and a resolution is reached, the complaint should be documented on the attached Appendix (3a) and sent to the UKEIA & APIEM Administrator for filing. This should be received by the UKEIA & APIEM Administrator by the end of the next working day. There will be no further action taken.

In the case of a scholar wishing to make the complaint, who feels unable to discuss the complaint with the team member concerned, the matter should be referred to the UKEIA & APIEM Course Leader within 48 hours of the incident occurring. The Course Leader should then contact the UKEIA Company Owner within the next 7 days to make them aware of the complaint. The nature of the complaint will be documented as per Appendix (3b) and sent to the UKEIA & APIEM Vice President for Academic Affairs.

On receipt of the complaint, the nature of the complaint will be brought to the attention of the team member concerned and discussed within 48 hours of receiving the complaint. The UKEIA & APIEM Vice President for Academic Affairs will then contact the learner making the complaint with a view to resolve.

If resolution cannot be found, the UKEIA & APIEM Vice President for Academic Affairs will arrange a meeting with all relevant parties and agree a resolution. This will take place within 30 days. This will be final.

The UKEIA & APIEM Administrator will maintain a record of all complaints and make these available on request. All complaints must be regarded as confidential and discussed only with those parties involved.

In the instance where the complaint is around an assessment / verification decision, then the stages outlined in the Appeals Procedure must be followed.

Appendix 5a

Record of Complaint

Name of Individual making the complaint: Location:
Date:

Nature of complaint

Resolution Agreed:

Signed Complainant:
Date:

Signed by UKEIA & APIEM Vice President for Academic Affairs
Date:

Appendix 5b

Referral of Complaint

Date of referral:…………………………………………………………………...............
UKEIA & APIEM Vice President for Academic Affairs Name:
…………………………………………………………………………………….

Nature of complaint:

[ ]

Date Referred to Head of Assessment Centre:…………………………………...............

Actions agreed:

[ ]

Signed off by the UKEIA & APIEM Vice President for Academic Affairs Date:
Signed

Complainant:……………………………………………………..Date

Name:
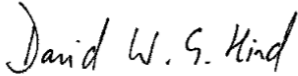
Professor David Hind

Position:

Chief Executive, UKEIA

Date: 1st January 2024

Signature:

David W. G. Hind

Review of Policy:

31st December 2024

Appendix 6 – Course Content and Review Policy

UKEIA & APIEM take the standard of their courses very seriously. For this reason, the below policy sets out how we ensure the standards of our service is maintained.

Course reviews are an integral part of UKEIA & APIEM`s quality assurance process.

The focus of course reviews is on:

- The appropriateness of the content and assessment method to achieve the learning outcomes,
- The course content is up to date and accurate.

Responsibility

Responsibility for course review and recommendations being addressed rests with the UKEIA & APIEM Vice President for Academic Affairs. The responsibility for the Review process lies with the company Directors.

Frequency

Each course is reviewed on an annual basis. The courses are reviewed by a Subject Matter Specialist to ensure their accuracy.

Timing

At the review date, each subject area specialist will have a 30-day period to complete the review of the given subject and all findings reported back to the UKEIA & APIEM Vice President for Academic Affairs.

The UKEIA & APIEM Vice President for Academic Affairs will then action any appropriate changes to course materials with an additional 30-day period.

Reporting

Following learning materials review, a detailed report will be provided to the UKEIA & APIEM Vice President for Academic Affairs, outlining all elements that require addressing and updating.

Name:
Professor David Hind

Position:

Chief Executive, UKEIA

Date:

1st January 2024

Signature:

David W. G. Hind