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*Register
of Play
Inspectors
International*

rp̄ii

Outdoor Play Equipment
Annual Inspector

*The rp̄ii guide
to learners*

OUTDOOR FIXED PLAY FACILITIES

ROUTINE & OPERATIONAL LEVEL

INFORMATION PACK

GUIDANCE & INFORMATION FOR POTENTIAL CANDIDATES:

The RPII provides acknowledged independent Certificated Professional Competence (CPC) for safety inspection of children's outdoor fixed equipment:

It is important that those persons that inspect outdoor play facilities are competent to do so.

The level of competence required will vary dependent on the task at hand.

The RPII Outdoor Play Facilities 'Routine', 'Operational' & 'Annual' are three separate qualifications that provide 'proof' they have undertaken the relevant training and have passed a written & practical examination set by the RPII.

The qualifications are a 'launching pad'; they are not proof that anyone undertaking an Inspection will do so competently (at the appropriate level) but that only that they are capable of doing so and will improve with practice and experience.

Not that dissimilar to qualifying as a teacher – done the training – passed the examination – now start learning to teach.

The RPII encourages progression through the 3 levels and has endeavoured to set the syllabuses and examination criteria to facilitate this.

SCOPE:

OUTDOOR FIXED PLAY FACILITIES are defined by the RPII as:

Traditional 'PLAYGROUND EQUIPMENT' (swings & roundabouts etc.),
'ROLLER SPORTS EQUIPMENT' (skateboards, BMX bikes, roller blades etc.)
'MULTI USE GAMES AREAS' (MUGA's – ball courts, basketball hoops, 5-a-side goals etc.), and including the associated general & safety surfacing, ancillary facilities (approaches, signs, fencing, gates, seating and litter bins etc.)

NOTE: It does not include Indoor Play, Inflatables or portable play equipment (there are separate RPII qualifications for Indoor Play & Inflatables).

LEVELS OF INSPECTION:

RPII has adopted as the basis of its inspection hierarchy the guidance in the European Standard for Play Equipment (EN 1176 Part 7).

The guidance adopted has been adapted to include the requirements for roller sports, MUGA's, surfacing and ancillary facilities.

The essential difference between Routine & Operational inspections is that Routine inspections are mainly concerned to identify any changes since the last Routine inspection (last week / yesterday) whilst Operational inspections are mainly concerned with checking the working order of the facility at regular intervals throughout the year.

Annual inspections (ideally) are independent inspections providing an assessment of the overall safety of the facility in context with any recent changes to legislation or standards and with the benefit of national knowledge.

ROUTINE LEVEL:

A basic safety inspection undertaken at frequent intervals (weekly*)

- Identification of obvious hazards that can result from vandalism, unexpected wear & tear, normal use or weather conditions,

- The hazards can take the form of:

Missing, broken or damaged parts – resulting in sharp / hard edges, hit points, entrapment points, trip or slip points

Surface damage – resulting in unexpected slip or trip points

Lack of cleanliness – broken glass, dog mess, excessive litter, pollution

Lack of structural integrity – e.g. ground fixings loose

Hazardous vegetation – e.g. overgrown hedges resulting in obscuring sight lines or low tree branches that may be hit.

Improvised additions to the facility – e.g. Children have made their own tree rope swing (may or may not be a safety hazard)

* - For outdoor fixed play facilities subject to heavy use or vandalism, more frequent (daily) inspection of this type can be necessary.

Essentially, an inspection to check the facility is in the same safe condition as at the last routine inspection

OPERATIONAL LEVEL:

A more detailed inspection undertaken regularly several times each year to check the operation and stability of the equipment, especially for any wear, normally carried out every 1 to 3 months; or as indicated by the manufacturer's instructions this includes undertaking a ROUTINE inspection.

Special attention is given to 'sealed-for-life' parts. (Swing chain bushes, roundabout axis etc.)

Wear & tear (swing chains wearing, timber rotting, paint flaking) through normal use or weather conditions

Operational inspections are also undertaken upon the completion of any remedial, maintenance or refurbishment or replacement works

Operational inspection can require excavation or dismantling of certain parts

Essentially an inspection to check the working order of the facility regularly throughout they year

IMPORTANT NOTE:

The Routine & Operational level qualification is about inspection not maintenance. Though it is fully recognised inspectors very often are also responsible to undertake the maintenance as well.

ANNUAL INSPECTIONS (PROVIDED AS CONTEXT INFORMATION):

To establish, the overall level of safety of equipment, foundations and surfaces, e.g. effects of weather, evidence of rotting or corrosion over time.

Change in the level of safety of the equipment and ancillary facilities as a result of repairs made, or of added or replaced components, changes in legislation / standards, arising safety concerns (accident statistics) reported nationally.

Normally at intervals not exceeding 12 months

Ideally, carried out by an independent (RPiI) annual qualified inspector

Directly or indirectly provides management quality control measure of performance of routine & operational inspectors and maintenance personnel

Special attention is given to 'sealed-for-life' parts

Annual inspections can require excavation or dismantling of certain parts (though normally Annual Inspectors recommend that the Operational Inspector undertakes a dismantling inspection if an item is considered suspect – essentially to save Client costs)

May also provide guidance on the likely life expectancy (save for vandalism), recommendations on ways to improve the play & amenity value

Compliance with relevant British / European Standards (normally or Legislation (e.g. compliance with Disability Discrimination act [DDA])

Provide a risk assessment where non-compliance with standards or safety concerns are identified to assist management with the decision making process

Recommend required actions and priority / urgency again to assist management with the decision making process

Annual Inspectors may also undertake POST INSTALLATION INSPECTIONS (new or refurbished facilities) – essentially to ensure the installation has been carried out in accordance with the manufacturers instructions and design layout, assembled correctly, correct depth (free height of fall properties) and extent of safety surface etc.

To a limited degree Annual & Post Installation Inspections can confirm compliance with relevant standards, best practice, guidelines, specifications etc. Though normally this is the responsibility of the manufacturer / supplier. designer

HOW THE INSPECTION HIERARCHY WORKS IN PRINCIPLE

Proposed New or Refurbished Outdoor Play Facility

Design & Layout

To conform with relevant British & European Standards

Manufacture / Supply

To conform with relevant British & European Standards
With relevant independent Testing House Certification

Installation

Post Installation Inspection

To certify installation to manufacturer's instructions
To certify installation compliance with relevant British / European Standards
e.g. Appropriate extent & properties of safety surfacing, correct configuration / layout

NOW an Existing Outdoor Play Facility

Annual Inspection

Independent Inspection

To check previous years Operational & Routine Inspections have been carried out OK
To ensure facilities still comply with any changes in legislation, British / European standards or accident statistics
Provide risk assessment, recommended actions & priority status if any safety concerns or changes to standards are identified
To provide other guidance / advice (as instructed)
e.g. Play & Amenity Value, Life Expectancy, Site Recommendations

Operational Inspection

To check working order, structural integrity & maintenance
e.g. Repairs / alterations all OK

Routine Inspection

To check for changes since last Routine Inspection
e.g. vandalism, unexpected wear or tear

TRAINING SYLLABUS:

BOTH ROUTINE & OPERATIONAL LEVELS:

NOTE: EXAMPLES FOLLOW THE MAIN BULLET POINTS TO ILLUSTRATE THE SORT OF GROUND THAT WILL BE COVERED

Very simple & basic background knowledge of:

- The importance of play and how that affects an inspection
 - o Its contribution to children & youths development
 - o The benefit of an activity can outweigh the risk of an accident occurring
 - o Experiencing risk & challenge is essential to learning how to self manage risk
- How children & youths behaviour can affect an inspection
 - o Play equipment is very frequently used in ways not intended by the designer
 - o Climbing up slides as well sliding down
- An appreciation of how children & youths varying attributes(1) & abilities(2) given age and other factors may affect an inspection
 - (1) A protruding gate latch may not be a safety concern generally but could be to a toddler when the latch is at head / eye height.
 - (2) If you cannot climb up you cannot fall down
- Causes(1) & frequencies(2) of accidents at outdoor play facilities
 - (1) Hidden hazards cause the most accidents, obvious hazards very rarely do
 - (2) 20 times more likely to have an accident at home (in the kitchen) than at an outdoor play facility
- Assessing the risk of harm or injury occurring
 - o Its overriding importance
 - o Simple means of assessment
 - o Difference between 'assessing risk' & undertaking a formal 'Risk Assessment'
- The legal responsibilities involved.
 - o It may be an incredibly low risk but if it is both reasonable & practical to eliminate or minimise the risk further and no action is taken within a 'reasonable' time-scale then (technically) you (the provider) is in breach of the law
 - o The sign stating "Under seven year olds only" does not (in law) automatically protect you (the provider) if an 12 year old has an accident
 - NOTE: You are inspector on behalf of the 'provider'

Sound knowledge of inspection procedures & techniques (at the appropriate level):

- Methodology
 - o Not just all the facilities present – includes those that should be present (may not apply to Routine inspectors save reporting any 'local' knowledge)
 - o Systematic & logical
 - o Personal safety
 - o Inspect with how(1) children 'play' and their attributes(2) in mind
 - (1) Children play tag & slam gates so slam the gate when inspecting
 - (2) Toddlers are very short so check sight lines from their perspective
 - o An 'engineering' inspection of intended use is not sufficient

- Recording
 - What should be recorded & why
 - Options available (though they may already be prescribed)
- How & what to inspect (varying play facilities, ancillary items, surfaces)
 - o Some aspects are generic to all
 - Hard or sharp protruding edges
 - o Some are specific to the facility
 - Permitted (recommended) mixture of toddler & junior seats at a swing bay
- Identifying faults and safety concerns:
 - o More often than not there is no 'correct' answer but definitely some 'wrong' answers
 - o Judgement is paramount

When is a raised edge a trip hazard – when is it a step – when is a step a trip hazard?

There is no dimension it depends on the environment and users perception / activity

- What to do if 'faults' / 'safety concerns' are identified
 - o When, who & how to contact for further advice / guidance
 - Routine inspectors may only need to report
 - Operational inspectors may need to refer to Manufacturers, Managers or RPII Annual Inspectors
 - o What you need to be aware of but not necessarily knowledgeable about.
 - Temporary repairs may introduce non-compliance with relevant standards

AT OPERATIONAL LEVEL:

There will additional requirements:

- Regular (routine) maintenance
 - Checking swing bushes for wear
 - Tightening fastenings
- Corrective maintenance
 - Welding repairs
 - Temporary repairs

The above will include knowledge of any safety requirements and procedures to follow

- o Time the public need to be excluded during maintenance operations
- o Safety precautions
- Use of ladders
- Protective clothing

YOUR TRAINING PROVIDER:

Will cover all above at the relevant level

Where there are differences of opinion between 'experts' these will be explained

YOUR EXAMINER:

Will be concentrating on assessing your understanding and reasoning

There not necessarily being any absolute right answers and there are differences between 'expert' opinion

Assessing your approach, thoroughness

Were you thorough – Did you miss anything

WRITTEN EXAMINATIONS:

Operational written examinations will consist 15 questions and an additional 10 multi choice questions related mainly to 'working order' to be answered within 50 minutes

Note 1: The time-scales set are considered generous to allow for candidates who have reading difficulties etc.

Note 2: Any candidate with any particular concern of personal difficulty to answer written examinations should advise their examiner who will endeavour to make appropriate arrangements to compensate e.g. a first language Welsh speaker may not find it easy to read or write English though they speak it fluently – the examiner could both read & record for their answers for them.

Note 3: Dyslexia, inexperience of taking examinations or any other perceived handicap will be accommodated by your Examiner – just declare it at an early stage (in confidence to your Trainer / Examiner)

PRACTICAL EXAMINATIONS:

Routine Practical Examinations:

Routine practical examinations (approx. 10 min) you will be expected to inspect those aspects of the site prescribed by the examiner

Your Examiner may not require you to inspect duplicate items and inspect only samples of some facilities (say) perimeter fencing

Most likely the site you inspect will be the same as the one used for training purposes and unlikely to have changed

At the conclusion of your physical inspection your examiner will ask you questions as to specifically what you were 'looking out' at various facilities for and this will formulate the 'weight' of their assessment. (Approx. 5 min)

You will be provided with an 'Inspection Report Form' which must be completed (any explanation 'on how' will be provided by your Examiner)

Operational Practical Examinations:

Operational practical examinations (approx. 30 min) [includes dialogue with Examiner time] you will be expected to inspect those aspects of the site prescribed by the examiner

Your Examiner will not require you to inspect duplicate items and inspect only samples of some facilities (say) perimeter fencing

Most likely the site you inspect will not be the same as the one used for training purposes

Your Examiner will accompany you throughout and consistently ask you questions

What are you looking out for?

What is your assessment of risk if you find a fault / safety concern?

What action would you recommend (if fault identified)?

From whom would you seek guidance if not sure?

This is in recognition that your examination site may well be in excellent order and there be not be any 'faults' or 'safety concerns' to identify etc.

You will be provided with an 'Inspection Report Form' which must be completed (any explanation 'on how' will be provided by your Examiner)

WHO CAN APPLY?:

Routine level:

Any responsible adult or teenager
No prior experience is required (though an advantage)

Operational level:

Anyone with some existing experience
May be working alongside experienced inspectors for a few months (say) as maintenance personnel
May have been inspecting play facilities for awhile (say) a Parish Council volunteer
Already passed at Routine level

There is no requirement to take the Routine level first if you have sufficient experience

Both Levels:

- There are no set rules
- You can seek advice from the RPII if you are not sure
- Your training provider will soon be able to assess if you have applied at an appropriate level
 - They may be able to facilitate you changing levels
 - Though practically this will not always be possible
 - They will provide some guidance as to where & how you may gain more experience

The RPII Qualification:

Is valid for 3 years and you will receive a Certificate.
Operational inspectors also receive a RPII Identity Card
The RPII Registration & Examination Fee is:
Routine level – currently £60 (incl Vat)
Operational level - currently £75 (incl Vat)

NOTE: The RPII fees do not include your training fee which will / may vary dependent on which RPII Approved Training Provider you use.

RPII Renewals after 3 years:

RPII Routine level inspectors can apply for renewal within 3 months of their expiry date
You will be sent a renewal form which will ask you to confirm the period since gaining the qualification that you have been actively inspecting outdoor play facilities and any additional relevant training you have undertaken (witnessed by responsible adult)

- Additional training (Professional Career Development [CPD]) can include:
 - Attending local Health & Safety seminars
 - Accompanying RPII Annual or Operational inspectors during some of their inspections
- Responsible adult witness can include:
 - Your manager (say) if working for a local authority
 - Parish Chair or Clerk
 - Any one with knowledge and experience of your work inspecting outdoor play facilities
 - They should not be related to you or someone unfamiliar with your work inspecting outdoor play facilities

If you satisfy the RPII criteria you will receive a new certificate (valid for a further 3 years) upon payment of a £60 (incl vat) renewal fee (fee subject to change)

If you do not satisfy the RPII criteria you will be required to re-sit the examination though further training (recommended) will be an optional requirement.

RPII Operational level inspectors:

Is the same as Routine inspectors **except:**

- The Professional Career Development [CPD] requirement is to have attended at least 3 RPII approved training sessions
 - o These will be published on the RPII Web site (www.playinspectors.com) and updated regularly
 - o Some 'training sessions' may qualify as more than 1 session
 - E.g. Attending a one day refresher training course provided by a RPII approved training provider may qualify as 3 sessions
- You may also submit other training sessions not on the RPII approved list for RPII approval

If you satisfy the RPII criteria you will receive a new certificate and RPII ID badge (valid for a further 3 years) upon payment of a £50 (incl vat) renewal fee (fee subject to change)

HOW TO APPLY:

You can contact any of the RPII approved training providers or the RPII Company Secretary

They will guide you through the process

Details can be found at www.playinspectors.com

APPEALS PROCEDURE:

If you fail the examination or do not meet the renewal criteria you can appeal to the RPII Board

Information on how to do this can be found at www.playinspectors.com

CODE OF CONDUCT:

All Routine & Operational candidates will be required to sign to accept their agreement to the RPII 'Code of Conduct' at the time of their examination.

The Code of contact is available at www.playinspectors.com to view.

ABOUT RPII APPROVED TRAINING PROVIDERS & EXAMINERS:

The RPII Board has set criteria for approval:

These include attending briefing days to best ensure consistency.

The RPII also provides Trainers & Examiners a variety of aids to form the basis for training and examining candidates.

RPII approved Training Providers & Examiners normally offer to types of courses:

Regional courses with set dates etc.

Local courses (on application) e.g. organised by a local authority perhaps inviting 'neighbours' etc. to join in.

RPII Learner guide

This guide provides general guidance for learners taking RPII qualifications.

About us

The Register of Play Inspectors International (RPII) is a specialist awarding organisation offering qualifications for individuals involved in the inspection of play areas including.

The four main organisations concerned with playground safety have worked together to provide independent accreditation for play inspectors. They are:

Association of Play Industries (API)
Institute of Leisure and Amenity Management (ILAM)
Fields in Trust (FIT) (originally NPFA)
Royal Society for the Prevention of Accidents (RoSPA)

We also work closely with the British Standards Institute (BSI).

The RPII registration scheme was jointly developed and approved to enable inspectors to show potential and existing employers, that they have demonstrated competency to carry out the inspection and reporting tasks required. The qualifications offered cover this competence.

Customer Service Statement

RPII is an awarding body for the Play Equipment Inspection sector and is committed to making its qualifications highly accessible and delivered to excellent standards. It aims to ensure 100 per cent customer satisfaction through the provision of a focused and responsive customer service, which includes the following areas.

1 Communicating with centres

In respect of communicating with centres RPII aims to:

Conduct contact with centres in a consistent, fair, professional and responsible manner.

Communicate with our centres in English

Acknowledge correspondence within 3 working days of receipt and provide a full response within 10 working days.

Process requests for Examinations Guidelines or other publications within 3 working days.

Keep all Centres informed of changes relating to RPII qualifications, quality assurance and examination administration procedures through newsletters, workshops and RPII website.

Publish to Centres an annual price list of its fees and notify Centres of any forthcoming changes by letter or by email six months prior to any change taking effect

Encourage feedback from centres on the levels of service provided by RPII

Send out annual customer survey questionnaires to all approved Centres, evaluate responses, take appropriate action and provide feedback to Centres.

2 Communicating with candidates

In respect of communicating with candidates RPII aims to:

Acknowledge correspondence, including complaints, within 3 working days of receipt and provide a full response within 10 working days.

Process requests for Examinations Guidelines or other publications within 3 working days.

Encourage feedback from candidates on any specific problems encountered in accessing RPII qualifications. All comments can be received by letter, e-mail or telephone; see contact details at the end of the statement.

3 Developing and maintaining qualifications

In respect of developing and maintaining qualifications RPII aims to:

Develop qualifications in consultation with the Play Equipment Inspection sector and regulatory bodies, which meet the needs of the sector.

Introduce new qualifications to approved centres where there is proven demand.

Review and update qualifications to ensure they retain their currency.

4 Centre approval and monitoring process

In respect of the centre approval and monitoring process RPII aims to:

Provide applicants with an application guide to become an Approved Centre, which outlines the standards and quality assurance requirements applicants have to meet to gain and retain approved centre status.

Acknowledge receipt of applications within 3 working days.

Arrange an approval visit normally within 60 working days, or by agreement with the applicant centre

Confirm the outcome of an approval visit within 30 working days of the visit
Provide approved centres with guidance notes on the management of assessment for candidates with particular assessment requirements.
Monitor approved centres to ensure that they continue to comply with RPII criteria for centre approval, normally on an annual basis.
Advise centres of the monitoring process and agree a date for a monitoring visit.
Present a monitoring report to the centre contact at the end of the visit.

5 Servicing of approved centres

In respect of servicing approved centres RPII aims to:

Set up, maintain and review administrative systems for all examinations, which safeguard the integrity of the examinations and are as user friendly as possible.
Provide all centres with up-to-date administrative instructions for all examinations they are approved to administer.
Advise all centres of regulatory changes, which may affect a qualification's content and/or examination.
Issue certificates for successful candidates to centres within 10 working days of the results having been notified to centres.

Note that RPII policy is to conduct its examinations in English. If examination papers in the Welsh or Irish language are requested the Centre is required to give RPII four months notice to ensure that up-to-date papers, testing knowledge of current regulations, are available in the requested language

6 Complaints and appeals procedures for candidates

In respect of complaints and appeals RPII aims to:

Maintain a log of complaints and RPII action/responses, to be reviewed by the Board of Directors any identified lapse of procedure rectified within 15 working days of the review.
Resolve complaints, or provide an outlined course of action within 15 working days from the date of receipt and logging of the complaint
Confirm in writing the decision of the Appeals panel within 5 working days

7 Communication for Candidates

Enquiries relating to:

Examination Paper Queries, entries, timetable and requests for duplicate certificates
Candidates enquiries on results, requests for past papers, re-marking and complaints
Examinations policy e.g. administration of the examination, issue of certificates, fee structures
Qualifications specifications, syllabus, examination questions and information about the RPII on the RPII website

Equal Opportunities Policy

The Register of Playground Inspectors International (RPII) firmly supports the principle of equal opportunities throughout its range of training services and opposes all forms of unlawful or unfair discrimination on the grounds of race, ethnic or national origin, gender, marital status, sexual orientation, disability, class, age, religion or membership of a trade union.

RPII:

1. Seeks to comply fully with the requirements of the Race Relations Act 1976, the Sex Discrimination Act 1975 (as amended) and the Disability Discrimination Act 1995 and will take note of the various codes of practice dealing with the elimination of discrimination and the promotion of equal opportunities. RPII has a positive commitment to equal opportunities beyond legislation and will seek to ensure that all its training services are available equally to all without discrimination.

1. Holds the principle of equal opportunities as central to its strategic development and to its planning and implementation strategies.
2. Recognises that equality is a key aspect of quality assurance and should be addressed as part of the company's standard quality assurance procedures.
3. Recognises that individuals are disadvantaged in society by sexist, racist and other stereotypical expectations.
4. Seeks to counteract this stereotyping and will offer positive images where possible. All staff will be encouraged to become aware of direct and indirect discrimination in their dealings with Candidates and in action planning and delivery.
5. Seeks to ensure that Candidates are placed on programmes which are appropriate to their needs so as to encourage them to meet their full potential and to ensure that all programmes are free from artificial barriers which restrict access and progression. As part of this commitment, RPII will seek to ensure that appropriate support is available to all Candidates.

Appeals Procedure

Introduction

The appeals procedure applies to any of RPII qualifications or training courses (including technical evaluations, technical standards courses or re-certification events for instructors).

4 Appeals

Appeals can only be made to RPII where RPII has the power to change a decision, for example where:

- . Approval as a centre or registration as a training provider or instructor has been refused, withdrawn or suspended
- . There is disagreement with the action points recorded by the external verifier (NVQ/SVQ and sector schemes)
- . The candidate has failed a test

All other matters may be addressed through the RPII complaints procedure.

Appeals can be made by centres, training providers, instructors or candidates. Where a candidate's appeal relates to the result of a test which is set and marked by RPII, the appeal can be made direct to RPII. Where an appeal is made by a candidate for NVQ/SVQs or sector schemes, the appeal must be made to the centre or training provider in the first instance using the centre's internal appeals procedures. Candidates can only appeal to RPII if the centre or training provider's internal appeals procedures have been exhausted. The candidate should provide RPII with as much detail as possible relating to the internal appeals procedure, copies of correspondence, minutes of meetings and any other relevant materials.

Making an Appeal

RPII will make every effort to resolve any appeal quickly and will make at least an initial response within 5 working days.

All appeals must be submitted to the Administrator at RPII together with the fee. The appeal must be made on the appeal form (below), including reasons why the appeal is being made, the dates of relevant visits/events and the names of the people involved.

Investigating an appeal

a) Staff review

RPII will make every effort to resolve any appeal quickly and will acknowledge receipt of an appeal within 5 working days. On receipt of an appeal and supporting documentation, the information will be reviewed by the Administrator of RPII, who has had no previous involvement with the case.

RPII may contact the parties involved for further information where necessary, including the relevant Technical Director.

It may be necessary to arrange one or more meetings to resolve the matter. RPII may invite a chief verifier (or other subject specialist) to be present if appropriate. Legal representatives (acting on behalf of centres/training providers, candidates or RPII) will not be permitted to attend such meetings. Meetings will be held at a mutually convenient location. Reasonable travel expenses will be refunded if the appeal is upheld. RPII will not normally pay accommodation expenses unless, in exceptional circumstances, this has been agreed in advance. Attendance fees will not be paid.

b) Referred to Board of Directors

If the person or organisation making the appeal is not satisfied with the outcome, the matter will be referred to the RPII Board of Directors. The Board normally meets every 3 months, so it may be necessary for RPII to arrange an extraordinary meeting which will meet no more than one calendar month from the date the appeal was referred to the Board. To hear an appeal, there must be at least 3 Board members at the extraordinary meeting.

An Appeals Consultant will also attend any committee meetings at which appeals are referred to. This person is entirely independent therefore is not a member of the RPII Board or other committees, or a RPII employee, examiner, external verifier, instructor, training provider or centre either now or within the last 7 years. The Appeals Consultant will be present to hear the appeal and will be involved in the decision making process to resolve the appeal.

The person making the appeal may attend the Board meeting in person if they wish. Legal representatives for any party will not be allowed to attend. Reasonable travel expenses will be refunded if the appeal is upheld. RPII will not normally pay accommodation expenses unless, in exceptional circumstances, this has been agreed in advance. Attendance fees will not be paid.

The person or organisation making the appeal will be notified in writing of the outcome of the Board meeting within 5 working days of the Board meeting date. Where appropriate, the appeal fee will be refunded at this stage.

c) Independent adjudication

If the person or organisation making the appeal is still not satisfied, the matter will be referred to an independent adjudicator. This person will not be a member of the RPII board or other committees, or a RPII employee, examiner, external verifier, instructor, training provider or centre either now or within the last 7 years. The independent adjudicator will review all the materials connected with the case and will provide a written decision within 10 working days from the date the appeal was referred to him/her. The independent adjudicator's decision concludes the RPII appeals procedure.

Action after the appeal

In some instances, it is possible that the appeal may provide evidence to suggest that other candidates, centres, training providers or instructors could have been affected in the same way as the person or organisation making the original appeal. RPII would take this into account to ensure that, wherever possible, the effect of any such errors was eliminated.

For example, if it is shown that a test paper was incorrectly marked, the work of the examiner(s) involved would be reviewed to ensure that other candidates were not affected. If similar errors were discovered, RPII would remark all the relevant test papers and, where necessary, issue fresh results to any candidates affected.

Monitoring

The details of all appeals are reported to the next Board and the number of appeals received in each year is monitored. The Board will evaluate each appeal to identify any improvements which could be made to RPII practices to avoid similar circumstances arising again in the future.

Fee Structure

To be decided

Contact details

RPII can be contacted at:
The Register of Play Inspectors International,
Federation House,
Stoneleigh Park,
Warwickshire,
CV8 2RF