



Code of Conduct

For Approved Trainers, Assessors & Internal Quality Assurers

1. Welcome to Qualsafe Awards

Thank you for choosing to become an approved Trainer, Assessor and/or Internal Quality Assurer (IQA) for Qualsafe Awards (QA).

As an approved Trainer, Assessor or IQA, you are required to abide by this Code of Conduct. This gives details of all of your responsibilities and the requirements you need to adhere to in order to remain approved.

2. Our Responsibilities

At QA we want all of our Centres, Trainers, Assessors and IQAs to provide excellent service to their customers and ensure that all Learners experience the same high standard of training and assessment, regardless of which QA Centre they gain their qualification through.

In order to assist our Centres, Trainers, Assessors and IQAs maintain our high standards, we provide:

- Qualification specifications
- Lesson plans/delivery plans (where appropriate);
- Paperwork for all aspects of training delivery and qualification assessment, e.g:
 - Learner Registers
 - Learner Agreement (which Learners agree to abide by when signing the Register for any course)
 - Learner Feedback Forms
 - Training Commitment document
 - Assessment papers, marking guides and assessment guidance (secure and downloadable from the QA Customer Portal)

We carry out standard monitoring activity on all approved Centres including the inspection of Trainer, Assessor and IQA records to ensure that all QA qualification delivery, Learner assessment and internal quality assurance requirements are being met. In cases when Trainers, Assessors and IQAs are found not to be meeting QA requirements, QA will assign actions with a view to ensuring compliance is maintained. If these actions are not carried out as requested then QA may assign sanctions to any Centre, Trainer, Assessor or IQA. The *QA Sanctions Policy* contains more details in this respect.

3. Your Responsibilities

When a Trainer, Assessor or IQA becomes approved with QA, they are required to deliver training, assess Learners and/or carry out internal quality assurance in line with the requirements outlined in the following QA documents:

- *Code of Conduct for Approved Trainers, Assessors and IQAs (this document)*
- *Centre Quality Assurance Guidance*
- *Centre Handbook*
- *Qualification Specifications and Assessment Guidance*
- *Quality Assurance Portal Guidance*
- *Trainer Risk Rating Guidance*
- *Access to Assessment Policy*
- *Malpractice and Maladministration Policy*
- *Conflict of Interest Policy*
- *Plagiarism Policy*

Trainer/Assessors delivering QA courses are also required to ensure that Learners are presented with a copy of the QA *Learner Agreement* at the time when they sign the Learner Register. In signing the Register, Learners consent to abide by the responsibilities outlined in the *Agreement* and they must be made aware that failure to meet these responsibilities may lead to Learner sanctions being imposed (please refer to the QA *Sanctions Policy* for further details).

3.1 Venue, Facilities and Equipment

As a Trainer/Assessor you must ensure that the venue, facilities and equipment meet at least the standards set out in the Qualification Specification document for the qualification you are delivering. These may vary from qualification to qualification. However, the following provides some general guidelines:

- The room should be large enough to accommodate all activities. Therefore, if there are any practical activities, you will need to allow at least 1.25 sq metres per Learner;
- There should be separate, clean toilet facilities for male and female Learners;
- There should be adequate ventilation, heat and light;
- Entrances and exits should cater for people with special needs;
- The room should be clean and not subject to excessive noise which may disrupt learning;
- Each Learner should have a seat and some form of writing surface, i.e. a desk or, in some circumstances, resting on a book or clipboard.
- Through the Learner assessment process, all unauthorised electronic devices possessed by Learners must be switched off (e.g. smart phones, watches)

3.2 Checking Identification

Trainers/Assessors are responsible for confirming the identity of all Learners that are being assessed. The forms of ID that can be accepted are:

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

Trainers/Assessors and IQAs must also be aware that the provision of a date of birth on the Learner Register is mandatory for any Learners undertaking certain QA qualifications. The date of birth is used as a security identifier within certain industrial sectors for the purposes of validating Learner certificates. Please refer to the individual QA qualification specifications for further details on this, where applicable).

3.3 Use of Approved Training Materials

QA produces and makes available a range of approved training materials that Trainers/Assessors must use when delivering QA courses. This is to ensure that the material covers all of the required learning outcomes and assessment criteria necessary for a Learner to pass assessments for that qualification.

3.4 Security of Assessment Materials

You are required under the Data Protection Act 2018 to protect information pertaining to your Learners, including Learner registers, evaluation forms and all assessment evidence.

In addition, you are responsible for ensuring the security of all assessment papers to protect the security and integrity of that assessment and the qualification. Assessment papers should be downloaded prior to the assessment taking place from the QA Centre portal and stored securely (e.g. in a sealed envelope in a locked cabinet) until the time of the assessment. Following the completion of an assessment, the papers should again be stored securely until requested internally for quality assurance purposes or by QA or the qualification regulators for monitoring purposes.

The approved Trainer/Assessor must not leave the room during an assessment and at no point should a Learner be allowed to leave the premises whilst in possession of an assessment paper.

3.5 Following the Assessment Guidance

Approved Trainers/Assessors/IQAs must ensure that they follow the QA assessment guidance for each qualification they deliver, assess and internally quality assure. This helps maintain the integrity of the assessment and the qualification.

Trainers/Assessors/IQAs must ensure that all Learner assessments are marked in line with the QA assessment guidance documents available for each specific qualification. They are also required to ensure that all assessment guidance documents are stored securely and not made available to Learners. This aids in maintaining qualification, assessment security and integrity and prevents Learners who may obtain access from gaining an unfair advantage and others being disadvantaged.

3.6 Respect for Learners and Access to Assessment

Each Learner is entitled to respect as an individual. You are personally accountable for ensuring that you promote and protect the interests and dignity of Learners and ensuring that you do not discriminate against any individual in line with the Equality Act 2010 (and the protected characteristics of age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, marriage and civil partnership and pregnancy and maternity).

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

Should you have a Learner whose particular circumstances warrant an adjustment to the usual assessment methods, you should refer to the QA *Access to Assessment Policy* for details on how to make any required Reasonable Adjustments or give any Special Consideration. QA has also published a *Safeguarding Statement* (available on the QA website) which contains details of precautions that can be taken when delivering qualifications to children or vulnerable adults.

3.7 Complaints and Appeals Handling

Approved Trainers/Assessors must ensure that all Learners are provided with a copy of the QA *Training Commitment*, which sets out their right to complain or appeal against decisions made that affect them and informs them where they can find out more information in this respect. Learners should be provided with this document prior to the start of any course.

Trainers/Assessors are expected to make every reasonable attempt to resolve any issues raised by Learners efficiently and effectively when possible.

3.8 Meeting QA Administrative Requirements

With respect to QA qualifications delivered, assessed and/or internally quality assured, Trainers/Assessors/IQAs have a responsibility to ensure that

- all course and Learner assessment paperwork is fully completed in a clear and legible fashion (producing an accurate and complete record of Learner registration and assessment)
- course and Learner assessment paperwork is submitted to QA or the approved centre securely and in a timely fashion in line with QA administrative requirements (certification requests should only be made for Learners who have passed all assessments required in line with the qualification specification)

Also, IQAs have a responsibility to ensure that

- all internal quality assurance activity is carried out in line with QA requirements
- trainer observations and desk based reviews are fully completed and submitted in a timely fashion in line with QA administrative requirements

3.9 Preventing and Managing Malpractice/Maladministration

QA Trainers, Assessors and IQAs have a responsibility to meet all QA's course delivery, administrative and quality assurance requirements and maintaining compliance with these requirements ensures that malpractice and maladministration does not take place.

However, in cases where a Trainer/Assessor/IQA believes that not all requirements have been met and that malpractice or maladministration may have taken place, then there is a responsibility to report this matter initially to the Responsible Person for the training centre at which they work. The Responsible Person should immediately inform QA on receipt of any reported malpractice or maladministration. The training centre should then undertake an investigation of the matter and Trainers/Assessors/IQAs are expected to provide full cooperation throughout the investigation process.

When the outcome of the investigation has been finalised, if the Trainer/Assessor/IQA who raised the issue initially remains dissatisfied with the outcome then they have the right to raise the issue further with QA. The QA *Malpractice and Maladministration Policy* provides more information in this respect.

Trainers/Assessors/IQAs are also responsible for ensuring that Learners do not commit malpractice through the assessment process in the form of plagiarism, cheating or by colluding with other Learners or Trainers/Assessors/IQAs. Learners are made aware of their responsibilities when undertaking assessment in the content of the QA *Learner Agreement* by which they must abide. If Learner malpractice is suspected or confirmed by any Trainer, Assessor or IQA, then the matter must be reported to the Responsible Person for the training centre at which they work. The Responsible Person should immediately inform QA of such cases and the training centre should then undertake an investigation of the matter. All Learners, Trainers, Assessors and IQAs involved in the assessment process are expected to fully cooperate with the investigation. When any such investigation has been concluded, the Responsible Person should report the findings to QA.

Any Learners found guilty of plagiarism, cheating or collusion or any Trainers/Assessor/IQAs found to have aided and abetted Learner malpractice must be aware that QA may impose sanctions upon them (please refer to the QA *Sanctions Policy* for further details).

3.10 Cooperating with Monitoring Activities

QA carries out standard monitoring activities to ensure approved Centres, Trainers, Assessors and IQAs are meeting all QA's requirements. QA approved Trainers/Assessors/IQAs are required to co-operate with any and all requests from QA or the qualification regulators for documentation and access to training facilities. They must also allow QA and/or their representatives to observe training and assessments being carried out during on-site external quality assurance (EQA) visits. Any Trainer, Assessor or IQA who does not cooperate with QA requests for documentation or access to training facilities must be aware that QA may impose sanctions upon them (please refer to the QA *Sanctions Policy* for further details).

3.11 Maintaining Skills and Competence

All approved Trainers/Assessors/IQAs have a responsibility to ensure that they keep up to date with any changes to the qualifications they are approved to deliver, assess and internally quality assure. QA will ensure that approved Centres are informed of any changes to its qualifications, however, approved Trainers/Assessors/IQAs must ensure that they attend any training or standardisation meetings organised by their Centre. All attendances should be noted on their Continuous Professional Development (CPD) record as should any other training undertaken to enhance their knowledge and skills.

All approved Trainers/Assessors/IQAs also have a responsibility to ensure that they attend any refresher courses required in order to maintain the currency of their qualification certificates. Trainers/Assessors/IQAs who do not maintain the currency of their qualifications or CPD record risk the loss of their approval with QA.

The specific requirements for the maintenance of qualification and CPD currency can be found within each individual QA qualification specification.

3.12 Declaring and Mitigating Conflicts of Interest

All approved Trainers/Assessors/IQAs have a responsibility to ensure that they declare all identified (actual or potential) conflicts of interest to the Responsible Person at the Centre at which they work and to QA.

Through the approval application process, Trainers/Assessors/IQAs are required to make an initial declaration of any conflicts of interest that may arise should QA approval be obtained and they have a responsibility to ensure QA is informed of any changes to the circumstances of these conflicts as time progresses.

Should any further actual or potential conflicts of interest be identified after approval, then Trainers/Assessors/IQAs have a responsibility to complete and submit a Conflict of Interest Declaration Form to QA. This should include details of the identified conflict and the actions that have been taken to ensure appropriate mitigation. Again, QA must be informed of the changes in circumstances of any declared conflict of interest.

Document Review

This content of this Code of Conduct will be reviewed on an ongoing basis in line with QA's Continuous Improvement Policy and updated as and when required to reflect changes to QA policy, processes and requirements.