

Course Certification

Competence Frameworks, Standards and Procedures

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1. Introduction

About us

1.1 The Association for Nutrition (AfN) is a registered charity and holds the UK Voluntary Register of Nutritionists (UKVRN). Our purpose is to protect and benefit the public by defining and advancing standards of evidence-based practice across the field of nutrition and at all levels within the workforce.

1.2 We set standards of nutrition knowledge for the wider nutrition workforce: health and social care, catering, fitness and leisure sectors and recognise relevant training through our Course Certification Scheme. Course Certification demonstrates that a course has met thoroughly benchmarked criteria, and indicates to employers and the public that an individual has demonstrated nutrition competences necessary to their role.

About this document

1.3 This document contains information about the Competence Frameworks, Standards and Procedures for AfN Course Certification and will be of particular use to training providers preparing to submit an application for certification or re-certification of a course.

1.4 Section 2 contains general information about our *Competence Frameworks in Nutrition* for Catering, Fitness & Leisure, and Health & Social Care. Training providers applying for certification of a course must complete a mapping template to demonstrate that the competences (of the relevant Framework) are taught and assessed in their course.

1.5 Section 3 provides guidance on the *Standards* against which we assess education and training courses. Training providers must demonstrate that they meet these standards before their course can be certified.

1.6 Section 4 contains our *Procedures* which describe how we receive and assess applications from training providers for certification of their courses, and includes information on our processes for annual monitoring, re-certification and appeals.

1.7 Training providers should also refer to our *Course Certification Application Guidance* which gives detailed advice on the evidence and information required as part of the course certification application and assessment process. This document is available to download on our website.

2. Competence Frameworks in Nutrition

2.1 There are three competence frameworks for the wider nutrition workforce:

- Health & Social Care
- Fitness & Leisure
- Catering

2.2 The competence frameworks identify the knowledge and skills required by individuals working in the wider workforce to promote healthy eating guidelines and support nutrition professionals.

2.3 Training providers should use the competence frameworks to develop and deliver the curriculum of their training courses at Levels 1 to 4 (and 3- 5+ for Health & Social Care) so as to provide individuals with the knowledge and skills needed to meet the competences identified in

the frameworks. Other groups such as employers and prospective students may also wish to use the competence frameworks and code of practice to assess staff competence, or to set career aspirations and goals in a personal development plan, which may be linked to staff appraisals.

2.4 The Competence Frameworks in Nutrition for Catering, Fitness & Leisure, and Health & Social Care are available to download on our website.

Health & Social Care

2.5 The Workforce Competence Model in Nutrition for Health & Social Care is suitable for occupations at Levels 3, 4 and 5+. Typical occupations might include a nursery nurse, health visitor, midwife, practice nurse or pharmacy assistant.

2.6 The Framework comprises ten competences:

1. Fundamentals of Human Nutrition
2. IT Skill & Knowledge
3. Relating & Communicating to Others
4. Collaborative Working Practices
5. Effective Organisation & Time Management
6. Promoting Behaviour Change
7. Data Collection Techniques
8. Facilitating Group Activities
9. Research Methods
10. Improving Population Health & Wellbeing

2.7 The competences are each supported by a number of sub competences and knowledge statements. Knowledge statements explain the knowledge, and understanding required to satisfy the requirements of each competence as set out at Levels 3, 4 and 5+. The levels are cumulative, and all users are expected to demonstrate that they know and understand the knowledge statements at lower levels.

2.8 As a minimum requirement, training providers applying for certification of a course on the Health & Social Care framework are expected to cover at least half (or more) of the sub-competences in Competence 1: Fundamentals of Human Nutrition (up to and including the Level of the course).

**This Framework was established in 2012, and is due to be reviewed in 2017-18. Any changes implemented as a result of the review will be publicised on our website.*

Fitness & Leisure

2.9 The Competence Framework for Fitness & Leisure is suitable for occupations at Levels 1, 2, 3, and 4 within this sector. Typical occupations might include a personal trainer/ fitness instructor, activity leader, sports volunteer/ organiser or sports coach.

2.10 The Framework comprises three competences:

1. Fundamentals of Human Nutrition
2. Improving Health and Wellbeing
3. Nutrition monitoring and data collection techniques

2.11 The competences comprise a number of sub competences which are supported by knowledge statements. Knowledge statements explain the knowledge, and understanding required to satisfy the requirements of each competence as set out at Levels 1, 2, 3 and 4. The

levels are cumulative so all users are expected to demonstrate that they know and understand the knowledge statements at lower levels.

2.12 As a minimum requirement, certified courses are expected to cover all the sub-competences under Competence 1: Fundamentals of Human Nutrition.

2.13 Other competences are optional: the AfN will publish within the Certified Course listings website page, the sub-competences that are met in addition to Competence 1.

Catering

2.14 The Competence Framework for Catering is suitable for occupations at Levels 1, 2, 3, and 4 within this sector. Typical occupations might include various catering staff roles, chef, food and beverage assistant, general/ restaurant manager or hotelier. The competences identify the differences in knowledge and skill requirements for front and back of house occupations.

2.15 The Framework comprises three competences:

1. Fundamentals of Human Nutrition
2. Improving Health and Wellbeing
3. Food Allergies, Intolerances and Dietary Requirements

2.16 The competences are each supported by a number of sub competences and knowledge statements. Knowledge statements explain the knowledge, and understanding required to satisfy the requirements of each competence as set out at Levels 1, 2, 3 and 4. The levels are cumulative so all users are expected to demonstrate that they know and understand the knowledge statements at lower levels.

2.17 As a minimum requirement, certified courses are expected to cover all the sub-competences under Competence 1: Fundamentals of Human Nutrition.

2.18 Other competences are optional, the AfN will publish within the Certified Course listings website page, the sub-competences that are met in addition to Competence 1.

3. Standards for Course Certification

3.1 In addition to evidencing that the relevant competences are covered in the course, training providers are also required to demonstrate their course meets all three AfN Standards for Course Certification; these are the standards against which we assess education and training courses:

- Standard 1: Competence
- Standard 2: Educational Context
- Standard 3: Organisational Context

3.2 The standards are supported by guidance, which indicate the type of evidence required to demonstrate the standard has been met. Training providers applying for certification of a course are required to provide supporting documentation in their application to evidence that the course meets the AfN Standards.

Certified Courses are expected to meet the following Standards:

Standard 1; Competence		Guidance of evidence to demonstrate this Standard is met
C.1	Training providers of Certified Courses will uphold AfN values to promote and demonstrate the use of evidence-based science to underpin learning and teaching.	The course you offer has clearly defined objectives and content that refers to and uses scientific evidence. You use national government guidance (of the country where the course is taught e.g DH/NICE guidance) information and concepts from recognised authorities – see the Framework Glossary for examples.
C.2	Course providers must complete a competence framework mapping form, and provide supporting documentation as evidence that the competences are taught and assessed.	<p>Use the Competence Frameworks to show us where the training provides learners with the knowledge and skills to meet the competences.</p> <p>Show clearly which of the sub-competences are covered.</p> <p>You can do this by marking clearly on the course document where you provide learners with the knowledge and skills to meet each sub-competence. You could use for example, line numbers or highlighting, or comments or codes, e.g. if your course meets Core Competence 1 Fundamentals of Nutrition at Level 3 sub-competence 1, you could use 'FHN L3 #1.</p> <p>Provide enough detail so that it is clear in your mapping where and how you teach and assess each sub-competence.</p>
C.3	Competence 1: Fundamentals of Human Nutrition	
C.3.1	<p>If applying for course certification against the Fitness & Leisure or Catering Frameworks:</p> <p>All sub-competencies must be taught for each Level 1 to 4.</p>	The mapping form will show where each sub-competence at the appropriate Level 1 to 4 is taught and assessed.
C.3.2	<p>If applying for course certification against the Health & Social Framework:</p> <p>At least half (or more) sub-competences must be taught (up to and including the Level of the course).</p>	The mapping form will show where each sub-competence at the appropriate Level 3 to 5+ is taught and assessed.
C.4	<p>Certification will be recognised by the number of competencies met; e.g. 'this course meets all competences in Fundamentals of Human Nutrition at Level 3'. This will be public information.</p> <p>AfN encourages good practice and providers of certified courses should signpost individual learners to the Framework to assess themselves against the remaining unmet competences.</p>	You will be expected to tell your learners about the Competence Framework and encourage them to use it for their ongoing development.

Standard 2; Educational Context		Guidance of evidence to demonstrate this Standard is met
E.1	The intended audience and content level of learning is clearly specified.	<p>Tell us who your course is aimed at and at what level. Qualification Skills Framework (QCF) on which the Competence Framework is based or its equivalent in Scotland the SQCF.</p> <p>If you do not know the level of the learners, give examples of their job roles e.g. personal trainer, gym instructor, 5 a side, sports coach etc.</p>
E.2	Clearly defined learning aim(s) and purpose of the course.	<p>We want to know what the course is intended to achieve – provide a brief outline of the course content, and the competences to be developed.</p> <p>There should be a minimum of one learning aim defined.</p>
E.3	Clearly defined learning outcome(s) with a clear statement of what a participant is expected to learn as a result of undertaking the course and how the learning will be demonstrated.	<p>We want to know what knowledge, skills or attitudes the learner is expected to obtain as a result - the learning objectives or outcomes say how the learner benefits from the course.</p> <p>A learning outcome is a statement of what a participant is expected to show that they know, or are able to do at the end of a period of learning. Your course may set teaching or learning objectives if you do not have formal assessment or examination.</p> <p>Long courses (lasting 15 weeks or longer) will be expected to articulate a clear assessment strategy. This may include diagnostic, formative and summative forms of assessment as well as marking schemes and quality assurance procedures.</p>
E.4	The learning aims should be detectable.	<p>Describe how you assess if the learning outcomes have been met.</p> <p>This may be through a Q&A or observation activity at the end of the course, or formally through an assessment/ examination/ test.</p>
E.5	The course upholds Association for Nutrition values to promote and demonstrate the use of evidence-based science to underpin learning and teaching.	Content must be based on current scientific evidence (meaning the use of information and concepts from recognised authorities – see the Framework glossary for guidance).
E.6	Teaching / training methods appropriate to the sub-competences covered and appropriate to the participants.	We want to know how you train or teach your course to meet the learning aims. Include a syllabus/course outline/ include: aim(s) learning outcome(s); training methods and activities (e.g scheme of work or lesson plans).
E.7	All supporting information and material should be clear, relevant, up-to-date and accurate and help learners achieve learning outcomes.	Describe what supporting information/materials (such as hand-outs, handbooks etc) are used and how they support the learning aims of the course.

E.8	If relevant, formal examination or assessment performance is appropriate to learning aims, learning outcomes and learners.	Describe the assessment methods you use. State the results you achieve e.g. a success rate of 85%. Include your marking criteria.
Standard 3; Organisational Context		Guidance of evidence to demonstrate this Standard is met
O.1	Organisation is an appropriately registered business/company with accounts and other required information submitted in a timely fashion to the appropriate regulating body as a company and/ or charity.	<p>Please provide your organisation's company and or charity registration number and the name/s of any company directors and or trustees. Also please inform the AfN if the organisation has traded under a different name within the last three years.</p> <p>Further information, such as company accounts, may be requested by the AfN.</p>
O.2	Leadership and management roles and functions of course organisers are clear.	<p>Please provide a clear statement detailing the roles performed in your organisation in relation to who:</p> <ul style="list-style-type: none"> • develops the training • delivers the training • supervises the training and development of the trainers • is responsible for quality • manages the business • any other relevant role
O.3	<p>Appropriate nutrition expertise is involved in the course planning/ teaching/ training/ assessment.</p> <p>The trainers/ presenters/ facilitators are appropriately qualified and/or experienced staff to deliver the course.</p>	<p>You can demonstrate this by providing a list of all the people associated with your course who have qualifications in nutrition, dietetics or food or other relevant subject, who:</p> <ul style="list-style-type: none"> • design the course or • teach/ train or • examine • advise or assess/ monitor your course. <p>Give the name of the lead trainer or senior nutrition professional responsible for the course, their reporting lines/accountabilities and provide CVs that focus on education & training (use the template provided).</p>
O.4	There are adequate and appropriate methods for students to feedback and evaluate the course.	Please describe the methods you use to collect feedback from learners about the course, how the feedback is evaluated and how your company uses the feedback; e.g. informal interactive methods or formal questionnaire (online/ hand-out/email) or interview. State when and how you collect this feedback.
O.5	Procedures are in place to monitor, audit or review the training course programme, to update and improve the course.	You may provide your policy document that outlines how you review the quality of the course to check how well it is received, learners' performance and how you use the information to improve quality.
O.6	Procedures are in place to review the performance of and provide support to trainers/ tutors.	Provide your policy document or give a short description of how you review the performance of and provide support to trainers. You may have self or peer or external assessment and

		feedback.
O.7	If appropriate, external involvement in monitoring / audit processes.	If appropriate, please provide information of how external parties are involved in monitoring / audit processes. An external party may be a commissioner or purchaser of a course or a body that recognises it, or a department within your organisation responsible for quality.
O.8	There are clear procedures for a) complaints about the training; and if relevant, b) appeals against assessment or decisions or examination results.	a) Provide a copy of the complaints policy. b) If relevant, say whether a learner can appeal against an examination result or assessment decision, and provide information about the appeals process.

4. Procedures for Course Certification

4.1 The procedures describe how we receive and assess applications from training providers for certification of their courses. All applications for certification will be administered according to these procedures, which are reviewed regularly to ensure they are fair, robust, reflect best practice and applied consistently. The procedures consist of:

- Submitting an Application
- Assessment
- Standard Conditions
- Annual Monitoring and Re-Certification
- Internal Resolution and Appeals

4.2 Applications for certification must demonstrate the course meets the standards by providing documentary evidence as described in the application form; in addition, training providers must submit the correct application fee and agree to our terms and conditions at the time of submitting an application.

Submitting an Application

4.3 Training providers who wish to apply for certification should read our *Course Certification Application Guidance* prior to completing the Online Application Form and Mapping Template (all documents are available on our website).

4.4 We accept applications for short courses (up to 15 hours) and long courses (up to one year full-time). We are unable to accept applications for certification of courses based upon naturopathy or alternative and complementary nutritional or allied therapies.

4.5 Applications are initially screened by the AfN Office to ensure courses are appropriate for consideration by course assessors, all necessary documents have been supplied and the correct fee has been received.

4.6 Upon initial screening, if any information or documentation is required, we will request it from the applicant. An application that is incomplete and/or does not conform to the required format will not be assessed and will be returned.

Application Fees

5.1 Applications for course certification must be supported by the relevant fee. We charge an initial application fee and a yearly renewal fee. The application fee is a contribution towards our

costs in assessing the application and is non-refundable. Current fees are published on our website.

Assessment

6.1 Once the initial screening is complete, the application will be sent to one course assessor for short courses (up to 15 hours) or two course assessors for long courses (up to one year full-time).

6.2 Assessments for short courses will normally take six weeks, although during busy periods it may take up to twelve weeks for the assessment to be completed. Assessments for long courses (over 15 hours) will normally take three months, although it may take up to six months to be completed in some circumstances, for example, during busy periods or when further information is required.

6.3 Assessors will independently assess the application and may seek clarity or further information from the applicant. All communication with the training provider will be via the AfN Office, and training providers will not have any direct communication with the assessors.

Assessment Outcomes

6.4 Assessors will submit a completed assessment report with their recommendation for one of the following outcomes:

- a) **Certify for three years** - the course meets all criteria
- b) **Do not certify** – the course meets few or no criteria; a redesign and extensive development work is likely to be necessary such that the course would have to reapply (a new application fee will be applicable)

6.5 Assessor(s) may defer their decision in order to request further information/evidence from the training provider regarding their application, or policy advice from the Certification Committee. All requests for further information will be made by the AfN Office. Additional information/ evidence given by the training provider will be considered by the assessor (s) and a recommendation will be made in accordance with the above listed outcomes (a) and (b) normally within one month of receipt.

6.6 Assessors may also offer advice to the training provider on desirable (but not essential) improvements to the course, its management or delivery which may assist in enhancing good practice or highlighting a particular strength (this additional feedback will be included in the assessment outcome letter sent to the training provider).

6.7 The completed assessment form and assessor(s) recommendation will be submitted to the Certification Committee (or sub-panel of the Committee) for consideration and approval.

6.8 If the application has been considered by two assessors (for example in cases where it is a long course) and their recommendations differ significantly, the application will be considered by the Certification Moderator (an assessor and member of the Certification Committee) who will make a final recommendation to the Certification Committee in respect of course certification.

Approval by Certification Committee

6.9 The Certification Committee (or sub-panel of the Committee) will consider the recommendations of assessor(s) reports, at the first available meeting. The Committee may accept, alter, review or overturn a recommendation from an assessor, having due regard for public protection and professional standards. The Committee in its decision making will apply a fair and balanced consideration of evidence to meet the standards.

6.10 Following consideration, the Committee will agree one of the following outcomes:

- a) **Certify for three years** - the course meets all criteria
- b) **Certify for three years with condition(s)**- the course meets some criteria and may meet all criteria subject to the provision of specific evidence within a stated timeframe
- c) **Do not certify** – the course meets few or no criteria; a redesign and extensive development work is likely to be necessary such that the course would have to reapply (a new application fee will be applicable)

6.11 If the decision of the Certification Committee is to certify, the decision will apply from the date it was approved by the Committee. A training provider may apply to have the start of their course certification backdated to the date the application was received at the AfN Office.

6.12 If the decision of the Certification Committee is to certify with condition(s), the training provider must provide evidence to demonstrate that the condition(s) have been addressed within the stated timeframe. Failure to meet a condition may result in certification being withdrawn.

6.13 If the decision of the Certification Committee is to not certify due to the course meeting few or no criteria, the training provider will only be able to make a fresh application three months' after the date of receiving the AfN Assessment Outcome letter. This timeframe is intended to enable the provider sufficient time to undertake any developmental work or redesign. The second application will be treated as a new assessment and sent to assessor(s) with no connection to the previous application.

6.14 The Certification Moderator (also a member of the Committee) will audit the recommendations of all assessment decisions for comparability and proportionality, at least once every two years and report the outcome to Certification Committee.

Standard Conditions of Certification

7.1 Once a course has been certified, it is subject to the Standard Conditions of Certification; failure to comply with these requirements will result in withdrawal of certification.

7.2 The following Standard Conditions apply;

- a) Agreement to AfN Terms and Conditions (Appendix B);
- b) Training Providers accurately describing the Certified Course as 'AfN Certified';
- c) Training Providers using the current AfN logo supplied;
- d) Training Providers informing the AfN promptly of all course changes, e.g. change of content, tutor/ trainer, etc.

Annual Monitoring and Re-Certification

8.1 Training providers will be sent an annual monitoring form and invoice for the renewal fee at twelve and twenty-four months after Certification is awarded to their course. An annual monitoring form that is not complete or submitted by the deadline will not be assessed and may result in certification being withdrawn.

8.2 The purpose of annual monitoring is to ensure the course continues to meet the Standards for Course Certification and to confirm the course has not changed significantly in ways that might affect the award being met.

8.3 Training providers must inform us of changes to certified courses, such as changes to learning resources, course format, assessment or content. If annual monitoring indicates

significant changes to the course that affect more than one quarter of the course duration (as learner effort), requiring re-assessment, training providers may be required to reapply for certification and pay a new certification fee. Training providers are advised to contact us at the earliest possible stage if course changes are planned.

8.4 AfN may attend a training event as an observer for quality assurance purposes. Training providers will be notified in advance. It is not anticipated that AfN will be charged a fee for attending.

8.5 Training providers are required to apply for re-certification every three years. The AfN Office will contact the training provider six months prior to the expiry of certification to provide information and advice on applying for re-certification.

Withdrawal of Course Certification

9.1 Course Certification may be withdrawn for any of the following reasons:

- a. Non-payment of fees
- b. Failure to address a condition (s) within the timeframe specified by Certification Committee
- c. Failure to submit a completed annual monitoring form
- d. Failure to comply with AfN marketing rules
- e. Activity which does not uphold AfN Standards or impacts negatively on the reputation of AfN
- f. Serious and/or significant complaints made to AfN regarding the course

Internal Resolution and Appeals

10.1 This section sets out the procedures for consideration of an internal resolution and appeal by a training provider against a decision of the Certification Committee.

10.2 An internal resolution or appeal can be lodged on either or both of the following grounds:

- a. Procedure: that the relevant procedures for certification were not followed
- b. Evidence: that evidence submitted as part of the application process was not fairly or properly assessed against the published criteria

Internal Resolution

10.3 Where possible, resolution of appeals should be attempted first through internal resolution. If a training provider wishes to resolve an appeal through internal resolution, they must write to the AfN Quality Assurance Manager within four weeks of receiving the outcome of their application for certification (or re-certification).

10.4 The provider must set out clearly the reason it wishes to challenge the decision(s) of the Certification Committee. The provider should provide evidence to substantiate its request for an internal resolution, based on the information it submitted as part of its application and to evidence its claim for failure under (a) Procedure and/or (b) Evidence.

10.5 All communication regarding the internal resolution should be sent to the AfN Quality Assurance Manager. If the grounds for internal resolution include failure of the AfN Quality Assurance Manager, then communication regarding the internal resolution should be sent to the AfN Chief Executive.

10.6 A training provider seeking an internal resolution must nominate a contact person whom we can liaise with regarding the internal resolution. All correspondence regarding the internal

resolution will be made to the nominated contact person. The AfN Quality Assurance Manager will act as clerk to the internal resolution, unless grounds for appeal includes failure of the AfN Quality Assurance Manager, then the clerk to the internal resolution will be the AfN Chief Executive (or his or her appointed representative.)

10.7 Within fifteen working days of receipt of the training provider's evidence for internal resolution, the evidence will be circulated to Certification Committee along with;

- The training provider's original application for certification (or re-certification) and associated evidence, and any further evidence submitted as part of the assessment/ decision making process
- Reports from assessor(s)
- Minutes of Certification Committee meetings relating to the training provider
- Letters and correspondence, including emails, from AfN to the training provider relating to the application
- Any other relevant documents, such a chronology of events/ decisions

10.8 On the basis of evidence available to them, Certification Committee will decide either to;

- a. uphold their original decision
- b. amend their decision in light of the training provider's evidence. The full range of decisions (detailed in P 6.10) will remain available to the committee.

10.9 In order to seek to resolve the matter as swiftly as possible, internal resolution will be undertaken via email/ teleconference and Certification Committee asked to make a decision within fifteen working days of the training provider's evidence and associated information being circulated to them by the clerk to the internal resolution.

10.10 The outcome of the Certification Committee's internal resolution will be communicated to the training provider within seven working days of the Committee reaching its decision. Should the training provider disagree with the outcome of the internal resolution, the training provider may lodge an appeal.

10.11 During the period of internal resolution, a certified course will continue to be certified, and an uncertified course will continue to be uncertified, until after the decision of Certification Committee has been communicated to the training provider.

Appeals

11.1 A training provider may appeal a decision of Certification Committee by writing to the AfN Quality Assurance Manager within four weeks of receiving the outcome of their application for certification, recertification or internal resolution.

11.2 The training provider must set out clearly the reason it wishes to challenge the decision(s) of Certification Committee. The provider should provide evidence to substantiate its request for an appeal, based on the information it submitted as part of its application and to evidence its claim for failure under (a) Procedure and/ or (b) Evidence.

11.3 All communication regarding the appeal should be sent to AfN Quality Assurance Manager. If the grounds for appeal include failure of the AfN Quality Assurance Manager, then communication regarding the appeal should be sent to the AfN Chief Executive. A training provider making an appeal must nominate a contact person for liaison and attend the appeal. All correspondence regarding the appeal will be made to the nominated contact person.

Certification Appeal Panel

11.4 An Appeal Panel will be convened to consider an appeal from a training provider, normally within four weeks of an appeal being lodged.

11.5 The Appeal Panel will consist of;

- A member of AfN Council, who will be the chair
- A Registered Nutritionist, who will be the vice-chair
- One Certification Assessor unconnected to the application

11.6 The Panel will be quorate with three members. Appointments to the Panel will have due regard for AfN policy on declaration and management of conflicts of interest and none of the Panel shall have had any operational involvement in the application under appeal. The AfN Quality Assurance Manager will act as clerk to the Panel, unless grounds for appeal includes failure of the AfN Quality Assurance Manager, then the clerk to the Panel will be the Chief Executive (or his or her appointed representative.)

11.7 The training provider will be notified of the Panel membership within six weeks of submitting an application for appeal, so as to raise any concerns with regards to conflict of interest. Objections to Panel membership, with evidence, must be made within ten working days of notification to the clerk to the Panel. The clerk will take into account evidence provided by the training provider and adjust the membership of the Panel accordingly.

Consideration of Evidence for Appeal

11.8 Within fifteen working days of confirmation of the Panel's membership the training provider's application and evidence for appeal will be circulated by the Panel clerk to the Appeal Panel along with;

- The training provider's original application for certification or recertification and associated evidence, and any further evidence submitted as part of the assessment/ decision making process
- Reports from internal resolution
- Reports from assessor (s)
- Letters and correspondence, including emails, from AfN to the training provider relating to the application.
- Minutes of Certification Committee relating to the provider
- Any other relevant documents, such a chronology of events/ decisions.

11.9 All documents to be considered by the Panel will also be sent to the training provider's nominated contact.

11.10 Should the Panel request further information on receipt of the evidence, such requests should be made to the Panel clerk. Additional information provided by the training provider and/or Panel clerk must be circulated to all members of the Panel and the training provider's nominated contact.

11.11 Additional information may not include evidence that was not in existence at the time the original application for certification (or re-certification) was made, unless it relates to reports from internal resolution; reports from AfN assessors; letters and correspondence, including emails, from AfN to the training provider relating to the application; minutes of Certification Committee relating to the training provider or other relevant documents, such a chronology of events/ decisions.

Meeting of Certification Appeal Panel

11.12 The date of the appeal will be decided by the Panel clerk in consultation with the Panel members and the training provider.

11.13 The Panel will meet in private to consider the appeal and agree questions or clarifications it wishes to ask of the training provider. The training provider's nominated contact person for liaison will be given an opportunity to attend the Panel alone and briefly (in no more than ten minutes) present the provider's appeal to the Panel and to then answer questions from the

Panel.

11.14 The training provider may request to bring along one individual who may be present but not participate in the meeting of the Appeal Panel. No other person may be present at the appeal unless called upon by the Chair of the Panel. No additional information may be tabled on the day.

11.15 The Panel will meet in private to consider its decision. During the period of appeal, a certified course will continue to be certified, and an uncertified course will continue to be uncertified, until after the decision of Panel has been communicated to the training provider.

Outcomes of an Appeal

11.16 On the basis of evidence available to them, the Panel will decide either to;

- a. uphold the appeal in full or in or part, and amend the decision of Certification Committee in light of the training provider's evidence. The full range of decisions (detailed in P 6.10) will remain available to the Panel.
- b. reject the appeal in full or in part.

11.17 The decision of the Panel will be will be communicated to the training provider within fifteen working days of the Panel meeting. The Panel's decision is final.

Appendix A: AfN Contact details

Please contact the AfN to seek clarification or further information on any aspect of Course Certification. The Certification Team value your input to AfN's work and welcome any comments you may have on procedures, documentation and the service you have received from the team. Your feedback will enable AfN to strengthen the certification and quality assurance process.

Certification Team

Tel: 44 (0)20 7291 8378

Email: certification@associationfornutrition.org

Association for Nutrition,

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London W1B 1LY

www.associationfornutrition.org

Registered Charity in England and Wales no 1136624

Registered Company no. 6488331

Appendix B: Course Certification Terms and Conditions

1. Providers must complete and sign an application form, and return it with the relevant application fee and supporting documentation to AfN. By signing the application form the provider agrees to comply with the terms and conditions of AfN Course Certification.
2. The application fee is a contribution towards the costs of administering the scheme and is non-refundable. Applications for certification will not be assessed until the fee is received and cleared with our bank.
3. The application form and supporting material will be retained by AfN and will not be disclosed or circulated other than for the purposes of administering this scheme.
4. AfN will acknowledge receipt of an application and will undertake an accuracy and completion check. At this point we may ask for any missing or incomplete information. The application will then be assessed by an AfN Course Certification assessor and a decision will be made to certify or not certify the course.
5. If the decision is not to certify the course an application can be resubmitted at any time with the relevant certification fee, providing the adjustments recommended in the decision feedback have been made.
6. Certification is active for a year from the date of certification and can remain active for a further two years on payment of an annual retention fee. AfN will contact the provider eight weeks before the end of this period to ask if they intend to renew their application and will invoice them for the relevant fee.
7. To maintain active certification course providers will be required to provide an annual declaration to update information and to confirm the course has not changed significantly in ways that might affect the standards.
8. AfN will promote the approved course on its website and in its marketing materials to its registrants. The provider agrees that their name and course details will be published on any electronic or printed list of AfN Course Certification.
9. The provider must ensure that AfN has the correct information contact details and description of the course for its marketing information, and must inform AfN promptly of any changes to contact details.
10. Once the course is certified the provider may use the AfN name and AfN Course Certification logo solely for marketing the course which has been certified.
 - a. The AfN Course Certification logo shall not be used in such a way as to suggest that AfN has certified or approved any course other than that certified or any product or any service supplied by the course provider, or used in any other misleading manner.
 - b. If certification is discontinued for any reason, use of the logo must cease.
 - c. The logo may not be altered in any manner including its proportions, font, design, arrangement, colours or elements or animated, morphed or otherwise distorted in perspective or appearance.
11. In the case where the AfN logo is used as a reciprocal link;
 - a. The logo will be displayed in a positive manner and will not be used in any way that adversely affects AfN.

- b. The logo will be used solely for the purpose of linking to the AfN website.
- c. The link will always be an active link.
- d. AfN reserves the right to revoke the logo license for any reason, in which case you agree to remove the link and stop use of the logo within 2 business days of notice of revocation. In such a case, you will be prohibited from reinstating the link or using the logo without further written permission from AfN.