



Trainer Code of Conduct

Qualsafe Awards

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1. Welcome to Qualsafe Awards

Thank you for choosing to become an Approved Trainer of Qualsafe Awards accredited qualifications.

As an Approved Trainer, you need to ensure that you abide by the following Code of Conduct. This outlines your responsibilities and the requirements you need to fulfil in order to remain Approved.

Please note that, although some of the following tasks may be undertaken by the Main Centre Contact at the Centre for whom you deliver courses, it is still your responsibility to ensure that these tasks are fully completed.

2. Our Responsibilities

At Qualsafe Awards, we want all of our Centres and Trainers to provide excellent service to their customers and ensure that all learners experience the same high level of training and assessment, regardless of which Qualsafe Awards Centre they choose to deliver their training.

In order to assist our Centres and Trainers to maintain our high standards, we provide the following:

- Policies to be adopted, covering all aspects of regulatory and Government legislation;
- Lesson plans for each qualification that we accredit;
- Paperwork for all aspects of training delivery and qualification assessment, e.g:
 - o Learner Registers
 - o Practical assessment sheets (where appropriate)
 - o Course Evaluation Sheets
 - o Training Charter
 - o Secure, downloadable theory examination question and answer sheets
 - o Assessment guidance

We will carry out monitoring on all Centres, including the records of Trainers, in order to ensure that all policies and procedures are being adhered to. We will also ensure that assessments are being set, invigilated and marked in accordance with this Code of Conduct, the *Centre Handbook*, the *Qualification Specification* and any other relevant policies, procedures and regulations.

3. Your Responsibilities

3.1 Venue, Facilities and Equipment

You must ensure that the venue, facilities and equipment meet at least the standards set out in the *Qualification Specification* document for the qualification you are delivering. Each *Qualification Specification* may have some specific standards depending on the equipment being used, however, the following are some general guidelines:

- The room should be large enough to accommodate all activities. Therefore, if there are any practical activities, you will need to allow at least 1.25 sq metres per learner;
- There should be separate, clean toilet facilities for male and female learners;
- There should be adequate ventilation, heat and light;



- Entrances and exits should cater for people with special needs;
- The room should be clean and not subject to excessive noise that may disrupt learning;
- Each learner should have a seat and some form of writing surface, i.e. a desk or, in some circumstances, resting on a book or preferably a clipboard.

3.2 Respect for Learners and Access to Assessment

Each learner is entitled to respect as an individual. You are personally accountable for ensuring that you promote and protect the interests and dignity of learners, irrespective of gender, age, race, ability, sexual orientation, religion or beliefs.

All learners have a right to receive information that is accurate, truthful and presented in such a way as to make it easy to understand and appropriate to their level of understanding.

Should you have a learner whose particular circumstances warrants an adjustment to the usual assessment methods, you must adhere to the Qualsafe Awards *Access to Assessment Policy*.

3.3 Protecting Confidential Information

You are required under the Data Protection Act 1998 to protect information pertaining to your learners, including Learner Registers, Evaluation Forms and Assessment Paper Answer Sheets.

In addition, you are responsible for ensuring the security of all assessment papers to protect the integrity of that assessment. Assessment papers should be downloaded from the Qualsafe Awards Customer Portal prior to the assessment taking place and held in a secure place, inside a sealed envelope until the time of the assessment. Following completion of an assessment, the answer sheets should be re-sealed in an envelope and held for a minimum of 5 years. All assessment documents will need to be available to Qualsafe Awards, its representatives and relevant regulators for monitoring purposes. The Approved Trainer must not leave the room during an assessment and at no point should a learner be allowed to leave the premises whilst in possession of an assessment paper.

3.4 Checking Identification

You are responsible for confirming the identity of all learners that are being assessed by means of identification checks. Ideally this should be by way of a Photo ID, such as:

- Passport;
- Photo driving licence;
- National photo ID card;
- Employer issued photo ID card;
- Any other nationally or internationally recognised photo ID.

If a learner does not have a Photo ID then the Trainer must take sufficient steps to satisfy themselves of the learner's identity. They can do this by asking for other evidence that has the learner's signature on, such as a bank card, and comparing the signature with that on the learner register.



3.5 Use of Approved Training Materials

Approved Trainers must ensure that any materials they intend to use during the delivery of training have been approved by Qualsafe Awards prior to use. This is to ensure that the material covers all of the required learning outcomes necessary for a learner to pass an assessment in that qualification.

3.6 Complaints Handling

Approved Trainers must ensure that all learners are provided with a copy of the Qualsafe Awards *Training Charter*, which sets out their right to complain and how to go about this. These should be provided to learners prior to the start of the course.

3.7 Following the Assessment Guidance

Approved Trainers must ensure that they follow the Qualsafe Awards *Assessment Guidance* for each qualification they deliver/assess. This is to help ensure the integrity of the assessment and the qualification. Changes may only be made in respect of Special Considerations and Reasonable Adjustments. Prior approval may be required from Qualsafe Awards in these cases, in accordance with the *Access to Assessment Policy* and the process detailed in the *Centre Handbook*.

3.8 Maintaining Your Professional Knowledge and Competence

All Approved Trainers have a responsibility to ensure that they keep up to date with any changes in the subjects they are approved to deliver. Qualsafe Awards will ensure that the Centre Co-ordinator is informed of any changes to its qualifications, however, Approved Trainers must ensure that they attend any training meetings organised by their Centre. All attendances should be noted on their Continuous Professional Development record (CPD) as should any other training undertaken to enhance an Approved Trainer's knowledge and skills.

3.9 Co-operation with Qualsafe Awards

Qualsafe Awards will undertake regular monitoring of the activities of Centres and Approved Trainers. Approved Trainers are required to co-operate with any and all requests for documentation and access to training facilities. They must also allow Qualsafe Awards and/or their representatives to observe training and assessments in action during on-site visits.

4. Centre Resource Sharing

Qualsafe Awards offers a free resource co-ordination service that allows Centres to share resources with each other when necessary. This service allows Centres to run courses during times of staff shortage without first needing approval for another Trainer or Internal Verifier.

If you are happy for us to release your information to other Centres in your area for the above purposes then please ensure that you tick the appropriate box in the *Trainer Application Form* to indicate this.