



TRAINING CENTRE POLICIES

Version 5

UNCONTROLLED WHEN
PRINTED

Revision History

Revision Details	Revision By	Revision Date	Revision Version
New Document	Gavin Kershaw	April 2026	5

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1.1 Statement of Intent

Tailored Highway Support Ltd. provide a training centre that offers an environment where Learners can receive training courses and assessment events that are conducted safely, to the Awarding Bodies standards and are free from malpractice and corruption. Tailored Highway Support Ltd., referred to as the Training Provider from here on in, and the work it produces, will be internally quality assured by a competent person and externally quality assured by the Awarding Bodies to ensure that it meets their standards.

The Training Provider shall be run by a Training Provider Manager who will ensure that the Training Provider meets the criteria set by the Awarding Bodies and that the policies and procedures are carried out correctly, reviewed and monitored accordingly. The main purpose of the Training Provider is to supply its services to its new and existing Clients with regards to NHSS12A/B and D, and Unit O1 and S1 of the NRSWA training and assessment process.

The Training Provider shall also deliver bespoke internal training courses where possible and source external training needs to meet its Client's needs. The Training Provider shall train all employees and sub-contractors in policies and procedures to enable it to meet its commitment to quality assurance.

Signed on behalf of the Company



Gavin Kershaw

1.2 Declaration

The Training Provider firmly believes that a genuine commitment to the training of Learners will ensure that they are competent for the works that they are asked to carry out.

The Training Provider commits itself to meeting the criteria set by the National Highways Sector Scheme (NHSS) Committee and the Highways and Utilities Committee (HAUC) by following the training and assessment route highlighted in the documents (12A/B/D and HAUC specification), assessment strategies and best practices.

The Training Provider also offers first aid, manual handling and conflict management training, and sources external training to meet its Client's requirements.

1.3 Awarding Bodies

- Lantra Awards

1.4 Current Named Personnel

Training Provider Manager	Lead Internal Quality Assurer	Administrators	Internal Quality Assurers	Instructors	Assessors
Gavin Kershaw	Gavin Kershaw	Gavin Kershaw	Gavin Kershaw	Gavin Kershaw	Gavin Kershaw
		Penelope Kershaw	James Prouse	James Prouse	James Prouse
				Andrew Stenton	Andrew Stenton
				Aaron Sawyer (SUB)	Aaron Sawyer (SUB)
				Douglas Cross (SUB)	
				Sam McCafferty (SUB)	

1.5 Reference Documentation and Standards

- National Highways Sector Schemes 12A/B and D (NHSS)
- Traffic Signs Manual Chapter 8 – Parts 1, 2 and 3
- Safety at Street Works and Road Works – ACOP
- ARTSM – Guidance on the Use of Portable Traffic Signals (GUPS) Edition 1.1
- Traffic Signs Regulations and General Directions 2016 (TSRGD)
- Traffic Management Contractor Association (TMCA) Advice Notes
- Raising the Bar (RtB) documents
- HSE Documentation such as CIS53 and GS6
- The Street Works Scheme Document
- Street Works Qualification Register
- Awarding Bodies Centre Approval Documents
- Awarding Bodies websites and portals
- Awarding Bodies Provider Guidance Documents
- Instructor/Assessor maintenance documents
- IQA maintenance documents
- Design Manual for Roads and Bridges (DMRB)
- The Manual of Contract Documents for Highway Works (MCHW)

1.6 Equipment Requirements for Training Courses and Assessment Events

- Current training course and assessment event documentation
- Traffic Signs Manual Chapter 8 – Parts 1, 2 and 3
- TSRGD
- ACOP's – 1 per Learner
- GUPS – 1 per Learner
- Pen or pencil – 1 of each per Learner
- Calculators, rulers, erasers and sharpeners – If required
- Projection or TV screen equipment
- White board or flip chart with pens
- Table and chairs allowing 1 metre clearance from each Learner
- Current temporary traffic management equipment to satisfy equipment list requirements for the Learner
- Personal Protective Equipment (PPE)
- Policies and procedures clearly displayed
- A road that can be used for centre-based and Unit S1/01 assessments that has the characteristics required by the standard

1.7 Review

Review of this policy will take place annually and will be made available and communicated to all Learners where necessary.

What will be reviewed:

- The policy in its entirety.
- Legislation and codes of practice relevant to this policy.
- All reference documentation as listed in 1.5 of this document.
- Awarding Bodies standards and current documentation.

1.8 Instructor/Assessor/IQA Induction and Standardisation

All new Instructors/Assessors/Internal Quality Assurers will be inducted before being added to the Training Provider and the Awarding Bodies notified.

All new employees/sub-contractors will be inducted on the Awarding Bodies procedures, systems and standards. Each new employee/sub-contractor must prove their competence in the relevant areas and graded accordingly to the Training Providers IQA strategy.

Appendix M will be used to cover the induction process. All Instructors, Assessors and Internal Quality Assurers are required to attend the annual standard setting event and 6 monthly meetings.

Training Provider Manager

- To be the first point of contact between the Training Provider and it's Awarding Bodies.
- To ensure policies and procedures are in place to support the internal quality assurance process.
- To ensure that policies and procedures are reviewed regularly and updated in line with current legislation and Awarding Bodies standards.
- To ensure that the most current version of all documentation is used and communicated to relevant personnel.
- To arrange and chair 6 monthly meetings for Internal Quality Assurers, Instructors and Assessors to meet and discuss strategy, feedback and standards where required.
- To support the sharing of best practice amongst Instructors, Assessors and Internal Quality Assurers.
- To liaise between Awarding Bodies' quality assurance staff and Instructors, Assessors and Internal Quality Assurers when external quality assurance staff wish to visit.
- To communicate the subsequent quality assurance report to appropriate personnel.
- To ensure that any required actions and development points identified in external/internal quality assurance reports are discussed and acted upon.
- Notify the Awarding Bodies of any Learner who requires reasonable adjustments or enters an appeal.
- To ensure all data passed on by Instructors, Assessors and Internal Quality Assurers is processed and submitted to Awarding Bodies within time frames stated in line with the Training Providers data protection policy.
- To ensure Instructors, Assessors and Internal Quality Assurers are aware of this and other policies set by the Training Provider.
- Complete accident investigation and communicate/assist with the Awarding Bodies findings of investigations when linked to the activities of the Training Provider.
- Ensure that data is recorded and secure and permission is gained from the holder in advance of its storage including reinstating Learner address details on the Awarding Bodies online systems when required.
- Inform the relevant Awarding Body of such changes as change of address, change of the head of the centre or co-ordinator, name change of the business, change of contact details, outcomes of any investigations, removal of centre approval or status by an Awarding Body, lack of appropriately qualified staff or change of the Training Providers storage arrangements.
- Provide a safe working environment for employees, sub-contractors and Learners.
- Notify Instructors, Assessors and Internal Quality Assurers of any Learner's reasonable adjustments where identified prior to training course or assessment event delivery.
- Communicate training and assessment feedback to the company or Learners Manager where required.
- Check and appoint competent qualified sub-contractors when required.

Internal Quality Assurers

- To facilitate and support Instructors and Assessors.
- To assist Instructors and Assessors in the standardisation of assessment evidence and training delivery by always sharing and showing best practice.
- To sample training delivery for each Instructor annually and assessment evidence/delivery according to the internal quality assurance procedure.
- To countersign evidence as confirmation of quality assurance activity where required.
- To complete internal quality assurance reports and summary sheets and communicate with the Training Provider Manager.
- Check and maintain CPD records and make them available to the Training Provider Manager for Awarding Bodies external quality assurance staff on request.
- To contribute to the Training Providers review of policies, procedures, training course and assessment event materials and resources.
- To participate in any appeals as indicated in the Training Providers appeals procedure.
- To participate in any complaints as indicated in the Training Providers complaints procedure.
- To attend and participate in any visits by the Awarding Bodies quality assurance staff, as required.
- To be aware of the risk of malpractice and act according to the Training Providers procedure.
- To respond positively to advise and support the Training Provider Manager and Awarding Bodies.
- Ensure audits are complete in line with the Training Provider audit planner.
- Make decisions on appeals by Learners at the relevant stage and support all parties where necessary.

Instructors

- To undertake Learner inductions and ensure that associated and required paperwork is completed.
- To complete a site-specific risk assessment before training courses take place.
- To support the Learner through training course delivery.
- To ensure that any reasonable adjustments are identified and discussed with the Learner confidentially and the Training Provider Manager where required.
- To deliver training courses as per the Awarding Bodies standards or the Training Providers standards when internal training courses are delivered.
- To induct Learners into the Training Provider and make them aware of welfare arrangements, access and egress and emergency arrangements.
- To make all Learners aware of the Training Provider and Awarding Bodies policies, procedures and where these can be accessed.
- To support Learners where necessary.
- To discuss Learner training arrangements with colleagues to ensure a standardised approach.
- Provide feedback to the Training Provider Manager and Operations Manager/Director (Clients only).
- To attend and participate in standardisation meetings.
- Maintain a CPD record and make this available to Awarding Bodies' external quality assurance staff on request.
- To contribute to Training Providers review of policies, procedures, training course materials and resources.
- To participate in any appeals as indicated in the Training Providers appeals procedure.
- To participate in any complaints as indicated in the Training Providers complaint's procedure.
- To attend and participate in any visits by the Awarding Bodies quality assurance staff, as required.
- To be aware of the risk of malpractice and act according to the Training Providers procedure.
- To attend training courses and review updated materials where required.
- To ensure all contact information is kept up-to-date and to notify the Training Provider Manager of any changes.
- Comply with current UKG and Public Health requirements and the police where necessary.
- To ensure the current versions of all training course materials are being used.
- To ensure that they screen Learners so that the correct end product can be applied for.

Assessors

- To undertake Learner inductions, plan assessment events and ensure that associated and required paperwork is completed.
- To complete a specific- specific risk assessment before assessment events take place.
- To support the Learner through the assessment event process.
- To ensure that any reasonable adjustments are identified and discussed with the Learner confidentially and the Training Provider Manager where required.
- To conduct assessment events as per the Awarding Bodies and Training Providers standards.
- To induct Learners into the Training Provider and make them aware of welfare arrangements, access and egress and emergency arrangements when required.
- To make all Learners aware of the Training Provider and Awarding Bodies policies, procedures and where these can be accessed.
- To support Learners where necessary and make them aware of the assessment event process and standards.
- To provide re-assessment for Learners where necessary.
- To assess Learner evidence against the standards.
- To record assessment event decisions and provide feedback to Learners on submitted evidence.
- To discuss Learner assessment arrangements with colleagues to ensure a standardised approach.
- Provide feedback to the Training Provider Manager and Operations Manager/Director (Clients only).
- To attend and participate in standardisation meetings.
- Maintain a CPD record and make this available to Awarding Bodies external quality assurance staff on request.
- To contribute to the Training Providers review of policies, procedures, assessment event materials and resources.
- To participate in any appeals as indicated in the Training Providers appeals procedure.
- To participate in any complaints as indicated in the Training Providers complaint's procedure.
- To attend and participate in any visits by the Awarding Bodies quality assurance staff, as required.
- To be aware of the risk of malpractice and act according to the Training Provider procedure.
- To attend training courses and review updated materials where required.
- To ensure all contact information is kept up-to-date and to notify the Training Provider Manager of any changes.
- Comply with current UKG and Public Health requirements and the police where necessary.
- To ensure the current versions of all assessment event materials are being used.
- To ensure that they screen Learners so the correct end product can be applied for.

Administrators

- To upload Learner results to the Awarding Bodies websites and systems.
- Comply with and maintain the Training Provider and Awarding Bodies data protection policies.
- To contribute to the Training Providers review of policies, procedures, training course and assessment event materials and resources.
- To participate in any appeals as indicated in the Training Providers appeals procedure.
- To participate in any complaints as indicated in the Training Providers complaint's procedure.
- To attend and participate in any visits by the Awarding Bodies quality assurance staff, as required.
- To be aware of the risk of malpractice and act according to the Training Providers procedure.
- To attend training courses and review updated materials where required.
- To ensure all contact information is kept up-to-date and to notify the Training Provider Manager of any changes.
- Maintain the Training Providers product tracking system and distribute products to Learners in good time.
- Notify the Awarding Body of the training courses that have been arranged and their locations via the quartz website.

Learners

- Notify the Instructor/Assessor of any reasonable adjustments or medical requirements.
- Read the Training Providers policies and procedures.
- Comply with PPE requirements as instructed by the Training Provider or Clients requirements.
- Notify the Training Provider Manager of any perceived malpractice or discrimination.
- Understand the Awarding Bodies' standards that you are being trained and/or assessed against.
- Follow the Awarding Bodies procedures and assist them in their roles where necessary.
- Report accidents, incidents and near misses.
- Ensure that you hold the correct category of licence or qualification for driving or operating machinery/plant.
- Follow the Company's paperwork that you have been given such as risk assessments and method statements.
- Comply with current UKG and Public Health requirements and the police where necessary.

3.1 Risk Assessments and PPE

A risk assessment **MUST** be completed by the Instructor/Assessor before commencing. The training course/assessment event risk assessment is to be documented on *Appendix A or B* depending on the activity and retained in the correct folder, Training Provider or CMS, on completion of the training course/assessment event.

If any risk is deemed too high, then the Instructor/Assessor shall contact the Training Provider Manager for further guidance before commencing. All Learners, Training Provider personnel, including sub-contractors, shall wear the relevant PPE required by the Training Provider, Client and site standards set at that time.

Hazards to be aware of in training course and assessment event environments:

- Location for Learners to meet for briefing.
- Location of Learners during other assessment events.
- Location of the Assessor during the assessment event.
- Location, briefing and sight of Training Provider/Client risk assessments and method statements.
- Weather and traffic conditions.
- Parking and access/egress from training facilities.
- Facilities such as drinking water and toilets.
- Disabled access and egress.
- Signed and displayed escape routes and fire warning alarm/evacuation procedures, including muster points.
- First aiders and location of first aid equipment.
- Slips, trips and fall hazards such as trailing cables.
- Drug and alcohol use or abuse by the Learner or other employees.
- The spread of any disease that is in public circulation.

Responsibilities

All Instructors and Assessors are responsible for completing a risk assessment, implementing control measures and making Learners and other relevant personnel aware of site-specific hazards and the control measures.

Appendices

- *Appendix A and B*

Control and Storage

All risk assessments completed **MUST** be kept in the training course delivery folder and/or CMS for IQA and EQA purposes and assessment event risk assessments **MUST** be forwarded to the Training Provider via CMS for retention and audit purposes.

3.2 Induction

All Learners shall be inducted prior to the commencement of training courses and assessment events. The Training Provider Manager will notify the Instructor/Assessor of any medical arrangements or reasonable adjustments via e-mail prior to commencement where applicable.

The induction will mainly consist of:

- Introduction by the Instructor/Assessor by name and a brief history of their background.
- Learner validity check such as driving licence or passport.
- Ensuring the Learner holds the correct pre-requisites, this can be done via the Lantra Awards website or the CSCS card checker application or website.
- Fire alarms, evacuations, muster points and firefighting equipment.
- First aiders, first aid kits and accident reporting.
- Smoking areas and site-specific policies.
- Welfare facilities such as toilets, drinking water and hot/cold drinks facilities.
- General health and safety briefing covering hazards highlighted in the risk assessment.
- Breaks.
- PPE requirements.
- Reasonable adjustments.
- The standard to which the Learners are being trained or assessed to.
- The Training Provider and the Awarding Bodies policies and where to locate them.
 - Recognition of Prior Learning (RPL).
 - Data Protection.
 - Documentation Control and Standardisation.
 - Internal Quality Assurance (IQA) Procedure.
 - Reasonable Adjustments.
 - Malpractice and Maladministration.
 - Safeguarding.
 - Appeals and Complaints.
 - Conflicts of Interest.
 - Equal Opportunities.
 - Drugs and Alcohol.
 - Ethics and Service.
- End-of-course knowledge test paper results/marks required and opportunities to give and receive feedback.
- Permission for retention of data under GDPR.
- Current UKG and Public Health guidance or legal requirements.

Responsibilities

All Instructors and Assessors are responsible for inducting Learners before any training course or assessment event takes place and the police where necessary.

Appendices

- *Appendix A, B and L*

All training course PPP prompt this induction prior to delivery and Assessors complete the briefing as part of the risk assessment process.

Control and Storage

All risk assessments completed **MUST** be kept in the training course delivery folder and/or CMS for IQA and EQA purposes and assessment event risk assessments **MUST** be forwarded to the Training Provider via CMS for retention and audit purposes.

3.3 Accident Reporting

The Training Provider have a duty to report accidents and investigate them accordingly to identify causative factors and prevent recurrences. The Training Provider recognises its duty to inform Awarding Bodies when an accident occurs during training course or assessment event delivery to assist the Awarding Bodies investigate and prevent recurrences.

In the Training Provider health and safety policy there is an accident procedure that will allow the capture, investigation and communication with the Awarding Bodies in line with their requirements.

Responsibilities

Training Provider Manager – Complete the accident appendices and follow the Training Provider accident procedures. The notification of an accident to the Awarding Bodies must be from the Training Provider Manager.

Instructors/Assessors – Notify the Training Provider Manager of any accident, incident or near-miss within the time frames set out in the procedure.

Appendices

- *See the Training Provider health & safety policy, accident procedure and appendices*

Control and Storage

All accident reports **MUST** be retained on the Training Provider server for IQA and EQA purposes. All details **MUST** be kept secure within the Training Provider.

Recognition of prior learning will assist an Instructor/Assessor in making decisions on a Learner's competence and will act as a guide as to what knowledge and ability a Learner has that may assist with the decision making process before a final decision is made against the applicable standard.

This may also prevent duplication of units by the Learner and prevent Learners being put at a financial disadvantage. Clarity on awarded or part completed units can be determined by an IQA and/or EQA via portfolio evidence or confirmation of awarded/completion or part completion by the Awarding Body.

The Training Providers policy will ensure that recognition of prior learning is transparent, rigorous, reliable, fair and accessible to everyone.

RPL may apply to:

- NHSS 12A/B & D training courses and assessment events.
- Unit O1 & S1 Signing, Lighting and Guarding.
- Proving competence for any tasks/activity required by the Training Provider (employment only).

Items to consider for RPL

In order to achieve the above, a Learner must produce valid and reliable evidence of learning to support any claims based on experience. A Learner may claim RPL against a whole unit or several units. It is not possible to award part units, but where the RPL evidence does not fully meet the needs of a complete unit, the missing information may be provided via the same assessment processes that are undertaken by a taught group of Learners.

Evidence of such applications must be recorded within the Learner's portfolio of evidence with such explanations as appropriate as to how such decisions have been reached. All such evidence must be reliable, current and valid with appropriate evidence detailing the decision process.

In order to achieve recognition of achievement there are two options open to the Learner:

1. Undertake the same assessments as those following the formal course of training and assessment that leads to the desired unit or qualification. These assessment events may be undertaken without attending the training sessions if RPL can be obtained.
2. Submit a portfolio of evidence based on previous learning, skills and/or competence, cross-referenced to the learning outcomes and performance criteria of the unit or units for which RPL is being sought.

Under some circumstances there may be a limit to the proportion of a qualification that can be achieved by either credit transfer or RPL. Consideration may be given to accepting a maximum percentage of RPL.

Learners wishing to avail themselves of this method of accreditation must negotiate the procedure with the organisation through which they wish to claim the award of credit. Awarding Bodies may choose to charge a fee for these services.

Principals of RPL for the Training Provider Manager, Internal Quality Assurer and Administrator:

- RPL is a valid method of enabling individuals to claim credit for units and qualifications, irrespective of how the learning took place and the assessment events undertaken. There is no difference between the achievement of the required standards through prior learning and through a formal programme of study.
- RPL must comply with all regulatory requirements for assessment. RPL policies, processes, procedures, practices and decisions should be transparent, rigorous, reliable, fair and accessible to individuals and stakeholders to ensure that users can be confident of the decisions and outcomes of RPL.
- RPL is a Learner-centred voluntary process. The individual should be offered advice on the nature and range of evidence considered appropriate to support a claim for assessing RPL, and be given guidance and support to make their claim.
- The process of RPL is subject to the same standard of quality assurance and monitoring processes as any other form of training and assessment within the Training Provider.
- Assessment methods for RPL must be of equal rigour as other assessment methods, must be fit for purpose and relate to the evidence of learning. An individual may claim RPL for any whole unit unless the assessment criteria of a unit states otherwise. For example, if an external assessment sets the standard of learning outcome that a Learner must achieve, then the Learner must pass the external assessment to achieve the unit and gain the credit.

All e-portfolios/assessment paperwork from the Awarding Bodies allow for the entry of RPL for retention, communication and review as per IQA and EQA requirements.

Responsibilities

Training Provider Manager – Forward RPL to IQA, EQA or other Training Providers where applicable. Request RPL from Learners, Clients or other Training Providers prior to training courses/assessment events where applicable.

Internal/External Quality Assurers – Quality assure evidence where required and complete the correct reports where applicable.

Instructors/Assessors – Complete all supporting evidence correctly in line with the Training Providers standards to ensure that RPL can be followed/quality assured by external parties or other Training Providers to prevent the Learner being put at a disadvantage. Check RPL prior to commencing training courses/assessment events and acquire validation if required.

Control and Storage

All training files, certification, assessment portfolios **MUST** be retained within the Training Provider in a secure location. All RPL is available for release on request by a Learner or Client.

The Training Provider will retain Awarding Bodies test and training materials, Learner training files, Learner details and information in a secure location with restricted, controlled access. The focus is to protect personal data and gain permission in advance of its gathering and distribution, which is information from which an individual can be identified. This includes data that is stored as hard copies and/or on computer systems, including e-mails. The Training Provider is committed to upholding the requirements of the Awarding Body and all legal duties placed on them under GDPR legislation.

With regards to information gathered, the Training Provider is not required to register with the Information Commissioner's Office (ICO) as information is gathered/retained in relation to Learners who are attending the Training Provider for training course and assessment event purposes only, and is forwarded on to the Awarding Body only, who then decide how the information is processed. All other information obtained is in relation to the Training Providers employees/sub-contractors which also exempts the organisation from registering with the Information Commissioner. A copy of the main parts of the training courses and assessment events shall be kept for 7 years in line with NHSS and Awarding Body requirements. All employees, sub-contractors and Learners can request to access what data is held on them and this will be provided within 1 month of the enquiry. All Awarding Bodies policies on GDPR can also be provided on request.

What the Training Provider WILL and WILL NOT do

The Training Provider determines the purposes for which, and the manner in which, personal data is to be processed. This procedure outlines how the Training Provider, in practice, complies with the principles of GDPR.

- The Training Provider collects the minimum amount of personal data which is processed fairly and lawfully in accordance with the rights of data subjects under GDPR. This includes obtaining the consent from that individual who is made aware as to what the purpose(s) of the data collection is by oral or written means.
- The Training Provider must request and process certain data for equal opportunity purposes, including sensitive data, such as gender, ethnic origin or special needs, including reasonable adjustments, that may need to be made.
- The Training Provider obtains data only for specified and lawful purposes and shall further process data in any manner compatible with those purposes for which it was obtained and for which the individual has agreed.
- The Training Provider keeps data that is collected under review and the purpose for which data is collected.
- The Training Provider collects data that it is adequate, relevant and of appropriate quantity, and not excessive in relation to the purposes for which it is processed.
- Where it is deemed necessary to collect other information, this is held securely, used only for the specified purpose that it is collected, and for the minimum period of time required – 7 years.
- Achievement data is retained for the purposes of reporting to the Awarding Bodies as required.
- The Training Provider makes every effort to ensure that data held is accurate and kept up-to-date with regular reviews and the cleansing of databases. These exercises may involve contacting data subjects to review the accuracy of the information held.
- The Training Provider will retain a register as to what is held, where and whom has access to it.
- In order to ensure that personal data processed for any purpose or purposes is kept for no longer than is necessary, the Training Provider keeps under review the length of time data is kept for, ensuring that any data that is stored is for a specific purpose and does not keep data beyond the time deemed necessary or 'just in case'. Regular archiving of data that needs to be retained for a specified period takes place.
- When data is no longer required to be held it is shredded and/or deleted securely.
- The Training Provider ensures that Learners are aware of the purposes of processing data supplied by them.
- The Training Providers data protection policy is made available to all Learners. Additionally, computer systems that store personal data are secure and password protected, making them available only to those staff that need to use them. Where documentation contains personal data, this is kept secure, and when no longer required, deleted and hard copies shredded securely.
- The Training Provider does not transfer data to any country or territory outside of the European Economic Area. In the unlikely event that a situation should arise where transfer of data is considered, the Training Provider will ensure compliance with GDPR.
- The Training Provider shall notify Awarding Bodies of any breach of a secure site or server/device that retains personal or qualification information.
- The Training Provider shall ensure that all secure and protected information is transported safely and securely between training course and assessment event locations.
- The Training Provider will upload addresses to the Awarding Bodies online web portals as required for direct contact with the Learner if and when required.

Requests for Data

A Learner is entitled to be told if data is being processed about them, to be given a description of the data (the purposes and recipients) and to be provided with the information constituting personal data and the source.

The Training Provider will supply information where:

- A request in writing has been made and the Learner will be notified within 1 month.
- The Training Provider is satisfied as to the identity of the applicant.
- The Training Provider can locate the requisite data.

Where these criteria have been met the Training Provider will comply within 1 month. Where complying with the request would lead to disclosing data about another identifiable person, the Training Provider are not able to comply unless the other individual has consented, or it is reasonable to comply without consent.

Responsibilities

Data Controller

Any questions or queries regarding this policy document or how data is/should be stored on Training Provider equipment should be directed to the data controller.

Gavin Kershaw (Managing Director)
Training Provider data controller
E-mail: gavin@thstraining.co.uk
Telephone: 07506 064 430

The Training Provider only process personal information that is required for the business to meet their legal requirements, therefore, a dedicated Data Protection Officer (DPO) is not necessary.

Training Provider Manager and Administrators – On request and authorisation by the Learner, communicate data. Ensure that data is stored, communicated, updated and deleted in line with the above. Inform the Learner and/or Awarding Bodies of any breach of secure and/or protected data.

Internal/External Quality Assurers – Ensure that data is controlled in accordance with the above.

Instructors/Assessors – Ensure that data is controlled in accordance with the above. Ensure that information is secured and safe when not within the confines and security of the Training Provider premises.

Appendices

- *Appendix L*

Control and Storage

All training files, certification and assessment portfolios **MUST** be retained within the Training Providers secure storage or secured server. All deleted files are destroyed accordingly in line with the above. Retention currently stands at 7 years.

The Training Provider will hold 6 monthly standardisation meetings where all Instructors, Assessors and Internal Quality Assurers are requested to attend, and where attendance isn't possible, will be updated with the meetings minutes. The aim of the meetings is to produce feedback from the IQA and EQA reviews and ensure that the latest version of paperwork, training course materials and Awarding Bodies criteria is being used.

Items to be discussed at meetings:

- Assessment event, training course, Training Provider and Awarding Body paperwork and PPP.
- Version control.
- IQA and EQA feedback to Instructors and Assessors.
- Industry changes.
- Health & safety, incidents, accidents etc.
- Industry standards.
- Instructor and Assessor feedback.
- Policies and procedures.
- CPD.
- Support.
- Current news/updates.

Responsibilities

Training Provider Manager – Produce Training Provider standard forms and documents. Arrange the 6 monthly meetings and notify all to attend. Record meeting minutes and document supporting evidence. Prepare documentation control and check against the Awarding Bodies prior to the meeting, see *Appendix C*.

Internal/External Quality Assurers – Prepare feedback where required. Provide input into meetings where necessary.

Instructors/Assessors – Attend meetings and action any points raised that are relevant to them. Ensure that documentation and delivery aids are the current version as per the document control register, see *Appendix C*.

Appendices

- *Appendix C*

Control and Storage

All meeting minutes and reviews **MUST** be kept in the IQA folder as per IQA and EQA requirements.

The purpose of this procedure is to provide objectives devised to ensure that the Training Provider will effectively comply with internal and external quality assurance requirements and/or the national standards. The procedure will ensure that those working with the Training Provider and any Learners meet the standards set by it and the Awarding Bodies. Regular reviews of the Training Providers policies and its procedures will ensure compliance and allow the Training Provider to continuously improve its and its Learner's needs.

The Training Provider will ensure that:

- All personnel with internal quality assurance responsibilities are suitably qualified to undertake this role.
- All Instructors, Assessors, Internal Quality Assurers and Learners are aware of the internal quality assurance procedure and strategic objectives and can facilitate its implementation.
- Instructors, Assessors and Internal Quality Assurers development needs are taken into consideration and newly qualified Internal Quality Assurers are given the necessary support to fulfil their duties effectively.
- Ensure that each Instructor/Assessor is observed annually conducting an event, including NHSS provisions.
- A sample of no less than 10% of Learner evidence is reviewed for each Instructor/Assessor who are deemed to be category A*.
- A sample of between 50% and 75% of Learner evidence is reviewed for each Instructor/Assessor who are deemed to be category B*.
- A sample of no less than 100% of Learner evidence is reviewed for each Instructor/Assessor who are deemed to be category C*.
- All Assessors and all types of assessment events (including direct observations of assessment practice) are internally quality assured across all active assessments, over a 12 month period, in line with the IQA planner.
- All training courses are submitted for IQA and EQA purposes in line with the IQA planner.
- Records and documentation of assessment event and internal quality assurance decisions are maintained for external quality assurance purposes.
- All assessment event and internal quality assurance records for Learners are maintained for a period of 7 years after certification has occurred.
- All Instructors and Assessors maintain a current CPD activity log and make this available on request.
- The three stages of quality assurance are covered to show a summative report where possible.
- Standardisation meetings are held 6 monthly to ensure compliance and enable robust and positive communication.
- All IQA reports, training course materials and Learner portfolios are available on request by the Awarding Bodies.
- All Internal Quality Assurers are approved and qualified in line with the Awarding Bodies requirements.
- All Instructors, Assessors and Internal Quality Assurers hold current competency cards and have the required industry experience and knowledge that they require to carry out their role competently in line with the standards to which they are working to.
- All Instructors, Assessors and Internal Quality Assurers are included in the Training Provider structure.
- All Instructors and Assessors remain up-to-date with industry standards and changes within the Awarding Bodies.

Responsibilities

Training Provider Manager – Produce Training Provider standard forms and documents. Arrange the 6 monthly meetings and notify all to attend. Record meeting minutes and document supporting evidence. Prepare documentation control and check against the Awarding Bodies prior to the meeting, see *Appendix C*.

Internal/External Quality Assurers – Prepare feedback and complete reports on Instructors and Assessors work where required in line with the IQA grading. Provide input into meetings where necessary. Ensure that assessment events and training course delivery is consistently delivered in line with the Awarding Bodies' standards. Complete reports on Instructors and Assessors in line with the IQA planner and the above points in line with the Awarding Bodies' requirements. Prepare for and assist Awarding Bodies during visits, make IQA reports available on request by the Awarding Bodies and the Training Provider Manager. Secure information within the Training Provider and ensure that restricted access is maintained.

Instructors and Assessors – Deliver training courses and assessment event in line with the Training Provider and the Awarding Bodies standards and meet specified criteria. Ensure that all supporting evidence is Valid, Reliable, Authentic, Current and Sufficient (VRACS) and referenced. Attend standardisation meetings and action any feedback from IQA/EQA reports. Provide support to Learners and make reasonable adjustments where required.

Strategy

All documentation will be made available to the IQA and a summative examination will be carried out when a Learner's portfolio or training course materials have been completed by the Assessor or Instructor, and the results are being submitted to the Awarding Body, in line with sampling percentages and Instructor/Assessor gradings.

IQA will be run in accordance with the IQA planner, and where identified, the IQA will carry out a summative report in line with all 3 stages, as identified below, which can be done by the IQA in real time during the delivery of a training course or assessment event.

Interim reviews can be carried out by the IQA by sampling evidence on completion of a training course or assessment event delivery, prior to submission to the Awarding Bodies using all 3 stages below.

Interim (shallow) review – Review of training course paperwork against the Training Providers policies and Awarding Bodies standards. Review of assessment events prior to submission to the Awarding Bodies for units or competency cards.

Summative (deep) review – Review of training course and assessment event planning, delivery, supporting evidence and submission to the Awarding Bodies for units and/or competency cards.

Stage 1 – Planning of the training course or assessment event

- Awarding Body and IQA notification of the pending/completed training course or assessment event date(s).
- Notification to the Learner of the start time, policies, standards and requirements.
- Notification from the Learner of any reasonable adjustments.
- Planned assessment event with portfolio allocation and documentation prepared.
- Receipt of any RPL.
- Authorised personnel.

Stage 2 – During delivery of the training course or assessment event

- Completion of a risk assessment.
- Communication of reasonable adjustments.
- Training and/or assessment aids and room requirements.
- Induction/welfare requirements met.
- Version control.
- Delivery style and compliance.
- Form completion and verification.
- Feedback.

Stage 3 – Post delivery of a training course or assessment event

- Evidence completion and supporting documentation.
- Referencing.
- Completion of Awarding Bodies portfolios, forms and applications.
- Completion of Learner entry and applications for certification and/or card.
- Receipt and distribution of certificates and/or cards.
- Completion of IQA reports and feedback.
- Learner interviews/reviews.

Dormant and New Instructor/Assessors

Where an Instructor/Assessor has remained dormant for more than 12 months or is new to the Training Provider, they will be categorised as category C*. The Instructor/Assessor will be given the opportunity to shadow a category A* Instructor/Assessor prior to their first delivery of a training course or assessment event.

An IQA will conduct a summative observation on the Instructor/Assessor as soon as practicable.

Instructor/Assessor Grading

Category	Grading Rational for Assessors	Grading Rational for Instructors	Percentage of Sampling
A*	Assessor with continuous practice in the award who shows consistency as required by the IQA and Awarding Body.	Instructor with continuous practice in the award who shows consistency as required by the IQA and Awarding Body.	10%
B*	Assessor with either a break in the award or not assessing against the award standards consistently. Former category A* Assessor who is experiencing difficulties with the award. Former category C* Assessor who has shown continuous development and consistency against the award.	Instructor with either a break in the award or not delivering against the award standards consistently. Former category A* Instructor who is experiencing difficulties with the award. Former category C* Instructor who has shown continuous development and consistency against the award.	50% – 75%
C*	Assessor who is either new to the Training Provider or award or has been dormant for more than 12 months. Former category A* or B* Assessor who is experiencing difficulties with the award. Assessor returning after suspension or investigation by the Awarding Body. Any Assessor requiring 100% supervision as identified by the IQA.	Instructor who is either new to the Training Provider or award or has been dormant for more than 12 months. Former category A* or B* Instructor who is experiencing difficulties with the award. Instructor returning after suspension or investigation by the Awarding Body. Any Instructor requiring 100% supervision as identified by the IQA.	100%

Appendices

- Appendix D, E, F, G, H, J and K

Control and Storage

All meeting minutes and appendices **MUST** be stored in the Training Provider IQA folder for internal and external reviews.

The Training Provider needs to identify Learners with reasonable adjustments and make arrangement to facilitate those that may require an adjustment.

The Training Provider shall capture this information prior to training courses or assessment events commencing and give Learners additional opportunities to approach the Instructor/Assessor.

Types of Reasonable Adjustments:

- Literacy difficulties i.e. reading or writing.
- English is not the Learner's first language and thus has difficulty understanding.
- Mobility problems/disabilities (access/egress difficulties).
- Poor eyesight, difficulty seeing the presentation screen.
- Hearing problems.
- Dietary requirements if offering food, such as allergies etc.

Responsibilities

Training Provider Manager – Distribute the confirmation of reasonable adjustments to all relevant parties prior to delivery. Notify the Awarding Bodies of any Learner who requires reasonable adjustments via a *Reasonable Adjustment Form*. Liaise with Instructors/Assessors on adjustments when notified via CMS.

Internal /External Quality Assurers – Ensure that reasonable adjustments have been recorded and those adjustments that have been made are referenced correctly during IQA work.

Instructors/Assessors – Read Learner profiles and previous feedback for signs of reasonable adjustments and implement adjustments where required. Complete a *Reasonable Adjustment Form* before any training course/assessment event commences if adjustments are required and inform the Training Provider Manager immediately via e-mail with a completed *Reasonable Adjustment Form* attached. Check CMS for notes on reasonable adjustments and implement them when authorised.

Appendices

- *Appendix L*

Control and Storage

All *Reasonable Adjustment Forms* **MUST** be stored confidentially and made available for IQA and EQA purposes.

The Training Provider will deal with cases where any kind of malpractice or maladministration is suspected or alleged, and where there are reasonable grounds for that suspicion or allegation. The following is designed to ensure that any such cases are thoroughly investigated, and that appropriate action is taken where necessary.

What is Malpractice and/or Maladministration?

Malpractice may be defined as deliberate wrongdoing or misconduct. Maladministration may be defined as inefficient, bad or dishonest management or administration, this may or may not be deliberate, the two can overlap. The following list is not exhaustive but is intended to give examples of malpractice/maladministration within the context of training, assessment and certification.

The Training Provider requires that Instructors and Assessors report any case of suspected malpractice and/or maladministration to the Training Provider Manager and/or the IQA and EQA.

The Awarding Bodies shall be notified of any malpractice or maladministration that is identified within the Training Provider.

Types of Malpractice/Maladministration:

Learners

- Falsifying records.
- Compromising or attempts to compromise assessment decisions or the validity of a result or certification.
- Any action that may damage the integrity of the Awarding Bodies.
- Pretending to be someone else.
- Failing to disclose a medical condition which might jeopardise the safety of themselves or other people.
- Cheating during test/assessment.

Instructors or Assessors

- Giving deliberate misleading information.
- Failing to carry out training courses or assessment events as required for the qualification.
- Breach of confidentiality of training/assessment materials (including loss or theft).
- Copying end-of-course knowledge test papers without authorisation.
- Submitting false claims for certificates or skills identity cards.
- Failing to co-operate with anyone carrying out quality assurance activity.

Investigation process

The Training Provider Manager will collect all details and evidence and notify the IQA, EQA and Awarding Body. The IQA and/or EQA will then follow the Awarding Bodies procedure and investigate the matter in full. The Training Provider Manager will notify the Awarding Bodies of the malpractice/maladministration within the Training Provider at the earliest opportunity.

Possible Outcomes

Where the investigation shows that malpractice or maladministration has occurred, the Awarding Bodies will take the appropriate action. This could include:

- A temporary ban on attending the Awarding Bodies training courses, assessment events or registering for other qualifications.
- A temporary or permanent suspension of approval as an Instructor and/or Assessor.
- Withdrawal of certificates or cards.
- Sanctions imposed as per the Awarding Bodies spectrum.

Right to Appeal

Those involved in a malpractice or maladministration case may appeal against the outcome or any sanction(s) imposed as a result. Details of how to appeal are included in the Awarding Bodies appeals policy

Internal Policy

Any instances of malpractice and/or maladministration will also be investigated by the Training Provider Manager/IQA.

Once the investigation is complete, preventative measures to possibly stop re-occurrence will be actioned and communicated to all relevant employees and sub-contractors. Further changes/procedure reviews will be undertaken and communicated at the 6 monthly meetings.

Responsibilities

Training Provider Manager – Liaise with the Awarding Bodies EQA and provide evidence where required. Enforce and police the above. Communicate any findings of investigations and liaise with the EQA and IQA on sanctions. Notify external companies of any of the above instances by a Learner. Notify Clients of any of the above instances by a Learner.

Internal/External Quality Assurers – Conduct investigations and notify Awarding Bodies of instances of the above. Assist the EQA investigation and carry out reviews and actions/sanctions by the Awarding Bodies.

Instructors/Assessors – Read and follow the above. Notify the IQA, EQA and Training Provider Manager of any instances of the above. Communicate to the Learners what constitutes to the above if asked or instances have the potential to arise. Assist the EQA and IQA with investigations.

Learners – Understand what constitutes to instances of the above and notify the Training Provider Manager of any instances of the above. Assist the EQA and IQA with investigations.

Control and Storage

Any instances of the above will be treated with confidentiality where applicable and reports will be retained accordingly within the Training Provider.

The following is designed to help protect young people aged 18 and under and vulnerable people of all ages from any form of unacceptable behaviour including sexual misbehaviour, physical acts, inappropriate remarks, suggestive gestures, pictures or other material, or other forms of abuse such as physical violence or bullying.

A vulnerable adult is a person who is or may be in need of community care services by reason of disability, age or illness, and is or may be unable to take care of or be unable to protect themselves against significant harm or exploitation. The definition of an adult covers all people aged 18 years or over.

How to report an allegation

All allegations should be taken seriously, where issues are raised with regards to any young person or vulnerable adults within the Training Provider. These will be referred to the Training Provider Manager, IQA, EQA and/or the Awarding Bodies.

The Training Provider will:

- Take all reasonable steps to ensure the health, safety and welfare of any child/young person or vulnerable adults.
- Ensure that the activities which they direct are appropriate to the age, maturity, and ability of those participating.
- Consistently display high standards of personal behaviour and appearance, remembering that young people regard adults as role models so will ensure that behaviour, language, gestures etc. are appropriate and above reproach.
- Not make any unnecessary physical contact with young people.
- Ensure that if an individual accidentally hurts a young person, or cause distress in any way, the incident is reported as soon as possible. Parents/carers shall also be informed of any occurrence where applicable.
- Record any allegations.
- Minimise opportunities for children/young persons to suffer harm of any kind whilst participating in training courses or assessment events.
- Ensure that school/organisation staff and/or parents/carers are given full policies including that of the Awarding Bodies.

Responsibilities

Training Provider Manager – Liaise with the Awarding Bodies EQA and provide evidence where required. Enforce and police the above. Communicate any findings of investigations and liaise with the EQA and IQA on sanctions. Notify external companies of any of the above instances by a Learner. Notify Clients of any of the above instances by a Learner.

Internal/External Quality Assurers – Conduct investigations and notify Awarding Bodies of instances of the above. Assist the EQA investigation and carry out reviews and actions/sanctions by the Awarding Bodies.

Instructors/Assessors – Read and follow the above. Notify the IQA, EQA and Training Provider Manager of any instances of the above. Communicate to the Learners what constitutes to the above if asked or instances have the potential to arise. Assist the EQA and IQA with investigations.

Learners – Understand what constitutes to instances of the above and notify the Training Provider Manager of any instances of the above. Assist the EQA and IQA with investigations.

Control and Storage

Any instances of the above will be treated with confidentiality where applicable and reports will be retained accordingly within the Training Provider.

Appeals

The appeals procedure allows for appeals to take place where learners feel that the Training Provider did not apply a qualification decision properly and fairly. This policy applies to any of the Training Providers offerings.

What a Learner can appeal against:

- Decisions following the outcome of a training course or assessment event.
- Decisions regarding reasonable adjustments and special considerations.
- Decisions relating to any action to be taken against a Learner following an investigation into malpractice or maladministration.

Appeals must be made in writing in all instances.

Who to Appeal to

Appeals can be made by Instructors, Assessors, Clients or Learners. Where an appeal is made with regards to internal training courses or assessment events, the appeal must be made to the Training Provider in the first instance by approaching the Training Provider Manager. Learners should only appeal to the Awarding Bodies if the Training Providers internal appeals procedures have been exhausted.

Where an appeal relates to the result of a training course or assessment event that is set and marked by an Awarding Body, the appeal can be made directly to that Awarding Body (details supplied on request). If you feel that the decision or process has not been followed correctly then you can approach the Awarding Bodies directly.

Subsequently, an appeal can be made to the regulatory bodies, as appropriate – Ofqual, Earlsdon Park, 53-55 Butts Road, Coventry, CV1 3BH or e-mailed to complaints@ofqual.gov.uk.

Making an Appeal

Appeals must be made within 4 weeks of the date of the event that the appeal relates to, e.g. date of training course or assessment event. All appeals must be submitted to the Training Provider Manager or Head of Quality and Services at the Awarding Body, the appeal must be made on *Appendix I*.

Where the appeal is to Lantra Awards, all appeals must be submitted to the Head of Regulatory Compliance at Lantra Awards. The appeal must be made on the Lantra Awards appeal form. Appeals must be made within 3 calendar months of the date of the event that the appeal relates to, e.g., date of the outcome of the enquiry about a result.

The Lantra Awards appeals policy can be accessed by selecting this [link](#) or visiting the Lantra Awards website.

Investigating an Appeal

Stage 1 – Collation of information and initial decision:

On receipt of an appeal and supporting documentation, all information will be reviewed by the Training Provider Manager. Other parties may be contacted for further information where necessary, for example Assessors, Quality Assurers or Examiners. Every effort will be made to resolve any appeal quickly and the Training Provider will make at least an initial response and acknowledge the receipt of an appeal within 5 working days. Following receipt of an appeal by an Awarding Body, that Awarding Body will aim to move to stage 2 within 10 working days. It is the Learners right to contact the Awarding Bodies if they feel that the Training Provider is not handling the appeal correctly or fairly.

Stage 2 – Referral to the Awarding Body and Quality Committee members:

The appeal will be referred to the Awarding Body and/or Quality Committee (or suitable and competent independent persons nominated in their stead) to decide the outcome within a further 10 working days. Committee members have appropriate competence to undertake decisions with regards to appeals. This stage may be conducted via telephone, e-mail or other appropriate form of communication. The Awarding Bodies appeals procedure will be appropriate to the award that the appeal is against. The Awarding Bodies decision will be final.

After the Appeal

If the appeal indicates a failure in the Training Providers and/or Awarding Bodies assessment process, all reasonable steps will be taken to ensure that:

- Other Learners affected are identified
- The failure is corrected where possible
- Effects of the failure are mitigated where possible
- Action is taken to prevent a re-occurrence

Complaints

The complaints procedure allows for complaints to take place where Learners, employees or sub-contractors feel that the Training Provider did not apply procedure and/or policy correctly and fairly. This policy applies to any of the Training Provider locations, employees or sub-contractors.

What a Learner or employee can complain against:

- Discrimination of any sort
- Facilities and or equipment
- Inappropriate behaviour or language
- Malpractice
- Management
- Data protection or use of personal information
- Bullying

Who to Complain to

Complaints can be made by Instructors, Assessors, Clients or Learners. Where a complaint is made, the complaint must be made to the Training Provider in the first instance by approaching the Instructor/Assessor etc. on that day. If the complaint cannot be resolved, then the Training Provider Manager must be notified as soon as possible.

Making a Complaint

Complaints that have not been resolved on the day must be made within 4 weeks of the date of the event that the complaint relates to, e.g., date of training course or assessment event. All complaints must be submitted to the Training Provider Manager, the complaint must be made on *Appendix I*.

Responsibilities

Training Provider Manager – Liaise with the Awarding Bodies EQA, provide evidence, and where required, conduct investigations and notify Awarding Bodies of instances of the above. Enforce and police the above. Communicate any findings of investigations and liaise with the EQA and IQA on sanctions. Make initial decisions on appeals/complaints to resolve where possible.

Internal/External Quality Assurers – Conduct investigations and notify Awarding Bodies of instances of the above. Assist the EQA investigation and carry out reviews and actions/sanctions by the Awarding Bodies.

Instructors/Assessors – Read and follow the above. Notify the Training Provider Manager of any instances of the above. Communicate to the Learners what constitutes to the above if asked or instances that have the potential to arise. Assist the EQA and IQA with investigations. Resolve complaints accordingly where possible.

Learners – Understand what constitutes to instances of the above and notify the Training Provider Manager of any instances of the above. Assist the EQA and IQA with investigations. Resolve complaints accordingly where possible.

Appendices

- *Appendix I*

Control and Storage

Any instances of the above will be treated with confidentiality where applicable and reports will be retained accordingly within the Training Provider.

No employee, sub-contractor or IQA shall derive any personal profit or gain, directly or indirectly, by reason of their participation with the Training Provider. This shall also include the members business or other non-profit affiliations, family and/or significant other, employer, or close associates who may stand to receive a benefit or gain.

Everyone shall disclose to the Training Provider Manager personal interests which they may have in any matter pending before the Training Provider and shall refrain from participation in any discussion or decision on such matter, where adverse effects shall be considered.

In addition, anyone listed within the Training Providers control shall refrain from obtaining any list of Clients or donors for personal or private solicitation purposes at any time during the term of their affiliation.

Any new member of the Training Provider shall be given this policy at the time of their induction and the policy will be reviewed annually.

We understand that the purpose of this policy is to protect the integrity of Training Provider and the Awarding Bodies and the Training Providers decision-making process, as well as to enable our constituencies to have confidence in the integrity, intentions and actions of anyone associated with the Training Provider. To that end, we understand that this policy is not meant to supplement good judgment and all constituents should respect its spirit as well as its wording.

Conflict of Interest could include the following:

- A person or business interest in the outcome of any written test decision, assessment event outcomes or internal quality assurance process.
- Any decision that is made that holds any monetary or similar value by an Instructor, Assessor or Internal Quality Assurer.

Responsibilities

Training Provider Manager – Liaise with the Awarding Bodies EQA, provide evidence, and where required, conduct investigations and notify Awarding Bodies of instances or breaches of the above. Enforce and police the above. Communicate any findings of investigations and liaise with the EQA and IQA on sanctions. Make initial decisions on conflicts of interest and to resolve them where possible.

Internal/External Quality Assurers – Conduct investigations and notify Awarding Bodies of instances of the above. Assist the EQA investigation and carry out reviews and actions/sanctions by the Awarding Bodies.

Instructors/Assessors – Read and follow the above. Notify the Training Provider Manager of any instances of the above. Communicate to the Learners what constitutes the above if asked or instances that have the potential to arise. Assist the EQA and IQA with investigations.

Learners – Understand what constitutes to instances of the above and notify the Training Provider Manager of any instances of the above. Assist the EQA and IQA with investigations.

Control and Storage

Any instances of the above will be treated with confidentiality where applicable and reports will be retained accordingly within the Training Provider.

The aim of this policy is to communicate and emphasise the commitment of the Training Provider in accordance with the Equality Act 2010. It affirms that both the management and staff will rigorously observe the principles and actively pursue the objectives set out in this statement. The Training Provider will ensure that policy is fully implemented.

It is the Training Providers policy to provide employment and its services equally to all irrespective of:

- Gender or gender reassignment
- Marital or civil partnership
- Having or not having dependants
- Religious belief or political opinion
- Race (including colour, nationality, ethnic or national origins)
- Health or disability
- Sexual orientation
- Age
- Pregnancy or maternity
- Learning requirements

The Training Provider is opposed to all forms of unlawful and unfair discrimination. All employees, sub-contractors, job applicants (actual or potential) and Learners will be treated fairly and any selection for employment, promotion, learning and development or any other benefit will be based on aptitude and ability.

The Training Provider recognises that the provision of equal opportunities in the workplace is not only good management practice, but also makes sound business sense. The Training Providers equal opportunities policy will help all employees, sub-contractors and Learners to develop their full potential and the talents and resources of the workforce will be fully utilised to maximise the efficiency of the industry.

The Training Provider is committed to:

- Promoting equal opportunities for all persons.
- Promoting a good and harmonious environment.
- Preventing occurrences of unlawful direct discrimination, indirect discrimination, harassment or victimisation.
- Fulfilling all legal obligations under the equality legislation and associated codes of practice.
- Complying with our own equal opportunities policy and associated policies.
- Taking lawful affirmative or positive action where appropriate.
- Regarding all breaches of equal opportunity policies as misconduct which could lead to disciplinary proceedings.

In order to implement the policy, the Training Provider will ensure that:

- The policy will be made available to all employees, sub-contractors and Learners when requested.
- The policy will be made available during the induction process to all employees, sub-contractors and Learners.
- The policy will be made available at the 6 monthly meetings and amendments will be raised during the meeting.

Employees, sub-contractors and/or Learners who believe that they have suffered any form of discrimination, harassment or victimisation are entitled to raise the matter through the Training Providers grievance procedure. All complaints of discrimination will be dealt with seriously, promptly and confidentially.

Responsibilities

Training Provider Manager – Liaise with the Awarding Bodies EQA, provide evidence, and where required, conduct investigations and notify Awarding Bodies of instances or breaches of the above. Enforce and police the above. Communicate any findings of investigations and liaise with the EQA and IQA on sanctions. Make initial decisions on equal opportunities to resolve where possible.

Internal/External Quality Assurers – Conduct investigations and notify Awarding Bodies of instances of the above. Assist the EQA investigation and carry out reviews and actions/sanctions by the Awarding Bodies.

Instructors/Assessors – Read and follow the above. Notify the Training Provider Manager of any instances of the above. Communicate to the Learners what constitutes the above if asked or instances that have the potential to arise. Assist the EQA and IQA with investigations.

Learners – Understand what constitutes to instances of the above and notify the Training Provider Manager of any instances of the above. Assist the EQA and IQA with investigations.

The aim of this policy is to communicate and emphasise the commitment of the Training Provider regarding the use and misuse of drugs and alcohol when within the confines of the Training Provider, training courses or assessment event locations. It affirms that both the management and staff will rigorously observe the principles and actively pursue the objectives set out in this statement. The Training Provider will ensure that policy is fully implemented.

This document provides an overview of the Training Providers stance on drugs and alcohol in the learning environment. It is important that Learners are made aware of how the Training Provider aim to prevent such problems.

It is vital that everyone understands how the Training Provider expects employees, including sub-contractors, to behave, to ensure drugs and alcohol misuse does not have an adverse effect on an employee's/sub-contractors performance, conduct and relationships at work.

Inappropriate use of drugs and alcohol can result in serious consequences for both individuals and businesses. Therefore, in taking proactive measures to address the issues of drugs and alcohol in the workplace, the Training Provider have developed an effective drugs and alcohol policy in order to help clarify the Training Providers rules and procedures for dealing with the issue in a fair, consistent and supportive manner.

The Training Provider will ensure that its Instructors/Assessors, including any sub-contractors, are able to:

- Understand their responsibilities in accordance with the Training Providers drugs and alcohol policy,
- Recognise impaired workplace performance or behaviour likely to be caused by the abuse of drugs and/or alcohol.
- Understand the process for identifying the effects of medication on the ability of Learners to undertake training courses and/or assessment events that could affect the safety of themselves or others.
- Encourage Learners to ask for advice and help in respect of problems arising from drugs and/or alcohol.

The Training Provider expects the following to happen:

- To have a learning environment that is free from the effects of drugs and alcohol.
- To protect the health, safety and welfare of Training Providers employees, sub-contractors and other Learners, and to encourage anyone who suspects that they have a drug and/or alcohol related problem to seek help voluntarily.
- Any Learner, employee or sub-contractor should not work under the influence of drugs and/or alcohol.
- Any Learner, employee or sub-contractor who is unfit to work/attend due to the effects of drugs and/or alcohol will be prevented from carrying out their training course/assessment event.
- Prevent any Learner, employee, or sub-contractor from being in possession of, or deal in the use of, drugs whilst attending a training course or assessment event.
- To prevent risks to any Learner, employee, sub-contractor and the general public from the effects and abuses of drugs and/or alcohol.
- To prevent the effects of alcohol and drugs bringing the Training Provider, associated businesses, and Clients into disrepute.
- To comply with relevant legislative requirements such as the Health and Safety at Work etc. Act 1974, the Management of Health and Safety at Work Regulations 1999 and the Misuse of Drugs Act 1971.

Drugs and alcohol may cause accidents, therefore, accidents might occur due to the following:

- **Lack of co-ordination** – Drugs and alcohol can interfere with the ability to reason and to control our actions.
- **Reaction to speed** – Our ability to recognise or estimate immediate danger is greatly reduced i.e. if a car is driving towards you.
- **Short-term memory** – Certain drugs are known to interfere with our short-term memory and alcohol has much the same effect.
- **Judging distances** – The ability of judging distances will become significantly impaired after drugs and/or alcohol use.
- **Difficulty making decisions** – Drugs and alcohol can greatly impair the ability to make clear, informed, logical decisions and cloud our perception.

Use of medication

The Training Provider has a process in place that enables Learners to report the use of prescribed and over-the-counter medicines to the Instructor/Assessor if deemed necessary.

The Training Provider ensures that on receipt of such a report from a Learner, they can refer to advice provided by a competent authority to identify the likely effects on the ability of the Learner to carry out their duties through their employer or funded by themselves if independent, to satisfy the Instructor/Assessor.

Any Learner shall not be allowed to carry out safety critical work or tasks if the medical authority advises that such a course of action is necessary. In these cases, it is permitted to either:

- Request that the Learner visits their own general practitioner (GP) and obtain alternative medication that will not affect their performance, if available, or;
- Instigate special measures to permit the Learner to carry out their normal duties safely or instigate control measures to permit the Learner to undertake other than their normal duties.

The Training Provider communicates this policy to all Learners via the Learner induction and are made aware of its location via the Training Provider website, www.thstraining.co.uk. The Training Provider reviews this alcohol and drugs policy as part of the review of the safety management system, at no greater intervals than every 12 months.

Responsibilities

Training Provider Manager – Liaise with the Awarding Bodies EQA, provide evidence, and where required, conduct investigations and notify Awarding Bodies of instances or breaches of the above. Enforce and police the above. Communicate any findings of investigations and liaise with the EQA and IQA on sanctions. Make initial decisions on substance misuse to resolve where possible. Carry out testing on any employees as and when required.

Internal/External Quality Assurers – Conduct investigations and notify Awarding Bodies of instances of the above. Assist the EQA investigation and carry out reviews and actions/sanctions by the Awarding Bodies.

Instructors/Assessors – Read and follow the above. Notify the Training Provider Manager of any instances of the above. Communicate to the Learners what constitutes to the above if asked or instances that have the potential to arise. Assist the EQA and IQA with investigations.

Learners – Understand what constitutes to instances of the above and notify the Training Provider Manager of any instances of the above. Assist the EQA and IQA with investigations.

The aim of this policy is to ensure that the Training Providers Clients and Learners receive a quality service that will produce the product that has been paid for.

The aim is to provide a service that will comply fully with the Training Providers policies and procedures and provide a quality service that not only meets the Awarding Bodies requirements, but exceeds them.

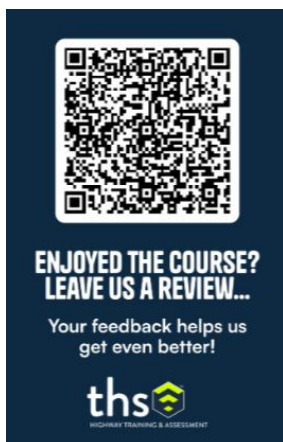
It is the Training Providers intention to ensure that:

- Each Client and Learner enquiry are responded to within a maximum of a 7-day period.
- All products are applied for within 2 weeks of completion to the Awarding Bodies.
- Each Learner is given written confirmation that they have achieved the required standard on the date of completion.
- Each Learner/Client receives their products within 2 weeks of the Awarding Bodies delivery to the Training Provider.
- Each Learner receives an e-mail confirming that they are booked onto the training course or assessment event and they are given details of start times and general requirements.
- Payment will be made in full to the Awarding Bodies within 30 days of receipt of any invoice to prevent any unnecessary hold up on production of products.
- All products will be sent out as recorded delivery and keep a product tracking spreadsheet current.

Feedback

Clients/Learners are encouraged to provide feedback to assist the Training Providers further development, which also contributes to IQA activity which is communicated internally, with specific systems in place for training courses and assessment events.

QR Codes



Google Review

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SPECIFICALLY
FOR EACH
TRAINING
COURSE

CourseCheck



Lane Master



Lantra Awards

Responsibilities

Training Provider Manager – Ensure that Awarding Bodies invoices are paid in full within 30 days of receipt to maintain product turnaround times.

Administrators – Populate the product tracking spreadsheet and cross-reference all products with Learner induction forms to ensure that the products are being sent to the Client or Learners directly.

Instructors/Assessors – Ensure that Learner induction forms are completed in full.

Learners – Provide any change of addresses to the Training Provider via e-mail, admin@thstraining.co.uk, to ensure that products are received correctly.

The aim of this policy is to reduce the risk of the incorrect product being applied for through the Awarding Body.

The policy will set out how the Trainer Provider screens the Learner on admission to training courses or assessment events and sets out which product is applied for on submission. The policy is written in line with the Awarding Bodies steps to screen Learners.

Step 1 – Identify the appropriate training course/assessment event:

The Training Provider Manager will liaise with Clients to programme training courses and assessment events to meet training matrices that are maintained by the Training Provider.

Where training progression and recording is not the responsibility of the Training Provider, the Training Provider Manager, Instructor or Assessor will request what training courses/assessment events are to be carried out and will request verbal or written (e-mail) confirmation of where the Learner is within the NHSS 12ABD process.

Step 2 – Recognition of prior learning:

The Training Provider Manager and/or Instructor/Assessor will carry out an online check using the Learners name and registration number where available.

If the Learner is not eligible, the Learner and/or Client will be notified as to why via e-mail, CMS or verbally.

Step 3 – Rules of combination:

The Training Provider Manager will, where possible, where the correct information has been supplied, check that the Learner is eligible for the qualification requested via the rules of combination as set by the Awarding Body.

The Training Provider Manager and/or Instructor/Assessor will then apply for the correct product in line with the rules of combination and current product type through the Awarding Body. The ultimate responsibility lies with the Learner to ensure that they meet any rules of combination and skills are current.

Responsibilities

Training Provider Manager – Liaise with Clients to ensure their requirements meet the current rules of combination. Check Learners qualifications/progress via the relevant medium that the Awarding Body is using.

Administrators – Liaise with Clients and the Awarding Body on products if the requested product does not meet that which has been requested and ensure the process is being tracked through the Training Providers systems.

Instructors/Assessors – Check that the Learner is eligible for the training course/assessment event requested and is in line with the rules of combination using the Awarding Bodies current mediums.

Learners – Provide ID as requested and any existing qualifications/certificates as is necessary to assist the Training Provider in fulfilling their obligations.



TRAINING CENTRE POLICIES APPENDICES

UNCONTROLLED WHEN PRINTED

Task	Training Courses	Assessed By	James Prouse
Location	All venues/locations attended by the THS Ltd. delivery team	Reviewed By	Gavin Kershaw
Date	26 th April 2026	Approved By	Gavin Kershaw

Task Description

It is the intent of this Risk Assessment to document the hazards, risks and control measures associated with training course activities at any premises visited by Training Provider staff in accordance with the requirement of the Health and Safety at Work etc. Act 1974 and the Management of Health and Safety at Work Regulations 1999.

Risk Rating

		Likelihood of Harm				
		1	2	3	4	5
Severity of Harm	5	5	10	15	20	25
	4	4	8	12	16	20
	3	3	6	9	12	15
	2	2	4	6	8	10
	1	1	2	3	4	5

Likelihood of Occurrence	
5	Almost certain to happen / Constant exposure
4	Likely to happen / Frequent exposure
3	Possibility of happening / Occasional exposure
2	Unlikely to happen / Infrequent exposure
1	Improbable / Exposure on very rare occasions
Severity of Harm	
5	Fatality or permanent disability
4	Serious injury or disease (lost time injury)
3	Moderate injury or illness (medical treatment injury)
2	Minor injury or illness (first aid injury)
1	Superficial/insignificant injury (report only)

Controlled Risk Level	
15 – 25	High Risk STOP – DO NOT PROCEED
5 – 12	Medium Risk Implement further control measures where possible and follow all SSOW
1 – 4	Low Risk Work to be undertaken following all control measures

Personal Protective Equipment (PPE) – only if required in yard/depot areas on arrival at venues/locations

			
Hard hat with chin strap	High visibility jacket or vest (class 3) and high visibility trousers (class 1 minimum)	Safety boots	Safety glasses

#	Hazard and Risk	Persons at Risk	S	L	RR	Control Measures	S	L	RR
1	HAZARD Poor lighting and/or ventilation RISK Ill health	Employees Sub-contractors Trainees	2	5	10	- Adequate lighting for training environments, preferably natural light, and where possible, strip lighting avoided to reduce flickering where epilepsy or migraines can be triggered. - Glare from natural, outside, lighting to be reduced where possible. - Adequate ventilation with a good supply of fresh/clean air, preferably windows that can be opened/closed to suit comfort.	2	2	4
2	HAZARD Members of the public or Learners RISK Confrontation between members of the public, the Instructor and the Learners	Employees Sub-contractors Trainees	4	3	12	- THS Ltd. induction video shown before every training event and the Training Provider/Awarding Body requirements made known with regards to a comfortable and inclusive training environment. - Registration forms to be reviewed for any reasonable adjustment requirements before training commences to check for potential conflicts. - Where confrontation arises between the Instructor and trainee(s), Training Provider Manager to be notified immediately prior to continuing, and the Instructor should leave the environment if there are concerns about safety or wellbeing.	2	2	4
3	HAZARD Welfare concerns RISK Ill health or increased stress	Employees Sub-contractors Trainees	2	5	10	- Regular (e.g. hourly) breaks for all trainees and Instructors to refresh. - Access to local amenities for food and drink, if required, within the hours of the training course delivery. These are to be highlighted by the Instructor during the induction process. - Access to suitable welfare facilities such as toilets, hot and cold drinks and rest rooms away from the training environment. - Extended lunch breaks provided for full day training courses.	1	2	2
4	HAZARD Uneven or slippery surfaces RISK Slips, trips and falls	Employees Sub-contractors Trainees	4	3	12	- Adequate lighting in the training room environment. - All walkways and floor space to be kept free from clothing, trailing cables and other items that could pose a trip hazard. Trainees to be made aware of this during the induction process. - Verbal brief on the locations of where and where not to venture within the premises by the Instructor. - Visual checks by the Instructor before the trainees enter the training room and any trip hazards removed or made safe.	2	2	4

5	HAZARD Adverse weather RISK Cold or hot temperatures in the training room	Employees Sub-contractors Trainees	3	4	12	- Weather forecast checks will be made prior to the start of any event. Should the weather forecast suggest that weather will deteriorate during the training event, and the conditions in the training environment may be affected, then an assessment of the practicality to continue to deliver the training course shall be made by the Training Provider Manager. - Instructor to monitor the effects of heat/cold stress and fatigue of trainees. - Trainees shall be afforded additional breaks in periods of extreme temperatures. - Cancellation of the training event if the temperature cannot be maintained at a comfortable temperature (min. 16 degrees Celsius). - Water and hot drinks provided where practical and available.	2	2	4
6	HAZARD Fire RISK Burns or fatalities if no safe means of escape	Employees Sub-contractors Trainees	5	4	20	- All fire escapes are to be checked for access, that they are unlocked and that they are clearly marked by signage. - All fire escapes to be briefed by the Instructor to the Learners during the induction process. - Fire assembly point locations are made know to the Instructor, checked and briefed to the trainees during the induction process. - Attendance register completed and retained by the Instructor and used to ensure the evacuation of all attending the training course. - Instructor to liaise with any fire marshal or fire service in the event of any evacuation. - Instructor is aware of the location of firefighting equipment and its use.	5	1	5
7	HAZARD Spread of diseases or global pandemics RISK Ill health to Instructors, Learners or members of the public	Employees Sub-contractors Trainees Public	5	2	10	- Consult with trainees and/or Clients to assess whether the training course can be delivered online. - Provide latest UK Government information to the Client/trainees on social distancing and any symptoms, and advise that the training course is not to be attended by anyone displaying any symptoms. - Provide hand wash and sanitiser for all trainees and enforce its use through briefing and monitoring. - Provide minimum separation distances between each trainee as per UK Government guidelines. - Promote social distancing both inside and outside of the training room environment. - Clean all equipment and tables before and after training events.	2	2	4

8	HAZARD Handling equipment RISK Manual handling injuries	Employees Sub-contractors	3	3	9	- All Instructors must follow the correct lifting techniques. - The lifting task should be assessed prior to moving to ensure that it is within the capability of the individual, the size and weight of the load, and the environment where the lift is to be undertaken (T.I.L.E). Never lift anything outside of your personal capabilities. - When lifting, bend your knees, not your back, and lift with the legs. Keep your back straight and try to avoid twisting whilst carrying. Get a firm grip and keep the load as close to your mid-section as possible. - All files placed on racking within the archive room. - Beware of low beams within the archive room. - Ensure that the archive room door is secured on entry to avoid any closing of the door unwillingly.	2	2	4
9	HAZARD Working hours and driving hours RISK Instructor being struck causing an accident in the vehicle	Employees Sub-contractors Public	5	4	20	- The Instructor is to ensure that they have adequate rest between shifts and inform the Training Provider Manager if they feel fatigued or unwell. - The Instructor is to carry out daily vehicle checks on their vehicle and report any defects to the Training Provider Manager immediately. - If the training event overruns and the Instructor is fatigued, then the nearest accommodation is to be sourced, and adequate rest gained before any commencement of driving or work activities, notifying the Training Provider Manager of this situation. - In poor weather conditions additional time must be taken into consideration to travel to training locations by the Instructor and the Training Provider Manager is to be notified about any regional extreme weather conditions that may affect the safety of the Instructor during the journey to or from the location. - Adequate planning by the Training Provider Manager to ensure journey times are taken into consideration and adequate rest periods between working hours.	2	4	8
10	HAZARD Electrical equipment including DSE equipment RISK Electrocution, muscle strain and crush injuries	Employees Sub-contractors Trainees	4	4	16	- Instructors to ensure their equipment is in good working order. - All electrical equipment to be visually checked before use. - Any faulty equipment to be tagged, put aside and the responsible person notified. - Where display equipment is mounted on portable stands, equipment to be visually checked to ensure its stability and security. - Time spent standing in front of equipment to be kept to a minimum.	3	3	9

Site-Specific Hazards (unforeseen)									
#	Hazard and Risk	Persons at Risk	S	L	RR	Control Measures	S	L	RR
1									
2									
3									
4									

	Yes	No	Additional Comments
Fire escapes and muster point(s) located, checked and briefed?			
First aid facilities located, checked and briefed?			
Training room suitable for delivery and test requirements? (1m between Learners and clock on display)			
Welfare facilities located, checked, adequate and briefed?			
Training room clean and free from trip hazards?			
Copies of relevant reference materials available, TSM CH8, TSRGD etc., and all test papers, PPP etc. the correct version?			

Date	DD / MM / YYYY	Location	
Instructor Name		Instructor Signature	

Attendee/Visitor Register		
Name	Signature	Date
		DD / MM / YYYY
		DD / MM / YYYY
		DD / MM / YYYY
		DD / MM / YYYY
		DD / MM / YYYY
		DD / MM / YYYY
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		DD / MM / YYYY
		DD / MM / YYYY
By signing the above, you are confirming that you have attended and understood the induction and agree to implement the control measures identified as required by this risk assessment, you understand the location of Lantra Awards and THS Ltd. policies and procedures and you have met the training course pre-requisites.		

Task	Assessment Events	Assessed By	James Prouse
Location	All live/non-live sites attended by the THS Ltd. delivery team	Reviewed By	Gavin Kershaw
Date	26 th April 2026	Approved By	Gavin Kershaw

Task Description

It is the intent of this Risk Assessment to document the hazards, risks and control measures associated with assessment event activities in controlled and live temporary traffic management environments in accordance with the requirement of the Health and Safety at Work etc. Act 1974 and the Management of Health and Safety at Work Regulations 1999.

Risk Rating

		Likelihood of Harm				
		1	2	3	4	5
Severity of Harm	5	5	10	15	20	25
	4	4	8	12	16	20
	3	3	6	9	12	15
	2	2	4	6	8	10
	1	1	2	3	4	5

Likelihood of Occurrence	
5	Almost certain to happen / Constant exposure
4	Likely to happen / Frequent exposure
3	Possibility of happening / Occasional exposure
2	Unlikely to happen / Infrequent exposure
1	Improbable / Exposure on very rare occasions
Severity of Harm	
5	Fatality or permanent disability
4	Serious injury or disease (lost time injury)
3	Moderate injury or illness (medical treatment injury)
2	Minor injury or illness (first aid injury)
1	Superficial/insignificant injury (report only)

Controlled Risk Level	
15 – 25	High Risk STOP – DO NOT PROCEED
5 – 12	Medium Risk Implement further control measures where possible and follow all SSOW
1 – 4	Low Risk Work to be undertaken following all control measures

Mandatory Personal Protective Equipment (PPE)

					
Hard hat with chin strap	High visibility jacket or vest (class 3) and high visibility trousers (class 1 minimum)	Safety boots	Safety glasses	Safety gloves	Head torch

#	Hazard and Risk	Persons at Risk	S	L	RR	Control Measures	S	L	RR
1	HAZARD Moving vehicles RISK Assessor/Operatives being struck by moving vehicles on the carriageway	Employees Sub-contractors Trainees Public	5	4	20	- A start of shift briefing will be conducted prior to any work commencing where the Assessor will be briefed on the contents of applicable risk assessments and safe systems of work. - The Assessor shall undertake any appropriate inductions. - The Assessor shall not cross any live carriageways within a high-speed environment. - In a low-speed environment where a carriageway crossing is required, extra care must be taken to indicate safe and suitable gaps. - Where possible, the use of pedestrian crossing points must utilised. - Access and egress, loading and unloading from vehicles should always be undertaken from the non-trafficked side of the vehicle. - The Assessor must always face the oncoming traffic, when working within a two-way traffic environment, extra care must be taken. - The Assessor must always wear PPE consisting of high visibility jacket/ vest and trousers, safety boots, hard hat with chin strap, safety glasses and safety gloves. Heard torches to be worn during dark/nighttime operations. - Where possible, supporting evidence to be obtained from a place of safety away from the carriageway.	4	2	8
2	HAZARD Moving vehicles RISK Assessors vehicle being struck by a road users vehicle	Employees Sub-contractors Public	5	4	20	- Vehicles used must be marked in accordance with the requirements of Chapter 8 of the Traffic Signs Manual. - TTM vehicles working within two-way roads should utilise lay-bys and other suitable pull-off points to ensure trafficked lanes are unaffected. - Operations will only be carried out in accordance with the approved methodology. - Assessor to attend briefing and advise the crew where the Assessor vehicle will be situated during the installation and removal, subject to the SSOW and scheme drawings. - Assessor vehicle to maintain 50 – 100 meters from the IPV when positioned in a live lane. - EMCC or rolling roadblock NHTO to be made aware of the presence of the assessment vehicle.	4	2	8

3	HAZARD Working on vehicles RISK Falls from traffic management vehicles into live lanes	Employees Sub-contractors	5	3	15	- The Assessor should familiarise themselves with the type of access for different cone well designs and TTM vehicles being used, this familiarisation should occur at the start of a shift. - The Assessor should only Access TTM vehicles when necessary and inform the driver when getting on and off the vehicle to ensure it remains stationary. - Under no circumstances should the Assessor access the working areas of the vehicle during the installation and removal of traffic management. - The Assessor shall follow the TTM crew without being part of the crew (remaining unobtrusive) and never participate or advise of activities.	4	2	8
4	HAZARD Working at height to install, remove and maintain traffic management equipment RISK Operatives falling from height	Employees Sub-contractors Trainees	5	3	15	- Operations that require signs to be fixed to street furniture and structures will have a site-specific risk assessment or amendments to this risk assessment. - Where a ladder is proposed to be used, a site-specific risk assessment must be conducted for its use that has then been reviewed by the Client's health and safety department. - TTM vehicles or safety fences must not be used to install/maintain signs. - Where it is not possible to lift a sign plate into position, signs should be assembled on the ground and lifted into place by a team of operatives. - When working on viaducts, overbridges or similar structures, additional care shall be taken due to increased risk of falling and items falling from beds of trucks over the edge of the structure.	3	2	6
5	HAZARD Working from stationary vehicles RISK Falls from traffic management vehicles	Employees Sub-contractors Trainees	5	3	15	- Access and egress to and from TTM vehicles must only be carried out at designated access and egress points, using all available steps and handrails. - All steps and handholds must be checked during vehicle pre-use checks to ensure that they are not damaged, defective or covered in slippery substances. Defective access and egress points must be reported by the crew. - When accessing or egressing vehicles, three points of contact must be always used. - Never jump from a vehicle or climb on parts of the vehicle not intended to be accessed. - Vehicle load beds must be kept clean and tidy and equipment stowed correctly to prevent tripping.	4	2	8

						- Vehicle load beds must be checked for defects during vehicle pre-use checks. - In winter conditions, load beds must be adequately cleared of snow and ice to prevent slipping. - Mandatory safety boots must be worn which are in good condition, fully laced and fastened. Defective or worn safety boots must be replaced. - Headtorches must be used in dark and nighttime conditions. - Task lighting on vehicles must be used for additional illumination of walking surfaces. - Vehicle task lighting must be angled to prevent dazzling oncoming road users			
6	HAZARD Moving vehicles RISK Being struck by reversing vehicles	Employees Sub-contractors Trainees Public Contractors	5	4	20	- The Assessor is to only use approved demarked walkways in the depot when assessing units and make sure they read the depot's rules on arrival and attend any briefings. - All operational vehicles including the Assessor's vehicle and 3.5t and above will be fitted with a reversing camera. All operational vehicles of 3.5t and above will be fitted with an audible reversing alarm. - The reversing of vehicles should be avoided where possible or kept to an absolute minimum. - All operational vehicles, 3.5t and above, must be directed by a reversing assistant. - Hand signals should be verified between the driver and reversing assistant before the operation begins. - When vehicles cannot be parked in the direction of onward travel, all TTM vehicles shall be reverse parked under the direction of a reversing assistant so that they can drive out of the parking space with full visibility. - No reversing activities are to take place without fully assessing the area and ensuring that all persons are in a safe location away from the reversing path of the vehicle.	4	2	8

7	HAZARD Members of the public or Learners RISK Confrontation between road users, the Assessor and the Learners	Employees Sub-contractors Trainees	4	3	12	• If approached by members of the public during assessment event activities regarding the reason for the activity, always explain that the operation carried out by the Assessor is for the competency of those on site and advise that the member of public should contact the Road Authority for further information regarding any additional activities on site (such as the works). • Do not try to stop errant vehicles or stand directly in front of a stopped vehicle to prevent it entering the site. • Activate Incursion Warning System Alarm if a road user gains access to a closure. • In the event of conflict, always remain calm and courteous. • Maintain a clear space between yourself and members of the public (confrontation). • If a road user becomes physically aggressive, move to a place of safety, e.g. a van. • Inform the Training Provider Manager, Client and site TSS immediately of any incident involving a member of the public. • The police must be contacted if a serious incident arises or should a road user threaten or undertake physical violence towards staff. • Follow the requirements of Raising the Bar 27. • Consider the site-specific use of personal CCTV equipment. • Report all instances of verbal and physical abuse, harassment and/or violence. • If any confrontation happens between the Assessor and trainee, then inform the Training Provider Manager immediately and leave the assessment at that point.	2	2	4
8	HAZARD Uneven or slippery surfaces RISK Slips, trips and falls on road and verge areas	Employees Sub-contractors Trainees	4	3	12	• All trainees and Assessors must wear the mandatory safety boots which are in good condition, fully laced and fastened. Defective or worn safety boots must be replaced. • Headtorches must be used in dark and nighttime conditions. • Task lighting on vehicles must be used for additional illumination of walking surfaces. • Vehicle task lighting must be angled to prevent dazzling oncoming road users.	2	2	4

						- Walking/working on roadside verges must be avoided wherever possible. - If verges need to be accessed, then extreme care must be taken to identify any hidden hazards such as cables, litter, manholes, potholes and other debris which may be hidden by overgrowth, especially where ground conditions are wet or frosty. - Work on verges adjacent to steep gradients or ditches etc. must be avoided wherever possible.			
9	HAZARD Handling equipment RISK Manual handling injuries	Employees Sub-contractors Trainees	3	3	9	- All Assessors must follow the correct lifting techniques. - Mechanical lifting equipment should be considered when operating in the yard if trained and authorised people are available. - The lifting task should be assessed prior to moving to ensure that it is within the capability of the individual, the size and weight of the load, and the environment where the lift is to be undertaken (T.I.L.E). Never lift anything outside of your personal capabilities. - When lifting, bend your knees, not your back, and lift with the legs. Keep your back straight and try to avoid twisting whilst carrying. Get a firm grip and keep the load as close to your mid-section as possible.	2	2	4
10	HAZARD Lone Working RISK Increased risk of personal injury/ill health	Employees Sub-contractors	5	3	15	- Only suitably trained employees/sub-contractors are allowed to undertake lone working activities. - The duration of lone working shall be kept to a minimum and only undertaken where lone working cannot be avoided. - A mobile telephone must always be available for the lone worker. - The Training Provider Manager must always be aware of where the lone employee is working, including sub-contractors. - Assessors must not undertake any work at height whilst lone working. - A personal first aid kit should be carried or be available in the Assessor's vehicle.	3	3	9
11	HAZARD Adverse Weather RISK Poor visibility, handling equipment in strong winds, snow and ice	Employees Sub-contractors Trainees	3	4	12	- Weather forecast checks will be made prior to the start of any works. Should the weather forecast suggest that weather will deteriorate during the works, and the conditions on site may be affected, then an assessment of the practicality to continue with the assessment event shall be made by the Training Provider Manager. - Where visibility drops below an acceptable level, works are to be stopped and reported to the Training Provider Manager, this could include issues with snow, fog, heavy rain and spray.	2	2	4

12	HAZARD Hot weather RISK Heat stress, fatigue and UV exposure	Employees Sub-contractors Trainees	3	3	9	- Weather forecast checks will be made prior to the start of any works. Should the weather forecast suggest that weather will deteriorate during the works, then an assessment of the practicality to continue with the assessment event shall be made by the Training Provider Manager. - In periods of hot weather, Assessors and trainees are advised to carry additional water and drinks, and wear sunscreen/reduce exposure. - Full personal protective equipment must continue to be worn in hot weather, however, additional breaks and rest periods should be afforded to the Assessor and trainees to cool down away from the sun. - Assessor to monitor the effects of heat stress and fatigue of trainees.	2	2	4
13	HAZARD Cold weather RISK Cold stress and fatigue	Employees Sub-contractors Trainees	3	3	9	- Weather forecast checks will be made prior to the start of any works. Should the weather forecast suggest that weather will deteriorate during the works, then an assessment of the practicality to continue with the assessment event shall be made by the Training Provider Manager. - In periods of cold weather, Assessors and trainees are advised to wear additional layers of clothing to aid thermal comfort. - Waterproof clothing should be worn in periods of heavy rain and snow. - Trainees shall be afforded additional breaks in periods of cold weather. - Assessors to monitor the effects of cold stress and fatigue of trainees.	2	2	4
14	HAZARD Working hours and driving hours RISK Assessor being struck by moving vehicles on the carriageway or causing an accident in the vehicle	Employees Sub-contractors Public	5	4	20	- The Assessor is to ensure that they have adequate rest between shifts and inform the Training Provider Manager if they feel fatigued or unwell. - The Assessor is to carry out daily vehicle checks on their vehicle and report any defects to the Training Provider Manager immediately. - If the assessment event overruns and the Assessor is fatigued, then the nearest accommodation is to be sourced, and adequate rest gained before any commencement of driving or works activities, notifying the Training Provider Manager of this situation. - In poor weather conditions additional time must be taken into consideration to travel to assessment locations by the Assessor and the Training Provider Manager is to be notified about any regional extreme weather conditions that may affect the safety of the Assessor during the journey to or from the location. - Adequate planning by the Training Provider Manager to ensure journey times are taken into consideration and adequate rest periods between working hours.	2	4	8

Site-Specific Hazards (unforeseen)									
#	Hazard and Risk	Persons at Risk	S	L	RR	Control Measures	S	L	RR
1									
2									
3									
4									

	Yes	No	Additional Comments
Assessor vehicle checked prior to use?			
Learners aware of performance criteria and SSOW?			
Site/Job briefing attended by or delivered by the Assessor?			

Date	DD / MM / YYYY	Location	
Assessor Name		Assessor Signature	

Client/TSS/TMF/LTMO/RLTMO/RTMO signatures (if required)			
Date	DD / MM / YYYY	Position/Title	
Name		Signature	

By signing the above, you understand and agree to implement the control measures identified as required by the Assessor and the Training Provider (THS Ltd.).

Document/Item Name	Version No.	Date Reviewed	Comments
NHSS 12A/B General Operative	V5.1 04 2024	April 2026	PPP – V5.2 04 2024
NHSS 12B LTMO	V6 03 2022	April 2026	
NHSS 12A TMF	V7.0 03 2022	April 2026	
NHSS 12A TSS	V5.1 10 2023	April 2026	
NHSS 12 TTMBC	V3 03 2021	April 2026	
NHSS 12 IPV	V7.0 2018	April 2026	
NHSS 12D T1 Only	V5 42:2025.26	April 2026	
NHSS 12D T1/T2	V5 42:2025.26	April 2026	
NHSS 12D T3	V5 42:2025.26	April 2026	
NHSS 12D T4	V5 42:2025.26	April 2026	
NHSS 12D T5	V5 42:2025.26	April 2026	
NHSS 12D T6	V5 42:2025.26	April 2026	
NHSS 12D T7	V5 42:2025.26	April 2026	
NHSS 12D M1 Refresher (Test Only)	V1.1 April 2020	April 2026	
NHSS 12D M2 Refresher (Test Only)	V1 April 2020	April 2026	
NHSS 12D M3 Refresher (Test Only)	V1.1 May 2022	April 2026	Answers – V1 April 2020
NHSS 12D M4 Refresher (Test Only)	V1.1 Sept 2024	April 2026	
NHSS 12D M6 Refresher (Test Only)	V1 April 2020	April 2026	
NHSS 12 Gate Person – Airlock Installer/Operator	V2.1 11 2022	April 2026	QA Papers – V1.2 Dec 2024
TTMCE	TMCE_PP_v2_2022	April 2026	MCQ Papers TMCE_QP1a and 2a_V1.4_010516 Workbook TMCE_WB_v1.6_ 05092017
Lantra Awards – The Street Works Scheme	Issue 2	April 2026	
The Street Works Centre Compliance Document	V1.4 03032025	April 2026	
The Street Works Awarding Organisation Assessment Strategy	V1.2 03032025	April 2026	
Lantra Awards Provider Document	V8	April 2026	
NHSS 12 Assessment Strategy	V1 Aug 2025	April 2026	
E-Portfolio IQA/EQA User Guide	V2 Aug 2025	April 2026	
E-Portfolio Training Provider User Guide	V2 Aug 2025	April 2026	
E-Portfolio Assessor User Guide	V2 Aug 2025	April 2026	
NHSS Instructor/Assessor Approval and Maintenance Document	V4.3 August 2025	April 2026	
NHSS IQA Approval and Maintenance Document	V1.0 April 2025	April 2026	
NHSS Administration and Registration of Training Courses and Assessments Document	V3 June 2025	April 2026	
NHSS 12A/B	Issue 3 April 2024	April 2026	
NHSS 12D	Issue 5 July 2025	April 2026	
The Safety at Street Works and Road Works – ACOP	October 2013 – Seventh Impression 2016	April 2026	
TSRGD	2016	April 2026	
Guidance on the Use of Portable Traffic Signals (GUPS)	Edition 1.1	April 2026	

Instructor Name		Instructor Number	
IQA Name		IQA Number	
What was Sampled		Report No.	

Ref.	Areas of Verification
01	Is the register of attendance present, up-to-date and completed correctly?
02	Is there a risk assessment present, up-to-date and completed correctly?
03	Are Learner registration forms present, up-to-date and completed correctly?
04	Has the maximum Instructor to Learner ratio been observed?
05	Has the Instructor used the current end-of-course knowledge test papers?
06	Have the end-of-course knowledge test papers been marked correctly?
07	Are QF251 sheets present, up-to-date and completed correctly?
08	Has the evidence provided been presented in a format that is easy to follow, understand and verify?

Ref.	Training Course Title	Training Course Date	No. of Learners	Areas of Verification (Y / N / NA)							
				01	02	03	04	05	06	07	08
A		DD / MM / YYYY									
B		DD / MM / YYYY									
C		DD / MM / YYYY									
D		DD / MM / YYYY									

Ref.	IQA Comments	Action Points	By When
A			
B			
C			
D			

Residual Risk Rating	Low		Free from or minimal non-conformities in this sample
	Med		Several or significant non-conformities in this sample
	High		Previously identified non-conformities still occur in this sample

IQA Signature		Date of IQA	DD / MM / YYYY
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Instructor Comments			
By signing, I confirm that I have read and understood the IQA comments and action points contained within this report and acknowledge that it is my responsibility to ensure that these are completed within the timescales stated and that the Training Provider/IQA remain informed.			
Instructor Signature		Date	DD / MM / YYYY

Instructor/Assessor Name		IQA Name	
What was Sampled		Report No.	
No. of O1 Assessments		No. of S1 Assessments	

Ref.	Areas of Verification		
01	Induction and delivery process	Cohort assessment summary.	
		Venue risk assessment.	
		THS Ltd. induction form completed, including reasonable adjustments and GDPR declaration.	
		Learner/Assessor ratio is observed.	
02	Testing and assessment process	Room seating location completed and test completed to current standard.	
		Assessment Learner ratios observed during assessment – No more than 2 Learners may be assessed at any time during practical activities.	
03	Assessment pack completion	Learner details and assessment summary fully completed.	
		Assessment plan completed.	
		Knowledge exam score entered.	
		Practical observation time completed.	
		Evidence declaration signed by Learner.	
		On-site survey to the required standard.	
		Risk assessment completed to the required standard and signed by the Learner.	
		O1/S1 TTM site layout with a works vehicle drawing completed to the required standard and signed by the Learner.	
		O1/S1 TTM site layout completed to the required standard (all distances match the site survey) and signed by the Learner.	
		Equipment list completed to the required standard and signed by the Learner.	
		Orally asked questions recorded.	
		Assessment feedback form completed.	
	Assessment pak completion (S1 only)	Assignment 1 – Monitoring and work site survey completed to the required standard with sufficient evidence.	
		Assignment 2 – Monitor action taken to protect pedestrians, vehicular traffic and site personnel completed to the required standard with sufficient evidence.	
		Assignment 3 – Monitor the provision of portable traffic signals and traffic control completed to the required standard with sufficient evidence.	
		Assignment 4 – Monitor site safety completed to the required standard with sufficient evidence.	
04	Signing off process	Passport photo acquired to the correct standard for upload to quartzweb.	
		Sufficient feedback recorded.	
		If applicable, action plan completed.	
		Assessment performance criteria completed and matches feedback/action plan.	
		Completion of performance criteria and knowledge evidence – Competent/not yet competent/insufficient evidence.	

Ref.	Learner Name	Date	Location	Assessment Type (O1 or S1)	Areas of Verification (Y / N / NA)			
					01	02	03	04
A		DD / MM / YYYY						
B		DD / MM / YYYY						
C		DD / MM / YYYY						
D		DD / MM / YYYY						

Ref.	IQA Comments	Action Points	By When
A			
B			
C			
D			

Residual Risk Rating	Low		Free from or minimal non-conformities in this sample
	Med		Several or significant non-conformities in this sample
	High		Previously identified non-conformities still occur in this sample

IQA Signature		Date of IQA	DD / MM / YYYY
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Instructor/Assessor Comments			
By signing, I confirm that I have read and understood the IQA comments and action points contained within this report and acknowledge that it is my responsibility to ensure that these are completed within the timescales stated and that the Training Provider/IQA remain informed.			
Instructor/Assessor Signature		Date	DD / MM / YYYY

Assessor Name		Assessor Number	
IQA Name		IQA Number	
What was Sampled		Report No.	

Ref.	Areas of Verification
01	Has all required assessment documentation been completed fully and correctly?
02	Has Learner knowledge evidence been fully explored and marked correctly by the Assessor?
03	Has the Learner section of the e-portfolio been completed fully and correctly?
04	Are Assessor observation records suitable and referenced back to the standards?
05	Is photographic/video/supporting evidence suitable and referenced back to the standards?
06	Is the evidence supplied Valid, Reliable, Authentic, Current, Sufficient, Consistent, Accurate and Realistic?
07	Have all assessment visits been carried out in accordance with NHSS 12 requirements?
08	Are QF249 sheets present, up-to-date and completed correctly?

Ref.	E-Portfolio Number	Learner Name	Areas of Verification (Y / N / NA)							
			01	02	03	04	05	06	07	08
A										
B										
C										
D										

Ref.	IQA Comments	Action Points	By When
A			
B			
C			
D			

Residual Risk Rating	Low	Free from or minimal non-conformities in this sample
	Med	Several or significant non-conformities in this sample
	High	Previously identified non-conformities still occur in this sample

IQA Signature		Date of IQA	DD / MM / YYYY
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Assessor Comments			
By signing, I confirm that I have read and understood the IQA comments and action points contained within this report and acknowledge that it is my responsibility to ensure that these are completed within the timescales stated and that the Training Provider/IQA remain informed.			
Assessor Signature		Date	DD / MM / YYYY

Instructor Name		Instructor Number	
IQA Name		IQA Number	
Training Course		Date of Observation	DD / MM / YYYY
No. of Learners		Report No.	
Venue			
Method of Observation (circle/delete as appropriate)	Face-to-Face	Remote	
For remote observations, please detail the technology/platform used below, e.g., Microsoft Teams, Zoom etc.			

Summary and Feedback

Residual Risk Rating	Low	Free from or minimal non-conformities during this observation
	Med	Several or significant non-conformities during this observation
	High	Previously identified non-conformities still occur during this observation

Action Points	By When		
IQA Signature		Date of IQA	DD / MM / YYYY

Instructor Comments			
By signing, I confirm that I have read and understood the IQA comments and action points contained within this report and acknowledge that it is my responsibility to ensure that these are completed within the timescales stated and that the Training Provider/IQA remain informed.			
Instructor Signature		Date	DD / MM / YYYY

Training Course Notification, Venue/Equipment Suitability and Scheme Standard Compliance				
Ref.	Areas of Verification	Yes	No	N/A
01	Have Lantra Awards been notified of the training course as per the scheme requirements?			
02	Is the venue suitable for the training event?			
03	Has a risk assessment been conducted for the venue and available?			
04	Has all Training Provider specific documentation been completed as required?			
05	Are the training aids and equipment adequate and up-to-date for delivery?			
06	Does the Instructor have their Instructor registration card available?			
07	Is the Instructor approved to conduct the training being delivered?			
08	Is the number of Learners within the permitted scheme standard?			
IQA Comments				

Presentation of Training Event, Time Management and Engagement				
Ref.	Areas of Verification	Yes	No	N/A
09	Did the introduction include all appropriate topics such as Training Provider policies?			
10	Were the aims and objectives covered fully?			
11	Was the correct version of PPP used and the content delivered satisfactorily?			
12	Was the Instructors time management appropriate?			
13	Were appropriate breaks given to Learners where required?			
14	Were course handouts and reference documentation suitable and the correct version?			
15	Did the Instructor demonstrate suitable and sufficient, up to date, knowledge?			
16	Was the Instructors engagement with the Learners sufficient and appropriate?			
IQA Comments				

Conducting Tests, Signing Off Training Course Documentation and Feedback				
Ref.	Areas of Verification	Yes	No	N/A
17	Were the end-of-course knowledge test papers in use the current version?			
18	Did the end-of-course test conditions comply with the scheme standard?			
19	Were Learners requiring reasonable adjustments adequately catered for?			
20	Were end-of-course knowledge test papers marked accurately?			
21	Were Learners informed of their results immediately where applicable?			
22	Was all course documentation completed and signed off correctly?			
23	Were there complaints from any of the Learners?			
24	Did the Instructor issue appropriate feedback to Learners?			
IQA Comments 				
Photographic Evidence				
P1	Training Room	P2	Test Conditions	

Assessor Name		Assessor Number	
IQA Name		IQA Number	
Award		Date of Observation	DD / MM / YYYY
No. of Learners		Report No.	
Site Location			
Method of Observation (circle/delete as appropriate)	Face-to-Face	Remote	
For remote observations, please detail the technology/platform used below, e.g., Microsoft Teams, Zoom etc.			

Summary and Feedback

Residual Risk Rating	Low	Free from or minimal non-conformities during this observation
	Med	Several or significant non-conformities during this observation
	High	Previously identified non-conformities still occur during this observation

Action Points	By When		
IQA Signature		Date of IQA	DD / MM / YYYY

Assessor Comments			
By signing, I confirm that I have read and understood the IQA comments and action points contained within this report and acknowledge that it is my responsibility to ensure that these are completed within the timescales stated and that the Training Provider/IQA remain informed.			
Assessor Signature		Date	DD / MM / YYYY

Assessment Notification and Briefing Process				
Ref.	Areas of Verification	Yes	No	N/A
01	Have Lantra Awards been notified of the course as per the scheme requirements?			
02	Was the Learner(s) greeted and put at ease?			
03	Does the Assessor have their Assessor registration card available?			
04	Is there access to risk assessments and method statements?			
05	Were the Learner(s) personal details confirmed and relevant experience discussed?			
06	Were policies covered and any reasonable adjustments discussed and confirmed?			
07	Did the Assessor have the required documentation, including knowledge questions?			
08	Was the assessment process and documentation explained to the Learner(s)?			
09	Did the Assessor check and confirm Learner(s) understanding and agree a plan?			
IQA Comments				

Scheme Standard Compliance and Assessment of Practical Skills				
Ref.	Areas of Verification	Yes	No	N/A
10	Did the Assessor and Learner(s) wear appropriate PPE?			
11	Did the Assessor remain unobtrusive during the assessment process?			
12	Did the Assessor use additional questioning as appropriate?			
13	Was the assessment(s) conducted as per Lantra Awards and NHSS 12 requirements?			
14	When assessment decisions cross referenced to the scheme standards?			
15	Was the evidence collected appropriate and recorded correctly?			
IQA Comments				

Assessment of Knowledge				
Ref.	Areas of Verification	Yes	No	N/A
16	Did the Assessor use the approved knowledge questions?			
17	Did the Assessor rephrase questions to ensure understanding?			
18	Was the Learner (s) knowledge accurately assessed?			
19	Was the Learner(s) performance assessed accurately and correctly?			
20	Did the Assessor record the Learner(s) answers in an appropriate manner?			
21	Did the Assessor record all answers correctly where required?			
22	Were the knowledge check sheets marked correctly?			
IQA Comments				

Assessment Decision and Feedback to Learner(s)				
Ref.	Areas of Verification	Yes	No	N/A
23	Was performance, knowledge and understanding sufficiently explored?			
24	Has a feedback session been conducted and recorded?			
25	Was an action plan agreed between the Assessor and Learner(s)?			
26	Did the assessor reach a decision and has the Learner(s) been informed?			
27	Were there any Learner(s) complaints?			
28	Has the assessment decision been recorded?			
29	Has the e-portfolio been completed correctly in-line with what was observed?			
30	If appropriate, has the QF249 registration sheet been completed?			
31	Has the Assessor and Learner(s) countersigned all relevant documentation?			
IQA Comments				

STRICTLY CONFIDENTIAL		Form Number (official use only)	
Name of person completing this form		Date of Appeal/Complaint	DD / MM / YYYY

Are you making an appeal against (please circle/delete/highlight as appropriate):			
A Learner	An Instructor	An Assessor	The Training Provider
Names of person(s) involved if a complaint			

Nature of Complaint

Awarding Bodies Notification	Yes	No
Have you approached the Awarding Body about your appeal/complaint?		
Do you require an Awarding Bodies appeals/complaints department contact details?		
If you have answered yes to the above, please state which Awarding Body.		

Internal Use Only	Yes	No
Was the appeal/complaint resolved? (if yes, please specify below)		
Was the appeal/complaint resisted to the Awarding Body?		

Feedback and Action Points for the Appeal/Complaint

Training Provider Manager/IQA/EQA Signature		Date	DD / MM / YYYY
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I confirm that I have read and understood the decision and accept it in its entirety.

Appealer/Complainant Signature		Date	DD / MM / YYYY
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Date	
Time	
Venue	

Provider Nominated Roles		
Training Provider Manager	Training Provider Administrator	Training Provider Lead IQA
Gavin Kershaw	Penelope Kershaw	Gavin Kershaw

Item	Agenda Topic
01	
02	
03	
04	
05	
06	
07	
08	
09	
10	
11	

Training Provider Manager Name	Signature	Date

Date		Time	
Time			
Venue		Minute Recorder	

Provider Nominated Roles		
Training Provider Manager	Training Provider Administrator	Training Provider Lead IQA
Gavin Kershaw	Penelope Kershaw	Gavin Kershaw

Attendees			
Name	Company	Name	Company

Apologies			
Name	Company	Name	Company

Actions from Last Meeting			
Action	Who	When	Completed (Y / N)

Instructor/Assessor Risk Ratings			
Instructor/Assessor Name	Instructor Risk Rating (%)	Assessor Risk Rating (%)	Review Date
Gavin Kershaw			Reviewed during meeting
James Prouse			Reviewed during meeting
Andrew Stenton			Reviewed during meeting
Aaron Sawyer			Reviewed during meeting
Douglas Cross		N/A	Reviewed during meeting
Sam McCafferty		N/A	Reviewed during meeting

Sampling of evidence over the last 6 months				
Instructor/Assessor Name	IQA Name	Training	Assessments	Actions
Gavin Kershaw				
James Prouse				
Andrew Stenton				
Aaron Sawyer				
Douglas Cross			N/A	
Sam McCafferty			N/A	

Item	Agenda Topic	Actions	Who	When
01				
02				
03				
04				
05				
06				
07				
08				

Minute Recorder Name	Signature	Date

Chairperson Name	Signature	Date

Outline Plan

- Maintain status as Instructor / Assessor by delivering training courses and keeping up-to-date with industry and scheme developments.
- Describe what you aim to achieve here, e.g., complete IQA award, become an LTMO Instructor.

ACTIVITY HOURS & CPD Record for				Insert name here								Period covered by this record				
Type of Activity	Training courses approved to deliver (grey out the training courses that you are not approved to deliver)											Start date	TO	End date		
Instructor Maintenance	TTMBC	Gate Person	T1	T2	T3	T4	T5	T6	T7	12AB	IPV	TMCE	NHSS Audit	Man. Han.	12C Op/Sup	LTMO/ TMF/TSS
Number of courses delivered in this period																
Date of most recent																
Instructor Maintenance	M1			M2			M3			M4			M6			
Number of refresher tests only conducted in this period																
Date of most recent																
Assessment event types approved to conduct (grey out assessments events that you are not approved to conduct)																
Assessor Maintenance	12AB		12C		12D				IPV							
	General Operative		Operative	Supervisor	M2	M3	M4	M5	HS	Live Lane						
Number of assessment events in this period																
Date of most recent																

Type of activity	Detail of activity	Date	Hours	Benefits / achievements / learning points
Read industry updates and existing codes of practice / guidance documents				
OTHER e.g.				
Attend meetings				
Training events				
Reading				
Professional discussions				

This form is to be completed by all Learners so that where required, the Instructor can make the necessary arrangements with regards to reasonable adjustments, where possible, to ensure that all Learners are treated equally when undertaking their award. The information supplied below shall be treated with the utmost confidentiality.

Course Title(s):	_____	Course Date(s):	_____ DD / MM / YYYY
Forename(s):	_____	Surname(s):	_____
D.O.B:	_____ DD / MM / YYYY	Telephone No.:	_____
NHSS 12 Card No.	_____	Employer Name(s):	_____
Home Address: (including postcode)	_____		
E-mail Address:	_____		

Please answer the following questions to help the Training Provider protect you as the Learner and make adjustments where necessary. (tick as appropriate)	Yes	No
Do you have any difficulty with reading and/or writing?		
Do you have any difficulty with hearing and/or seeing?		
Do you have any difficulty in understanding English?		
Do you have any mobility issues or require additional access/egress arrangements? (wheelchair etc.)		
Are you taking any medication that may affect your ability to undertake the award?		
Do you have any medical conditions/allergies that the Training Provider need to be made aware of?		
Do you have any additional requirements that the Training Provider need to be made aware of?		

If you have answered yes to any of the questions above, please give details below and continue overleaf if necessary:

On the reverse of this form, please provide emergency contact details, including name, relation and contact number.

Instructor Actions/Comments: *(Reasonable Adjustments Form to be completed for any Reasonable Adjustment requirements and the correct process followed)*

GDPR Statement

In addition to THS Ltd., Lantra Awards will also hold your data to enable them to provide the relevant skill registration card or certificate. Your data may be shared with third parties for regulatory purposes or data validation and will not be used for marketing or profiling purposes. The controller of this data is THS Ltd., Lantra Awards is the data processor and will process the information provided only for its intended purpose. Lantra Awards, as the processor, will hold the data electronically for an indefinite period [and in hard copy for a minimum of six years]. Should you have any questions about your data, please refer to THS Ltd., who is the data controller. Details of Lantra Awards privacy policy can be found at www.Lantra.co.uk or by phoning Lantra Awards on 02476 696996.

Policies and Procedures

As a Lantra Awards Training Provider, THS Ltd. requires to operate with various policies, which include, but are not limited to, Equality and Diversity, Data Protection, Safeguarding, Complaints and Appeals (including compliments), Malpractice and Maladministration, Conflicts of Interest, Recognition of Prior Learning (RPL), Health and Safety (including accident reporting) and Substance Misuse. THS Ltd. policies shall be made known during the induction of any programme, and are available on request. Prior to any training event, the Instructor shall conduct a risk assessment, which will be covered as appropriate during the induction process.

Terms and Conditions

THS Ltd. terms and conditions include Training Provider costs, product costs, payment terms, cancellations, mobile phone policy and venue suitability. Where appropriate, terms and conditions shall be covered again during the induction stage, particularly if Learners are attending training which is self-funded. THS Ltd. are a Lantra Awards approved Training Provider, and operate under ID number 4792. For further information, please visit www.thstraining.co.uk.

Please sign below to confirm that you have been made aware and accept THS Ltd. policies and procedures, the venue risk assessment and all applicable terms and conditions, and that you give permission for your information to be stored and used by THS Ltd. and Lantra Awards for its intended purpose. By signing the below, you are also confirming that all the questions above have been answered correctly and information has been supplied to you, or by you, including suitable ID confirming your true identity, where requested.

Learner Signature:	_____	Date:	_____ DD / MM / YYYY
Instructor Signature:	_____	Date:	_____ DD / MM / YYYY

Job Title(s): _____ Date: _____ DD / MM / YYYY

Forename(s): _____ Surname(s): _____

D.O.B: _____ DD / MM / YYYY Telephone No.: _____

Home Address:
(including postcode) _____

E-mail Address: _____

Please answer the following questions to help the Training Provider protect you as the employee/sub-contractor and make adjustments where necessary. (tick as appropriate)	Yes	No
Do you have any difficulty with reading and/or writing?		
Do you have any difficulty with hearing and/or seeing?		
Do you have any difficulty in understanding English?		
Do you have any mobility issues or require additional access/egress arrangements? (wheelchair etc.)		
Are you taking any medication that may affect your ability to undertake the award?		
Do you have any medical conditions/allergies that the Training Provider need to be made aware of?		
Do you have any additional requirements that the Training Provider need to be made aware of?		

If you have answered yes to any of the questions above, please give details below and continue overleaf if necessary:

Training Provider Actions/Comments:

Internal Use Only

Have the following policies and procedures, including the relevant appendices, been made available, explained and understood? (tick as appropriate)	Yes	No
Job Roles and Responsibilities (2.0 of the Training Centre Policies)		
Health and Safety (3.0 & Appendix A/B of the Training Centre Policies and the Health and Safety Policy)		
Recognition of Prior Learning (4.0 of the Training Centre Policies)		
Data Protection (5.0 & Appendix L of the Training Centre Policies)		
Documentation Control and Standardisation (6.0 & Appendix C of the Training Centre Policies)		
Internal Quality Assurance (7.0 & Appendices D, E, F, G, H, J and K of the Training Centre Policies)		
Reasonable Adjustments (8.0 and Appendix L of the Training Centre Policies)		
Malpractice and Maladministration (9.0 of the Training Centre Policies)		
Safeguarding (10.0 of the Training Centre Policies)		
Appeals and Complaints (11.0 and Appendix I of the Training Centre Policies)		
Conflicts of Interest (13.0 of the Training Centre Policies)		
Equal Opportunities (14.0 of the Training Centre Policies)		
THS Ltd. specific paperwork and procedures		
Lantra Awards latest online portals for information and policy locations		

Please sign below to confirm that you have been made aware and accept THS Ltd. policies and procedures and all applicable terms and conditions, and that you give permission for your information to be stored and used by THS Ltd. for its intended purpose. By signing the below, you are also confirming that all the questions above have been answered correctly and information has been supplied to you, or by you, where requested.

Instructor/Assessor/
IQA Signature: _____ Date: _____ DD / MM / YYYY

Training Provider
Manager Signature: _____ Date: _____ DD / MM / YYYY