

## INFORMATION FOR TRAINING PROVIDERS

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### Introduction

Bacs considers it important that training is available to users of its payment schemes, Direct Debit and Bacs Direct Credit, and their associated ancillary services. For full details of Bacs' activities and the services it provides visit [www.bacs.co.uk](http://www.bacs.co.uk)

Bacs Training Accreditation Scheme (BTAS) is an accreditation service provided by Bacs **to assess the relevance and quality of training course content and materials** relating to Bacs services.

The staff of financial institutions, Direct Debit service users and other Bacs users benefit from being able to identify those training courses providing high standards of content and delivery, to meet their respective needs.

The frequently asked questions below aim to provide information as to why you should seek accreditation under BTAS for any Bacs related training you wish to provide to third parties.

### Benefits

- The training provider is entitled to use the words "Bacs accredited training" and the associated logo in its course promotional literature
- The training provider is entitled to use relevant Bacs registered trademarks and Direct Debit logos in its training course content
- Bacs will include details of each accredited training course on the training page of the Bacs website and will endeavour to publicise the availability of accredited courses to the appropriate audiences (e.g. within its regular communications to Direct Debit service users)

Once an application has been received, Bacs will provide up to date information relevant to the accreditation application, for example, The Service User's Guide and Rules to the Direct Debit Scheme; The Service User's Guide to Bacstel-IP.

**Note:** use of such information is restricted to the intended purpose of assisting with preparation of course content; it must not be reproduced or used for additional purposes without the express permission of Bacs.

### What is involved?

Following completion of an application form and payment of the assessment fee, a suitable executive of Bacs will assess the course content:

- An electronic copy of all course materials, including handouts and presentations, must be delivered to Bacs for assessment
- The training provider will then arrange for a Bacs representative to attend a training session using the (pre-sent) materials. Bacs will endeavour to complete and advise results of the initial assessment within 10 working days of that training session
- The training session may need to be repeated if successful accreditation does not result initially, depending on the nature of any remedial action required and advised by Bacs.

Until confirmation of approval is received from Bacs, the training provider should not include in any publicity material that an application for accreditation is in progress.

### Ensuring fairness

How will Bacs ensure the accreditation process is competent, fair and objective?

All courses are assessed using a standardised process and to common criteria. Should this assessment highlight an area of weakness within a training course, Bacs will work with the training provider to address this so that successful accreditation can be ultimately achieved.

## Criteria used

All courses are assessed on the following basis:

- Bacs must consider the course capable of improving participants' knowledge and understanding of Bacs payment schemes and how to use them to best effect
- Only up to date and accurate facts must be used in relation to Bacs payment schemes
- All support materials (handouts/slides/interactive demonstrations etc) must be of a standard acceptable to Bacs.

## What costs are involved?

A fee (£500 + VAT) is payable for each course\* to be assessed under BTAS. This fee entitles the training provider to one free reassessment should the course initially fail to be successfully accredited. The free reassessment must be taken within 90 days of the original assessment. Subsequent reassessments will be charged a fee (£300 + VAT) per reassessment.

Accredited status, when obtained, will usually last for 12 months, provided that no termination event occurs. If a course is unchanged and remains relevant after this period the accredited status may be extended, at the discretion of Bacs, upon payment of an extension fee (£300+ VAT). Bacs is a not-for-profit company and seeks only to recover reasonable costs in relation to BTAS.

\*Bacs reserves the right to determine the number of logical courses submitted for assessment and to charge the above fee schedule accordingly. Bacs' decision is final in this regard.

## What about confidentiality?

The information supplied for accreditation will be treated in complete confidence and will not be shared with any other party, unless there is a legal requirement to do so.

## Access to user contacts?

Accreditation does not provide access to Bacs user contacts. Information relating to Bacs users is legally under the control of the users' sponsoring banks, whose express permission must be obtained before access to data can be granted. This same principle applies to obtaining or using any Bacs Payments System data. Any requests for such permissions should be directed via Bacs.

## Ensuring courses meet standards

How will Bacs ensure an accredited course continues to meet the accreditation standard? An accreditation agreement between Bacs and the training provider requires the training provider to:

- Maintain the standard of the accredited course(s)
- Report any significant changes that might affect course arrangements or eligibility for accreditation to Bacs
- Allow Bacs to send a representative to attend courses should it wish to do so and by prior arrangement, to monitor content and delivery
- Provide course feedback forms to course attendees, for its own monitoring of standards.

In addition, all course attendees are to be provided with information about contacting Bacs should they wish to do so in connection with the course.

## Accreditation period

Accreditation will usually be for 12 months from the accreditation date. This can be extended if the course remains relevant (refer What Costs Are Involved?).

## Updating course materials

What happens if the course material is updated during the accreditation period?

If course content requires changes to be made to any factual details during the accreditation period, prior written acceptance of the changes must be obtained from Bacs (in order for the accreditation to continue to apply to the course). The assessment fee covers the review of such changes by Bacs during the accreditation period.

## How to apply

To obtain an application form or discuss seeking accreditation for any Bacs related training courses your organisation wishes to provide, contact:

### **Training Manager**

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London E1W 1YN  
Tel: 020 3217 8370  
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