HANDBOOK FOR LEARNERS AND APPROVED CENTRES

Processes, Procedures & Guidance
For
Managed Learning Programmes, Courses and Qualifications

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Preface

This handbook is designed to provide information and guidance for learners and Approved Centres relating to our processes and procedures:

- In support of learners undertaking our Managed Learning Programmes (MLP), Courses and Qualifications.
- For Centres approved by us in the delivery of those MLP, Courses and Qualifications.

Centres are required to make this document known to learners and to ensure that members of its staff are familiar with its content.

Note: In this document the use of we, our, us is to be read as meaning LCL Awards.

Occupational Courses and Qualifications

We specialise in designing, delivering and awarding MLP, courses and qualifications within the Buildings Services and Engineering sectors.

Courses and qualifications are awarded by us in the following sectors:

- Gas Utilisation
- Gas Safety Management & Auditing
- Renewable Energy Technologies
- Electro-Technical Installation and Testing
- Domestic Oil Appliance Installation and Maintenance
- Plumbing & Water Supplies
- Heating Design
- Refrigeration and FGAS

We are committed to providing the highest quality in training delivery, qualification and certification services with customer satisfaction and compliance with the requirements of the qualification regulators and accreditation body being the main objectives of our business.

We are focused on delivering a quality service, which meets the interests and needs of learners and industry stakeholders and contributing to the achievement of their goals and ambitions.

Our approach to designing, delivering learning programmes courses, and awarding qualifications is to create an environment of positive collaboration between all parties (learners, stakeholders, and Centres), always striving to ensure that we exceed expectations.

We are:

1. An Awarding Organisation (AO) recognised by:

    1.1 The Office of the Qualifications and Examinations Regulator (Ofqual) in England.
    1.2 Qualifications Wales (QW).
    1.3 The Council for Curriculum, Examinations and Assessment (CCEA) Regulation in Northern Ireland

To design, develop and deliver examinations and assessments and award qualifications to learners in England, Wales, and Northern Ireland in accordance with the General (Standard) Conditions of Recognition.

Note: Awarding Organisation also means Awarding Body the description used by QW.

2. A Certification Body (CB) accredited by the United Kingdom Accreditation Service (UKAS) in accordance with British and International Standard: BS EN ISO/IEC 17024 Conformity Assessment – General Requirements for Bodies Operating Certification of Persons.

To design, develop and deliver examinations and assessments and award certificates of competence and achievement to learners, within the scope of their accreditation of us.

For regulated qualifications, Ofqual, CCEA Regulation and QW publish their own national regulatory documents titled 'General or (Standard) Conditions of Recognition' to assess and validate our suitability, ability, and competence to design, develop, deliver, and award regulated qualifications in England, Wales, and Northern Ireland.

UKAS base its accreditation of our suitability, ability, and competence to design, develop deliver and award certificates of competence and achievement in the UK in accordance with:

- British and International Standard: BS EN ISO/IEC 17024 Conformity Assessment – General Requirements for Bodies Operating Certification of Persons.

Both qualification and accredited frameworks require us to demonstrate to the qualification regulator and UKAS how we comply with the appropriate regulatory documents and other qualification supporting and guidance documentation including:

- Industry standard setting bodies or scheme owner assessment strategy.
- Assessment criteria and or learning outcomes.
- Interpretation of regulatory requirements or statutory guidance documents.

In addition to the qualification frameworks outlined in 1 and 2 above we are recognised by DEFRA as a certifying body for operatives working with Fluorinated (F) gases in the UK.

We also award non-regulated and non-accredited courses which are designed and approved by us and delivered by our approved Centres. Details of all MLP, courses and qualifications are published on our website. We may also issue training completion certificates when bespoke courses are designed and delivered by an approved Centre.

Learning Support Materials and Publications

In support of our MLP, courses and qualifications we publish a range of technical manuals and handbooks designed to assist learners during their learning programme and as sources of reference when undertaking work in their workplace.

Learners using our technical manuals when undertaking MLP, courses or qualifications will not gain an unfair advantage over those learners who do not use them.

As part of our external quality assurance process, we ensure that any learning support materials provided by Centres is not deemed to be prohibitive training.

Recogniser of Training Programmes

We are authorised by The Institute of Gas Engineers & Managers (IGEM) as a "Recogniser of Training" for new entrant training programmes leading to learners applying for gas safety competence assessments (ACS and RQF) and subsequent registration with Gas Safe Register.

Those training programmes are designed and delivered in accordance with the requirements of IGEM/IG/1 Standards of Training in Gas Work and related supplements.

In our capacity as a recogniser of training, we approve training Centres to deliver our MLP in accordance with our Centre guidance document titled: Criteria and Guidance for Delivering LCL Awards Limited Managed Learning Programmes.

1.0 Introduction

1.1 This Handbook is designed and published to be accessible to learners undertaking our MLP, courses & qualifications, employers and to our Centres and staff.

1.2 This handbook is published on our website without demand www.lclawards.co.uk.

1.3 It contains important information that assists learners and Centre personnel to understand the processes and procedures to be followed whilst learners are progressing towards their chosen MLP, course and or qualification.

1.4 We award qualifications in compliance with the requirements of the following qualification regulators and accreditation body:

1.4.1 Office of the Qualifications and Examinations Regulator (Ofqual) in England.

1.4.2 Qualifications Wales (QW) in Wales.

1.4.3 The Council for Curriculum, Examinations and Assessment (CCEA) Regulation in Northern Ireland

1.4.4 The United Kingdom Accreditation Service: UKAS.

1.5 We ensure that our MLP, courses and qualifications are conducted in accordance with the specification applicable.

1.6 We have a UK wide network of Centres able to conduct MLP, course & qualification examinations and assessments leading to the award of our occupational courses or qualifications.

1.7 We issue training completion, course and qualification certificates to learners who have demonstrated that they have met the criteria for the MLP, course and or qualification for which they have registered.

1.8 We ensure that Centres we have approved continue to operate at the appropriate standard via a process of continual monitoring, moderation, and external quality assurance audits.

2.0 Scope

2.1 The information in this Handbook relates to learners' application, registration, examination, assessment and certification for all qualifications, courses and learning programmes awarded by us.

3.0 Customer Service, Quality, and Impartiality

3.1 Customer Service.

3.1.1 Learners undertaking our MLP, courses & qualifications will:

3.1.1.1 Be treated fairly, equitably and with respect by all members of our and Centre personnel.

3.1.1.2 Be taught, assessed and or examined by qualified and or competent teachers, assessors, and examiners in accordance with the MLP, examination or assessment criteria and qualification specification.

3.1.1.3 Receive performance feedback from the Centre on their progress and when appropriate or necessary, be given and agree to a revised action plan to achieve their MLP, course or qualification.

3.1.2 We ensure that:

3.1.2.1 The style and language of our and the Centres verbal and written communications and documentation are readily understood by learners and do not infer stereotyped or biased attitudes or behaviour.

3.1.2.2 We and or the Centre will make reasonable adjustments and give special consideration to learners when this is deemed necessary and or beneficial to undertake and complete any MLP, qualification examinations and or assessments.

3.1.2.3 MLP, Course, Qualification and Training Completion Certificates are issued in accordance with our standards of service published on our website, providing all training, examination and assessment documentation has been marked, assessed, moderated and quality assured as being complete and that all associated processes and procedures have been followed and met by the learner, the Centre and us.

3.1.2.4 The Centre standards of service for making certification claims to us are available directly from the Centre.

3.1.2.5 We and the Centre respond promptly to learner enquiries, concerns, complaints or appeals that may arise whilst applying for, progressing towards or on completion of a MLP, course and or qualification.

3.1.2.6 We and the Centre keep secure all learner personal and sensitive data in accordance with the United Kingdom General Data Protection Regulation (UK GDPR) and other relevant legislation.

3.1.2.7 We and the Centre are registered with the Information Commissioners Office (ICO)

3.1.2.8 We and the Centre publish our respective privacy policies.

3.1.2.9 Learners and or Centres are not required to purchase or use any of our publications designed to support teaching delivery and guided learning in the delivery or award of MLP, courses or qualifications.

3.2 Language

3.2.1 We make our MLP, courses, examinations, assessments, publications and qualifications and all other information available to learners and Centres in English.

3.2.2 We conduct our business by communicating verbally and in writing with learners and Centres in English.

3.3 Quality Statement

3.3.1 Quality is important to us because we value our learners, employees, and the Centre we approve to deliver our MLP, courses and qualifications.

3.3.2 We strive to provide our learners and Centers with learning programs, courses and qualifications which meet or exceeds their expectations.

3.3.3 We are committed to continuous improvement and work to a Quality Management System (QMS) which provides a framework for measuring and improving our and our Centers performance.

3.3.4 We have the following systems and procedures in place to support us in our aim of customer satisfaction and continuous improvement throughout our business:

- Regular gathering and monitoring of learners and Centre feedback
- Concern, complaint & appeal, and whistleblowing procedures
- Selection and performance monitoring of approved Centers and other organisations we contract with against set criteria
- Training and development for our employees
- Regular internal and external audit of our internal processes
- Measurable business objectives
- Management reviews of audit results, customer feedback and complaints
- Identifying and responding to credible evidence

3.3.5 Our quality management procedures are reviewed regularly and are detailed in our QMS which is made available to all our employees and to our Centers.

3.3.6 We are committed to providing products and services that meet customer and regulatory requirements by achieving, maintaining and complying with our QMS.

3.3.7 Whilst our Board of Directors (BoD) has ultimate responsibility for quality, all employees have a responsibility within their own areas of work to help ensure that quality is embedded within the whole of our business and the Centre with which we contract to deliver our products and services.

3.4 Statement of Impartiality

3.4.1 Our Directors and Senior Managers understand the need to operate our business in a manner which inspires trust and confidence to learners, our Centres, stakeholders and the qualification regulators and accreditation body in the impartiality of the MLP, courses and qualifications our approved Centres deliver, and we award.

3.4.2 We:

- Place high importance on the impartiality and objectivity of our MLP, courses and qualification operations and in the management and mitigation of all potential, perceived or actual personal, vested or conflicts of interests from the functions we perform.
- Give confidence in our MLP, courses and qualifications to learners, employers, the qualification regulators, Centres, and stakeholders by:
    - Carrying out our MLP, courses and qualification activities objectively without bias and or prejudice.
    - Being impartial in the application, registration, teaching, examination, assessment, and certification of learners.
    - Being open and responsive.
    - Being fair to all parties concerned in the teaching and qualification processes.
    - Demonstrating a transparency of operational processes and procedures.
    - Being free from any conflicts of interest.
- Have identified and mitigated situations which may pose a threat to business continuity as far as reasonably practicable.
- Have identified and mitigated situations which may pose a threat to our impartiality or create a conflict of interest as far as reasonably practicable.
- Have appointed a committee comprising of independent industry stakeholders to oversee any reported matters relating to impartiality.
- Ensure all personnel associated with teaching and qualification delivery carry out their job role impartially, confidentially and without any conflict of interest by:
    - Maintaining the confidentiality of examination and assessment materials.
    - Carrying out external quality assurance audits on all Centres.
    - Providing advice and guidance to Centres and learners.
    - Monitoring Centre performance.
- When confidentiality or information about the contents of examination and assessment materials is required, we take all reasonable steps to ensure that such confidentiality is maintained.

- Ensure documentation relating to the examination, assessment and/or certification processes is kept secure.
- Are aware of our legal responsibilities under data protection legislation, have in place the necessary safeguards to ensure compliance and by maintaining registration with the Information Commissioner's Office (ICO).
- Ensure Centres are aware of their legal responsibilities under data protection legislation and maintain their registration with the ICO
- Will, when a breach of impartiality and or confidentiality (including the loss or theft of examination or assessment materials) is either suspected by us or alleged by any other person, investigate that breach.
- Will allow the qualification regulators and accreditation body unfettered access to our premises, meetings, documents, and data relating to the regulated function performed by us and our Centres.

3.4.3 We require all our employees and Centre personnel:

- To agree to and sign a confidentiality & impartiality agreement prior to or on commencement of employment.
- To undertake an induction programme, this includes individual and collective responsibility relating to impartiality, confidentiality, and integrity.
- Associated with the certification, examination, assessment, or quality assurance process to comply with the specific requirements of each of our MLP, courses and qualifications.
- To inform our Operations Manager or Centre Manager of any potential or actual personal, vested or conflict of interest or risk to impartiality.
- To apply and comply with our and Centre QMS.
- To refuse to accept any financial or other inducements and to bring any such offers to the attention of their line manager.

4.0 Diversity and Equality

4.1 Diversity and Equality relates to the provision of equal opportunities for all learners applying for and registering to complete a MLP, course or to gain our qualifications.

4.1.1 Commitment.

4.1.1.1 We are committed to equality of opportunity to all learners in all aspects of our application, registration, examination, assessment, and certification activities for MLP, courses and or qualifications.

4.1.1.2 Our commitment applies to our employees and Centre personnel and learners, regardless of gender, age, racial origin, nationality, creed, sexual orientation, marital status, wealth, employment status or any issues relating to health or disability.

4.1.1.3 We promote practices and procedures which ensure equality of opportunity and aims to eliminate any which unfairly discriminate, directly or indirectly.

4.2 Aims

4.2.1 We aim to ensure that:

4.2.1.1 The design and content of our MLP, courses, examinations and assessments of qualifications consider and allows for the widest diversity of learners.

4.2.1.2 The content and demands of MLP, courses and qualifications are non-discriminatory and are appropriate to the assessment criteria specified for the qualification.

4.2.1.3 The style and language of our verbal communications and documentation are readily understood and do not infer stereotyped or biased attitudes or behaviour.

4.2.1.4 Promotional materials, publications and activities including web site, newsletters etc. reflect the diversity of learners registering with us.

4.2.1.5 All training, examination, assessment, quality assurance, auditing and certification personnel apply a fair and equitable learning and certification service to learners.

4.2.1.6 The Centre operates equality and diversity procedures which accord with those of ours.

4.2.1.7 We have effective complaints and appeal procedures of which learners are made aware.

4.3 Implementation.

4.3.1 To implement this, we:

4.3.1.1 Make available procedures to our employees and Centre personnel and ensure that they are made freely available to learners and other interested parties'

4.3.1.2 Ensure that issues of diversity and equality are embedded and reviewed as an integral part of MLP, courses and qualification development, and review, examination, and assessment design and guidance.

4.4 Access to MLP & assessment - learners with particular requirements.

4.4.1 Our policy on access to MLP, courses, and qualification examinations and assessments is to give all learners equal opportunity to complete their MLP, course and achieve their qualification by making Reasonable Adjustments to the teaching, examination and assessment process to accommodate a learner's disabilities and or learning difficulties and giving Special Consideration to learners who experience unexpected or unplanned nonattendance at the time of examination or assessment.

4.4.2 In making any arrangements or considerations to accommodate learner's needs, we will not compromise the integrity of the MLP, course or examination and assessment process.

4.4.3 The principles of this are that:

4.4.3.1 They do not give unfair advantage over other learners.

4.4.3.2 They are applied according to the need of each learner.

4.4.3.3 Users of certificated persons are not misled about learner attainment, knowledge, understanding, ability, or competence.

4.4.4 In order to achieve those aims, we regularly review and take account of feedback from Centres and learners.

4.5 Reasonable Adjustments and Special Considerations.

4.5.1 Teaching, examination and assessment arrangements may be varied, when the specification permits, for learners with disabilities and learning difficulties.

4.5.2 The nature of any alternative arrangement is dependent on the MLP, course and or qualification assessment specification.

4.5.2.1 Disabilities and learning difficulties should be declared by the learner during the Initial Assessment and prior to registration, along with any request for an adjustment to be made.

4.5.2.2 Alternative arrangements concerning scheduled, fixed date examinations must be agreed, when necessary, directly with us.

4.5.2.3 Alternative arrangements concerning non-scheduled assessments i.e., workplace or simulated assessment must be agreed between the Centre and the External Verifier (EV) in accordance with the MLP, course or qualification specification.

4.5.3 We take full cognisance of the Federation of Awarding Bodies (FAB) “Good Practice Guide on the Application of Reasonable Adjustments and Special Considerations in Vocational Qualifications” in the development and design of examinations & assessments and in guidance it provides to Centres.

4.6 Application of Reasonable Adjustments

4.6.1 Teaching, examination and assessment arrangements may be varied, when the MLP or qualification strategy allows for learners with disabilities and or learning difficulties.

4.6.2 Where Reasonable Adjustments are applied, we do not attach any learner-specific conditions to certificates.

4.6.3 When a request for a Reasonable Adjustments is received by a Centre it must be supported with additional evidence e.g., for a learner with dyslexia: a letter from the learner’s doctor or other recognised expert.

4.6.4 Centres must ensure that the claim is authentic prior to assessing the claim and making any Reasonable Adjustments.

4.6.5 Reasonable Adjustments which may be made by the teacher or assessor without prior agreement or notification to us are:

4.6.5.1 Allowing additional time for practical skills development and assessments.

4.6.5.2 Allowing additional time for written MLP summative and formative assessments, course and qualification examinations and assessments.

4.6.5.3 Allowing the use of specially adapted tools or equipment.

4.6.5.4 Provision of a reader of written questions.

4.6.5.5 Provision of a scribe.

4.6.5.6 Provision of a separate quiet location for written summative and formative assessments and qualification examinations.

4.6.5.7 Provision of a one-to-one examination and or assessment occasion.

Note: The Centre is responsible for the provision of the reader of written questions or the scribe for written examinations and not the learner.

4.6.6 When additional time is allowed for either practical or written examinations and or assessments the teacher and or assessor must ensure it is in proportion to the tasks being undertaken or questions being asked, considering the learning difficulties or disability of the learner.

4.6.7 Reasonable Adjustments that must be agreed with prior agreement with us are:

4.6.7.1 Substituting observed performance with other assessment methods.

4.6.7.2 Providing physical assistance with one or more performance tasks.

4.6.7.3 Provision of other assistance that the teacher or assessor considers may compromise the integrity and impartiality of the qualification.

4.6.8 Any Reasonable Adjustments which requires agreement with us will be recorded on the learner record.

4.6.9 When a learner makes an application to register for an MLP, course or qualification and discloses that they have a disability or learning difficulty, the Centre must comply with the Equality Act when considering the application.

5.0 Application and Registration for a MLP, Course or Qualification

5.1 Prior to the learner completing an Application and Registration Form, the Centre will discuss the options open and available to the learner and make recommendations based on the learners needs. At that time learners must disclose any medical condition, disability or learning need that may affect the MLP, course or the qualification's examination and or assessment or which the Centre first aider should be aware of.

5.2 Prior to commencement of the MLP, course or qualification, the learner is required to complete and sign our Application and Registration Form agreeing to the Learner Agreement and Declarations in 5.6.1 below. All details requested on the form must be provided before the application and registration can proceed.

5.3 The Centre may also ask the learner for additional information to be supplied as may be appropriate and this should be presented as requested.

5.4 The Application and Registration Form must be signed by the learner, and that the learner has been made aware of the availability of this Handbook.

5.5 When required, photographs and personal verification documents must be checked, and the necessary endorsement signed by an appropriate member of Centre personnel. The photograph must be consistent with a UK passport type, quality and be in colour.

5.6 Learner Agreement and Declaration

5.6.1 Learners undertaking our MLP, courses and qualifications agree to and declare to:

- Confirm to the best of their knowledge that the information supplied by them on the Application and Registration Form is correct, accurate and complete.
- Not make false or misleading statements which may lead to their application being refused or their certificate being revoked.
- Agree to abide by the conditions in this Handbook & Application and Registration Form.
- Agree that they will inform us, without delay, of matters that can affect their capability to continue to fulfil the qualification, course, or certification requirements.
- Agree that they will not disclose any confidential examination and or assessment materials or practices when that information is (or is said or implied to be) confidential during the period their certificate awarded by us is valid and at any time beyond that period without the approval by us.
- Agree that they will not participate in fraudulent examination and assessment practices and that they will abide by any instructions given to them by personnel at the Centre prior to, during and after the MLP, course and or qualification's examination and or assessment.
- Agree that in the event of LCL Awards revoking the certificate awarded to them, they will refrain from further promotion of their certificated status and use of all references to a certified status.

- Agree to comply with the relevant provisions of the MLP, course and qualification.
- Agree to make claims regarding certification only with respect to the scope for which certification has been awarded to them.
- Agree not to use the certification in a misleading manner or otherwise as to bring us into disrepute and not to make any statement regarding the certification which we consider to be misleading or unauthorised.
- Completing a consent for redirection should they agree to their certificate being posted to an address other than the one supplied by them on the application form (Note: hard copy certificate only).
- Not having a certificate withdrawn or withheld or been withdrawn from an MLP, course or qualification due to malpractice.

5.7 Subject to UK equality legislation we reserve the right to decline any registration from a learner when it is deemed to be detrimental to the best interest of the learner, the Centre or to us.

6.0 General Conduct of Learners, Approved Centre Personnel, and others.

6.1 Learners or their representative are required to conduct themselves in a suitable manner. Inappropriate conduct directed at or to any Centre or our personnel or other learners may result in the termination of the learner's registration.

6.2 Physical, verbal, digital or other abuse, any form of harassment or discrimination by any person will not be tolerated and may result in the termination of the learner's registration with us and or our refusal to respond to any enquiry or request from that learner or their representative.

6.3 Information regarding learner conduct during the MLP, course and qualification examinations and assessments is provided to learners by the Centre.

6.4 Centre personnel are required to be competent to carry out administration, teaching, examination, and assessment of learners and to present themselves in a professional manner.

6.5 Teachers and assessors are required to introduce themselves to learners and brief them on the learning, examination, and assessment processes. The teacher and or assessor brief include the following:

- General learner conduct.
- Scope of MLP, course or the qualification's examination and or assessment.
- Any time constraints which may be applied to the examination or assessment.
- Assessment process including subsequent attempts and oral questioning.
- Pass mark and referral procedures.
- How and when to attract the assessor's attention during examinations and assessments.
- Communication with other learners during examinations and assessments.
- Restrictions on the use of electronic communication and recording devices (see clause 7.3.1).
- Comfort Breaks.
- Emergency procedures.

- Use of reference materials.
- Complaints and appeals.
- Safety procedures.
- Location of emergency stop buttons.
- First aid procedures and the accident book.
- Cheating and malpractice.
- Confidentiality.

7.0 MLP, Course and Qualification Examinations and Assessments

7.1 Methods of Examination and Assessment.

7.1.1 A range of examination and assessment methods are used to determine that the learner has met the MLP, course and or qualification's examination and assessment criteria. The methods used will vary depending on the MLP, course and or qualification requirements.

7.1.1.1 Methods used include:

Knowledge: Projects/assignments, written and e-examinations, oral questions, and professional discussion with an Assessor.

Performance: Performance of practical work and tasks in the workplace or in realistic simulated environments in the Centre.

Combination: Performance of practical work, tasks and or assignments in realistic simulated environments and written examination.

Portfolio: Compilation of evidence of learning undertaken and work performed in the workplace.

7.2 Language of MLP, courses and qualifications.

7.2.1 We make our MLP, course and qualifications available in English language only.

7.3 Examination and Assessment security

7.3.1 The use of electronic communication and recording devices whilst undertaking written or practical MLP, course and or qualification examinations and or assessment is strictly prohibited. Learners found using or have used such devices during examinations and or assessment will be deemed to have compromised the security of the assessment and be in breach of the MLP, course and or qualification's requirements. The following list are examples of prohibited recording devices (not to be considered exhaustive).

- Mobile phones
- Smart phones
- Smart watches
- Smart glasses (spectacles)
- Dictaphones

7.3.2 Examinations and assessments are conducted in a consistent structured manner. To achieve this, learners are required to adhere to the MLP, course or qualification requirements and follow any directions given to them by the teacher or assessor.

7.3.3 When learners are found to be in breach of the MLP, course or qualification requirements or the requirements of this Handbook we reserve the right not to issue or revoke a certificate. In that case the learner will have forfeited any right to a refund of registration or certification fees paid to the Centre or us.

7.3.4 When a certificate is not issued or revoked due to a breach of the MLP, course or qualification requirements the learner will be advised of their right to appeal.

7.4 Preparation for assessment.

7.4.1 Teachers and or assessors prepare for assessment by ensuring:

- Appliances, equipment, tools, and current editions of reference documents used for the assessment are in good order and sufficient to meet the needs of the assessment
- The correct and current assessment documentation is being used
- Learners are fully briefed on the assessment procedure
- Assessment route plans have been prepared
- Contingency plans are in place for predictable events.

7.5 Conducting examinations and assessments.

7.5.1 Teachers and or assessors must ensure learners fully understand what is required of them during examinations and assessments and are put at ease.

This is achieved by:

- Giving learners clear instructions which are unambiguous and without jargon, confirming that learners understand what is required after being instructed to carry out a task
- Keeping learners occupied throughout the assessment
- Keeping to prepared assessment plans
- Ensuring learners are aware of time allowed for each task
- Monitoring learner performance throughout the assessment and provide encouragement and motivation
- Assessing learners from a distance using a holistic approach
- Avoiding over-assessment or assessing outside of the criteria
- Being open and approachable throughout the examination or assessment
- Allowing sufficient comfort breaks at appropriate times
- Provide feedback to learners by keeping them updated on their performance.

7.5.2 Written examinations may be overseen by an invigilator approved by the Centre. The invigilator will not mark or assess examinations or take part in the examination process other than within their defined role.

7.5.3 When a course or qualification is knowledge only, does not have a performance (practical) element and is assessed by a multiple-choice

question paper/ e-exam only, there is no requirement for a qualified Assessor to assess or IV to internally verify each learner(s) response.

7.5.3.1 The Centre may employ a competent Marker to mark the learners' response(s) using overlay sheets provided to the Centre by us.

7.5.3.2 The marking must be reviewed by the Centre prior to grading or requesting certification.

7.5.4 When observed workplace assessments are a requirement of the MLP, course or qualification they may be conducted either face to face or remotely by using a web-based programme e.g., MS Teams or Zoom etc.

7.5.5 Centres are required to employ and register a competent trainer in the subject being taught, trainers will need to demonstrate and provide evidence of their occupational and technical competence at approval and EQA audit.

7.5.6 Records will be retained by the Centre for internal and external verification, Centres are required to ensure any adverse or unexpected trends are identified as part of their quality assurance process. This marking arrangement will not apply when any examination and or assessment strategy excludes this approach from being used e.g., ACS/OFTEC.

7.6 Internal quality assurance (IQA).

7.6.1 On completion of course or qualification examination and or assessment, documentation will be internally quality assured by the Internal Verifier (IV).

7.6.2 The IV ensures consistent delivery of examination and assessment by carrying out dual assessments with Assessors and review of completed examination and assessment documentation.

7.6.3 The Centre regularly seeks feedback from learners regarding the training, examination and assessment process.

7.6.4 The Centre will make a claim to us for certification on completion of the IQA process in accordance with their published standards of service and not normally later than 12 months from the completion of the assessment. After the 12-month period the Centre will need to provide us with a rationale for the late claim for certification. Should we refuse the claim, the learner has the right to appeal.

8.0 Failure to Complete the MLP, Course and or Qualification Criteria

8.1 When a learner does not meet the required criteria for achieving the MLP, course or qualification examinations and or assessments the learner will be advised of the result and an action plan agreed with the teacher or assessor.

8.2 When a qualification is to be used to demonstrate competence by the learner to apply for or retain a 'licence to practice' and when required to do so, we will inform the relevant licensing authority of those learners who do not complete or fail the qualification for which they have registered. In this case the learner will be advised of the following:

- Not to carry out any work in the areas covered by the qualification or course failed
- How to appeal the assessment decision.
- Any identified further training requirements
- Subsequent re-sit of the failed assessments

9.0 Notification of MLP, Course and Qualification Results

9.1 The Centre may notify learners of the provisional result on completion of the MLP, course or qualification. This provisional result is subject to verification by the Centre and or moderation by us. In the event of the application or recommendation for certification not being accepted by us, we will provide the rationale for the non-acceptance.

9.2 When we are assured that all MLP, course, qualification and or examination and or assessment documentation are complete and correct we will issue a training completion, course, or qualification certificate to the learner. The certificate we issue will be in either a hard or electronic format.

9.3 Where we issue a hard copy certificate, the certificate will be posted to the learner within our published standards of service.

9.3.1 We will normally post all hard copy certificates by second class post to the learner's home address, unless other arrangements have been agreed in writing with the learner, their representative or employer. Express certification is sent using first class post (see clause 9.5).

9.4 Where we issue an electronic certificate it will be made available to learners via our secure portal on our website within our published standards of service.

9.4.1 Learners are required to create an account to view and make available their electronic certificate to third parties.

9.4.2 Centres will be able to view electronic certificates where the learner has completed their MLP, course, qualification at that Centre.

9.5 When required and for an additional administration fee we can express the learners certificate issue within 2 working days. (providing all documentation is complete and correct). Applicable qualifications, terms, conditions, and fees are available from the Centre. Note: the express service may not be available for regulated qualifications and in some circumstances for MLP due to external moderation requirements.

9.6 We will upload successful regulated qualification results to the Learner Record Service. When applicable, we will notify the licencing authority when the issue of a certificate leads to the learner being able to apply for a licence to practice.

9.7 We are committed to continual improvement and welcome feedback from learners on completion of the MLP, course and or the qualification's examination and assessment process. The Centre provides a feedback form on which learners can provide their comments.

10.0 Recognition of Prior Learning (RPL) and Attainment (Not ACS or OFTEC)

Introduction

10.1 The Recognition of Prior Learning and Attainment (RPL) is the process used by us and our Centres for recognising learning that has come from learner experience, previous formal and informal learning, or attainment:

- Prior to a learner registering for an MLP, course or a regulated qualification.
- That is relevant to the knowledge, skills and understanding which will be learnt as part of the MLP, course or regulated qualification.

10.2 The term RPL is used by us to reflect similar terms used in other qualification frameworks including Accreditation of Prior Learning (APL) and Recognition of Prior Achievement (RPA).

10.3 RPL enables learners to avoid duplication of previous learning by recognising:

- Learners with certificated qualifications awarded within a regulated or accredited qualification framework (certificated learning).
- Learning and or attainment that has not been certificated within a regulated or accredited qualification framework, but which can be authenticated by the learner and assessed and verified by the Centre (uncertificated learning).

10.4 Any claim for RPL must be assessed by the Centre prior to registration with LCL Awards and will only be considered when the learner presents to the Centre, verifiable evidence that matches the, learning outcomes, pre -requisites and any additional conditions applied to the course or qualification for which RPL is being sought.

10.5 Any claim for RPL deemed valid requires all the examination and assessment requirements of the course or qualification to be met by the learner. The successful claim for RPL will only mitigate some or all the learning inputs or course /qualification pre-requisites covered by the prior learning.

10.6 Uncertificated learning which can be authenticated by the learner and assessed & verified by the Centre may exempt the learner from repeating knowledge, understanding or skills they already possess and do not need to develop through a full programme of guided learning. That also applies when a qualification specifies pre-requisite requirement when the learner can demonstrate equivalence by other means See 10.7

An Initial Assessment (IA) carried out by the Centre prior to the registration of a learner onto an MLP, course and or qualification may be used to identify and assess the learning inputs or pre-requisite requirements which the learner may be exempt from repeating.

10.7 When any of our courses or qualifications are recognised by industry stakeholders as a licence to practice or meeting the pre-requisites of a UK recognised registration scheme, RPL as applied to published pre-requisites may not apply.

10.8 Centres are under no obligation to accept a claim for RPL where their provision does not facilitate bespoke training inputs. In that case learners are advised to seek alternative provision at another LCL Awards approved Centre.

10.8 When a claim for RPL has been assessed and subsequently declined by the Centre, the learner must be provided with a reason for declining the claim.

10.9 Learners do not have the right to appeal the Centre's decision to decline the claim for RPL.

11.0 MLP, Course and Qualification Certificates

11.1 MLP, course and qualification certificates we issue are compliant with the specific requirements of the qualification regulator, authorising body, scheme rules or specification as appropriate and may be in either hard or electronic format.

11.2 Learners awarded an MLP, course or qualification certificate by us.

11.2.1 Should ensure that the information contained on the certificate is accurate and correct. When the certificate details are inaccurate or incorrect, we should be advised immediately.

11.2.2 Should not be used to create a false impression of the content of the MLP, course or competence in an area of expertise outside the scope of the certificate.

11.2.3 When the certificate conditions indicate that the certificate remains our property it should not be retained by any third party other than the individual named on the certificate.

11.2.4 Are responsible for the safe keeping and correct and proper use of the certificate.

11.2.5 Must ensure copies of electronic or hard format certificates are not presented or accepted as proof of competence or award of an LCL Awards MLP, course or qualification.

11.2.6 Must comply with any conditions attached to the certificate.

11.2.7 Must on receipt of the certificate and when required to do so sign the certificate in ink to validate it (hard copy format only).

11.3 Issue of MLP, course and qualification certificates to learners.

11.3.1 Unless otherwise specified in writing by the learner, we will normally post hard copy format certificates directly to the learner's given address as recorded on the application form within our standards of service. This is subject to the learner and the Centre having completed fully and correctly all application, examination and assessment processes and procedures and that all fees have been paid and contractual agreements met.

11.3.2 When a learner requests or agrees that their certificate is redirected to a third party and or address different from their given address, they must either complete the redirection section of the application form or complete and sign a Consent Form for Re-Direction of Certificate.

Should we not be in receipt of either of these documents as part of the document transmittal and review process, the learners' certificate will be sent directly to their given address.

11.3.2.1 When any learner has consented to their certificate being redirected, we consider that consent as binding and will only change the postal address when either the Centre or third party detailed on the original redirection also agrees to the change.

11.3.2.2 When a certificate has been redirected to the Centre in accordance with the learner's instructions and is subsequently being withheld by the Centre due to financial or other contractual agreements not being fulfilled, we will not issue a replacement certificate unless the Centre agrees. In that situation the learner will be advised to contact the Centre to resolve the issue.

11.3.2.3 We recommend that to avoid any matters regarding the issue and redirection of certificates Centres should not transmit requests for certification until all due fees have been paid in full and all other contractual arrangements have been fulfilled.

Note: When the learner's certificate has been redirected to a third party other than the Centre e.g., employer and the learners subsequently requests a replacement certificate, we are obliged to issue a replacement providing all fees have been paid to the Centre and all contractual agreements between the learner, Centre and us have been fulfilled (also see 11.3.2).

11.3.3 We consider that certificates issued to learners will have been received by them, if not advised otherwise within 12 weeks of issue of the certificate. Learners, who have not received their certificate within 8 weeks of completion of their MLP, course or qualification, should in the first instance enquire with the Centre.

11.3.4 When the Centre confirms that the request for certification has been transmitted to us, the learner should contact us to confirm whether the certificate has been issued.

11.3.5 When a learner notifies us that they have not received their certificate after 12 weeks from the date of issue, a replacement will be issued but will incur a fee in accordance with our schedule of published charges for replacement certificates providing the requirements of 11.3.2 have been met.

11.3.6 Where we issue a certificate in electronic format the requirements in clause 9.4 apply

11.3.7 In the event of unforeseen or unplanned events occurring which are out of our control and prevent us from issuing a certificate to learners in accordance with our standards of service, we will issue a qualification result notification letter to the learner containing the following information:

- The name of the learner
- The title of the qualification & QAN
- The certificate number

- The date from which the certificate is valid from
- The date on which the learner can expect to receive the certificate. (Subject to any postal delays).

The qualification result notification letter will be sent to the learner by post or email.

When in receipt of the qualification result notification letter, the learner will be able to confirm its authenticity by accessing the following link https://parnassus.logiccertification.com/Certification/CertificateValidator/FindCertificateToValidate

If the learner does not receive the certificate on the expected date, they are advised to contact us.

11.4 Replacement Certificates

11.4.1 We will issue a replacement MLP, course and or qualification certificate to learners for a fee (in accordance with our schedule of published charges) should it become damaged, misplaced, or lost.

11.4.2 We will normally issue a replacement certificate to a learner in the name of the learner as registered for the qualification and as named on the original certificate.

11.4.2.1 We will only issue a replacement certificate with a different learner name when that learner has changed their name by deed poll and can provide supporting evidence of their change of name e.g., passport or driving licence.

11.4.2.2 Any deed poll must be made in accordance with the requirements and guidance as published by the UK Government https://www.gov.uk/change-name-deed-poll/make-an-adult-deed-poll

11.4.3 The learner should contact us in writing requesting a replacement certificate and the reasons for the replacement and an authenticated copy of their deed poll when applicable.

11.4.4 We will issue the replacement certificate clearly indicating that it is a Replacement.

11.4.5 We will only issue a replacement certificate when we are satisfied the claim is authentic.

11.4.6 We will normally issue a replacement certificate within 2 working days of receipt of the application and payment of fees.

11.4.7 The issue of replacement of redirected certificates is subject to the requirements of paragraph 11.3.2.

11.5 Withdrawal (Revoking) of Certificates

11.5.1 We may revoke a certificate when it is proven:

- The certificate was issued when maladministration or malpractice was proven to have occurred and compromised the validity of the certificate.
- That the certificate has been misused, misrepresented or used contrary to the MLP, course or qualification requirements or conditions.

11.5.2 When we revoke a certificate, the holder has the right to appeal against that decision. See paragraph 16.0 Appeals.

11.5.3 When we revoke a certificate and when required to do so, we will inform the appropriate licence to practice or registration authority.

11.5.4 When the certificate is in hard copy format and our property, we will request its return See 11.7.1.

11.5.5 When the certificate is in electronic copy format and our property, we will remove it from our platform and will no longer be available to view.

11.6 Renewing expiring certificate**s**

11.6.1 Subject to any specific requirements, learners undertaking reassessment of an expiring course or qualification i.e., one with a validity period included on the certificate may undertake reassessment up to 6 months prior to the expiry date. This ensures uninterrupted certification without the loss of any unexpired certification duration.

11.6.2 Learners undertaking reassessment of an expiring course or qualification certificate which has over 6 months to expire will not be credited with any unexpired certification and are advised not to undertake reassessment until their certificate has less than 6 months to the expiry date.

11.6.3 Learners undertaking reassessment must present original course or qualification certificates to the Centre prior to undertaking assessment. Failure to present an original certificate(s) may result in the request for reassessment of unexpired duration or access to assessment being denied. Copies of certificates should not be considered as proof of certification or award of a qualification (see 11.2.5).

11.7 Certificate Ownership

11.7.1 All certificates issued by us remain our property except for regulated qualification certificates being the property of the learner.

11.8 Declining Certification

11.8.1 We reserve the right to decline to issue a certificate in the following circumstances:

11.8.1.1 When any MLP, course or qualification has not been completed to our requirements

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11.8.1.2 When the Centre has been deemed to be party to malpractice or maladministration with the potential to invalidating the assessment process (See Section 12.2 – 12.6)

11.8.1.3 When the learner has been deemed to be party to malpractice (see Section 12.7)

11.8.1.4 When the learner's registration with us has been terminated due to their conduct (see Section 6.0)

11.8.2 In the event of the circumstances set out in 11.8.1.3 & 11.8.1.4 Centres are required to provide details of the learner concerned to us.

11.8.3 We reserve the right to decline any future registration for learners involved in any event set out in 11.8.1.3 & 11.8.1.4

11.8.3.1 We will notify learners of our position regarding accepting future registrations for learners involved in any event set out in 11.8.1.3 & 11.8.1.4

11.8.3.2 Appeals against our refusal to register a learner onto an MLP, course or qualification deemed to be party to the circumstances set out in 11.8.1.3 & 11.8.1.4 are not permitted (see Section 16.1).

12.0 Malpractice and Maladministration

12.1 Introduction.

12.1.1 We are committed to ensure that all teaching and learning, examinations and assessments at our approved Centres are conducted in accordance with the requirements of the MLP, course and or qualification specification and our own requirements.

12.1.2 When there is any suspected or alleged malpractice or maladministration bought to our attention the allegation will be investigated and when required to do so we will inform the qualification regulators or accreditation body of the investigation's findings.

12.2 Malpractice

12.2.1 Malpractice involves some form of intent. It may also include circumstances when an individual has been negligent or reckless as to the consequences of their actions. Bias or discrimination could also lead to malpractice.

12.2.2 Malpractice also includes misconduct and any unnecessary discrimination or bias towards individual or cohorts of learners which could include for example: the failure to maintain appropriate records or systems, the deliberate falsification of records to claim the award of a learning or qualification certificate from us.

12.2.3 Failure by a Centre to deal with an identified issue may constitute malpractice.

12.3 Maladministration

12.3.1 Maladministration covers mistakes or poor processes when there has been no intention on the part of the person responsible for doing any harm. It may involve some degree of incompetence or ineptitude.

12.4 Types of Maladministration

12.4.1 Maladministration by a Centre.

Maladministration by the Centre is the failure to:

- adhere to the processes and procedures set out in the Centre QMS and agreement regarding the conduct of MLP, courses, examinations assessments and coursework
- effectively manage, control and store examination and assessment papers and rationales, learner scripts, mark sheets, assessment records, results and certifications claim forms
- identify, mitigate, or prevent malpractice in the conduct of MLP, courses qualifications and their examinations and assessments

12.4.2 Examples of maladministration include but are not limited to:

- failing to conduct a thorough investigation into suspected examination or assessment malpractice when asked to do so by us
- failing to ensure that learners' coursework or work to be completed under controlled conditions is adequately monitored and supervised
- failing to ensure that mobile phones and other electronic recording devices are placed outside the examination room or assessment area.
- failing to invigilate examinations in accordance with the guidance provided by us
- failing to issue to learners the appropriate notices and warnings
- failing to keep accurate records in relation to examinations and assessments
- failing to maintain appropriate auditable records e.g., certification claims and or forgery or falsification of examination or assessment evidence
- failing to report to us an instance of suspected malpractice related to the delivery of an MLP, course or qualification or their examinations and or assessments as soon as possible after such an instance occurs or is discovered
- failing to retain learners' examination, assessment, or coursework records in secure facilities and for the prescribed retention period
- failing to ensure invigilators are competent to undertake the role
- failing to use current examination and assessment scripts, tasks, or assignments
- granting access arrangements to learners who do not meet the requirements for 'Reasonable Adjustments and Special Consideration'
- inaccurate claim for certificates
- grading learners when the sufficiency of evidence has not been met resulting in a revoking or reduction of scope of any award or certificate
- registering learners when the pre-requisites have not been met resulting in a revoking or reduction of scope of any award or certificate
- late learner registrations (both infrequent and persistent)

- not ensuring that the examination or assessment venue conforms to our specification or requirements
- persistent failure to adhere to Centre approval criteria and or MLP, course or qualification specifications or any sanction applied to the Centre by us
- persistent failure to adhere to learner registration and claims for certification procedures
- the inappropriate retention or destruction of learner records
- the introduction of unauthorised material into the examination room, either during or prior to the examination
- under-qualified or non-qualified or unauthorised members of staff teaching or assessing learners
- unreasonable delays in responding to requests and or communications from us
- the withholding of information, by deliberate act or omission, which is required to assure us of the Centres ability to deliver MLP, courses or qualifications appropriately

12.4.3 Any instances of those examples listed above should be notified to our Operations Manager directly by the Centre Manager or relevant member of staff.

12.4.4 We will review each Centre's arrangements for maladministration and will apply the necessary actions to prevent further instances of maladministration.

12.5 Categories of Malpractice

12.5.1 Malpractice by Centre

Examples of Centre malpractice include but are not limited to:

- deliberate falsification of records to claim certificates
- excessive direction from assessors to learners on how to meet examination and or assessment criteria
- failure to comply with our procedures for managing and transferring accurate learner data
- failure to comply with requirements for accurate and safe retention of learner evidence, examination, assessment, and internal verification records
- falsification of learner registrations
- insecure storage of examination and or assessment instruments and marking guidance
- misuse of examinations and assessments, including inappropriate adjustments to assessment decisions
- repeated instances of maladministration

12.5.2 There may be other instances of suspected Centre malpractice which may undermine the integrity of our MLP, courses and qualifications.

12.6 Malpractice by Centre staff

12.6.1 Malpractice committed by a member(s) of staff (or contractor) at a Centre For example, includes but are not limited to:

- a breach of security (e.g., failure to keep examination and assessment material secure, tampering with learner's coursework etc.)
- deception (e.g., manufacturing evidence of competence, fabricating or tampering with assessment or internal verification records), the provision of improper assistance to learners (e.g., permitting the use of a reasonable adjustment over and above the extent permitted by our policy, prompting learners in examinations or assessments by means of signs or verbal or written prompts)
- failure to adhere to our processes, procedures, and requirements

12.7 Malpractice by learner

12.7.1 Malpractice by a learner can occur in:

- misconduct during an examination or assessment
- misconduct at any time whilst within the Centre
- the compilation of portfolios of internal assessment evidence
- the preparation and authentication of coursework
- the presentation of practical work

12.7.2 Examples of learner malpractice include but are not limited to:

- copying from another learner (including using Information Communication Technology (ICT) to do so)
- frivolous content: producing content that is unrelated to the examination or assessment paper, question in scripts or coursework
- impersonation: assuming the identity of another learner or having someone assume a learner identity during an examination or assessment
- inappropriate behaviour during an examination or assessment that causes disruption to others, this includes shouting and or aggressive behaviour or language and having an unauthorised electronic device that causes a disturbance in the examination room or assessment area
- inclusion of inappropriate, offensive, discriminatory, or obscene material in examination or assessment evidence, this includes vulgarity and swearing that is outside of the context of the assessment, or any material of a discriminatory nature (including racism, sexism, and homophobia)
- plagiarism: failure to acknowledge sources properly and or the submission of another person's work as if it were the learner's own, collusion with others when an examination or assessment must be completed by an individual learner
- unauthorised aids: physical possession of unauthorised materials (including mobile phones, smart phones, watches and glasses MP3 players, notes, etc.) in the examination or room or assessment area See 7.3.1
- Making or taking electronic or hard copy images or recordings of any confidential or restricted materials used in the learning, examination, and assessment process

- Making publicly available at any time details of any confidential or restricted materials used in the learning, examination, and assessment process
- Distributing electronic or hard copy images or recordings of any confidential or restricted materials used in the learning, examination, and assessment process to third parties

12.8 Investigation.

12.8.1 The responsibility for investigating alleged malpractice or maladministration is normally with us unless extenuating circumstances require the involvement of the qualification regulators or accreditation body.

12.8.2 We ensure that investigators of malpractice or maladministration are approved by us and competent in the procedures for dealing with suspected malpractice or maladministration.

12.8.3 We conduct investigations into suspected or alleged malpractice or maladministration in confidence and in accordance with data protection legislation and any requirements of the qualification regulators or accreditation body.

12.8.4 The outcome of any investigation is based on objective evidence and not on hearsay or other unsubstantiated allegations or comments.

12.8.5 When the outcome of any investigation confirms malpractice or maladministration has occurred the Centre will be liable for any costs associate with the investigation.

12.8.6 Centres have the right to appeal the findings of the investigation into malpractice or maladministration

12.9 Revoking Certificates and Learner Sanctions – Malpractice or Maladministration.

12.9.1 We will only revoke an MLP training completion, course, or qualification certificate we have issued when it is proven to have been issued in error or when malpractice or maladministration has been identified in the examination, assessment, or certification process.

12.9.2 When we revoke an MLP course or qualification certificate from a learner because of malpractice or maladministration, it is the responsibility of the learner to inform any other relevant parties including the learner's employer.

12.9.3 The Centre will be responsible for all consequential losses when we revoke any certificate issued due to malpractice or maladministration at or associated with the Centre.

12.9.4 Any appeal associated with the revoking of any certificate issued due to malpractice or maladministration at the Centre will be the responsibility of the Centre (See Section 16 (Appeals).

12.9.5 Where any learner has been found to be party to Malpractice during a course, or qualification, we reserve the right to impose a sanction on the

learner appropriate to the level of malpractice. This may include but not be limited to any of the following:

- Expulsion from the course or qualification
- Forfeit of any charges or fees paid
- Withdrawal of course or qualification registration
- Period of exclusion from further registration with LCL Awards

13.0 Tools, Equipment and Protective Clothing

13.1 Centres provide all the necessary tools, equipment and reference documents needed to undertake an MLP, course or qualification examinations and assessments undertaken in the Centre. When a learner intends to provide their own tools, equipment, or normative documents, they may only be used subject to inspection by and the agreement of the teacher or assessor.

Note: when the Centre permits the use of learners' own tools & sundries or equipment the Centre may have to review their risk and COSHH assessments to cover those items along with any assessment provision to ensure any distractor tools or equipment covering Performance Criteria remain available and part of the assessment e.g., portable electronic test equipment which is out of calibration or date.

13.2 Specialist protective clothing or safety equipment is provided, as necessary, by the Centre for assessments undertaken in the Centre. However, learners should always wear suitable clothing including sturdy or safety footwear when undertaking performance practice or assessments. Neither we nor our Centre will accept responsibility for loss or damage to such items whilst in the Centre.

13.3 Neither we nor the Centre is responsible for supplying tools, equipment, or protective clothing for use by learner in the workplace or when workplace practice or assessments are conducted.

13.4 It is the learner’s responsibility to ensure that they use suitable and serviceable tools and equipment and wear protective clothing during workplace practice and assessments.

14.0 Publicity and the Use of Logos

14.1 We do not permit the use of our logo or name by persons we have issued an MLP, course or qualification certificates to.

14.2 Centres and their personnel must not advertise or promote our MLP, courses or qualifications in a manner that is likely to be misleading.

14.3 The use of the qualification regulators and accreditation body logo must be in accordance with their published criteria.
Note: the use of their logo is normally restricted to the Awarding Organisation or Accredited Body (LCL Awards)

15.0 Concerns and Complaints

Introduction

Learners with any concerns regarding any aspect of the delivery of our MLP, courses or qualifications should in the first instance discuss those concerns with the Centre manager. When any concern is not resolved to the satisfaction of the learner it may be considered as a complaint and dealt with in accordance with the Centre's complaints procedure.

Note: Dealing with complaints relating to MLP, courses and qualifications is detailed in paragraph 15.2 onwards.

15.1 Dealing with concerns relating to MLP, courses and qualifications

15.1.1 Concerns raised by learners relating to the delivery of a MLP, courses and qualifications are the responsibility of the Centre manager to resolve.

Note: Concerns and or complaints relating to training, courses or learning programmes undertaken by the learner which are not approved by us must be addressed to the Centre manager as we are not responsible for matters which are outside of our responsibility.

15.1.2 The following are examples of legitimate concerns which may be addressed to the Centre manager in respect of:

- Inaccurate or inappropriate content of the MLP, course or qualification.
- The structure of the MLP, course or qualification
- The result of an Initial Assessment of the applicant's ability to undertake the MLP, course or qualification
- The conduct and or behaviour of Centre personnel
- The time taken to process documentation.

15.1.3 The Centre may not take any action in response to concerns which is:

- Unwarranted (not well-founded)
- Frivolous (not serious).

15.1.4 A concern must in the first instance be addressed to the Centre manager either verbally or in writing and should be raised at the earliest possible opportunity.

15.1.5 Evidence supporting the concern provided to or stated to the Centre manager must be sufficiently detailed to enable the concern to be considered.

15.1.6 When the concern is potentially serious in nature the Centre manager will elevate it to a complaint.

15.1.7 When a concern has been elevated to a complaint and learner remains dissatisfied with the way it has been handled, the learner may address the matter to us. We will assess the evidence and information provided supporting the complaint in accordance with 15.8 and where considered appropriate either carry out a review, investigation or refer the complainant back to the Centre as appropriate.

15.1.8 We will not accept complaints referred to us which include:

- Payment arrangements with the Centre
- Agreed delivery costs and charges between the learner and the Centre
- Contractual arrangements between the learner and the Centre
- Consequential losses incurred by the learner during the MLP, course or qualification
- Those where no supporting evidence is provided.

15.1.9 When we investigate, a summary of our findings will be provided to the learner and Centre manager.

15.1.10 When the matter is regarding the Centre manager the learner must address the matter directly to us, we will conduct a review and provide a summary of our findings to the learner.

15.2 Dealing with complaints relating to MLP, courses and or qualifications

Complaints made by learners regarding any aspect of the delivery of our MLP, courses or qualifications should in the first instance be made in writing to the Centre manager.

When the complaint is not resolved to the satisfaction of the learner it may be brought to our attention

15.2.1 Making a Complaint

15.2.1.1 In the first instance, a complaint relating to matters which have occurred in or related to the Centre the complaint must be made to the Centre manager.

15.2.1.2 When the complainant is dissatisfied with the outcome of an investigation and decision by the Centre manager, the complainant may forward details of the complaint, its outcomes, and reasons for referring the complaint to us.

15.2.1.3 Complaints being referred to us should be addressed to our Operations Manager (OM) via the complaints page of our website or in writing to our head office.

15.3 Types of complaints

15.3.1 Complaints may be made about the delivery of our MLP, courses and or the qualifications we award. We are unable to accept complaints relating to the delivery of any MLP, course and or qualification that is not awarded by us.

15.3.2 We will not normally deal with a complaint if:

- It has already dealt with and or closed a previous complaint from the same complainant about the same issue.
- We have already received a complaint about the same issue which is determined that the complaint does not meet the criteria in 15.3.1.

- The complainant has not followed our complaints process, unless there are exceptional circumstances which may render this inappropriate.
- After assessment or review of the complaint and evidence we consider the complaint to be without merit.
- It is being, or has been, dealt with by formal legal or civil proceedings or the qualification regulator(s) or accreditation body. However, we may deal with a complaint once legal or civil proceedings have been concluded.

15.3.3 Complaints being made about the design or award of our MLP, courses and or the qualifications should be made to our Operations Manager (OM) via the complaints page of our website or in writing to our head office.

15.4 Who can make a complaint?

15.4.1 A complaint may be made by any person, i.e., learners, candidates, or their representative or employer, Centre employees.

15.4.2 A complaint may be made by an individual or by a group providing that one individual is identified as the main contact for the purposes of communications with the group.

15.4.3 We will only handle a complaint from an anonymous source when we are able to identify the MLP, course or qualification and or the Centre, which is the subject of the complaint, and the evidence provided with the complaint is sufficient for the complaint to merit further consideration and or investigation. Anonymous complaints received without supporting evidence will not normally be investigated.

15.4.4 Making a Complaint Using Artificial Intelligence (AI) Generated Tools

We want to know about your complaint in your own words. We know some people find Artificial Intelligence (AI) tools helpful when writing to us but please be aware that AI-generated text can sometimes make complaints too complicated or include legal or other references that are not relevant. This may increase the time it takes us to review your complaint, or we may need to ask you further questions or to resubmit it.

When you raise a complaint with us, we need to understand your personal experience and how the issues you are complaining about have affected you. Simple, clear language that explains what happened will always be more helpful than complicated, formal writing. When a complaint is unclear or we require clarification, we are entitled to ask you to clarify what you are complaining about to enable us to assess and deal with your complaint.

Many AI-generated complaints can appear unnecessarily aggressive or threatening, often reflecting the way the AI prompt was framed rather than the complainant's true intentions. This approach will not aid your complaint or the way we handle it.

It is legitimate to set boundaries around tone, volume, and repetition, and to explain that correspondence must be focused and relevant if it is to receive a response.

The following are suggestions that may help you to get the best results from AI tools while making sure it still sounds like you and your complaint:

- Keep the points of your complaint focused on your experience and how it has affected you.
- Do not ask AI to add legal arguments, use formal legal language, or reference specific regulations or standards to try and make your complaint sound more 'official.'
- Check any AI-generated text to make sure it reflects your own personal experience and contains accurate facts relating to your complaint.

15.5 Confidentiality

15.5.1 We will endeavour to always maintain a complainant's request for anonymity.

15.5.2 We may need to reveal a complainant's identity to the individual or organisation about whom they are disclosing information, particularly if we are unable to investigate the complaint without revealing their identity or if the investigation involves other authorities such as the Police, HMRC, Customs & Excise or the Qualification Regulator(s) or Accreditation Body or Authoriser of Training.

15.5.3 In the event of the circumstances described in 15.5.2 we will seek permission of the complainant to do disclose their identity.

15.5.3.1 Where permission is refused, we may not be able to conduct our investigation and may close the complaint.

15.5.3.2 Where we identify there is the potential for malpractice or maladministration to have occurred or where required to do so by the authorities detailed in 15.5.2 we reserve the right to disclose the complainant's identity.

15.5.4 We will keep information about individual cases confidential unless we are required to release information under relevant data protection laws and in accordance with our Privacy Policy published on our website.

15.5.5 We will accept and, when required, act on anonymous complaints when our assessment or review indicates a potential for malpractice or maladministration to have occurred, however, in such instances our investigations and actions may be limited by the anonymity of the source.

15.6 Information supporting the complaint

15.6.1 Complainants should include as much information as possible within the complaint to enable us to act effectively. That information should include:

- The nature of the complaint

- When it happened
- Where it happened
- Who was involved and or affected?
- Any supporting evidence.

15.6.2 Also provide any known reference numbers that might be relevant, for example learner, candidate, MLP, course, qualification, or Centre number.

15.7 Response times

15.7.1 When we receive a complaint and when we have been provided with contact details from a complainant, we will:

- Send an acknowledgement to the complainant, normally within five working days of the complaint being received by us to the address or email address provided.
- When we determine that the complaint is not a type we will deal with or is outside of our remit, we will inform the complainant of the decision not to take the complaint forward, normally within five working days of the acknowledgement letter or email.
- Where the complaint requires a more substantial response, this will normally be completed within 20 working days.

15.7.2 If we are unable to meet this timeline, we will, within that period, provide the complainant with an anticipated date by which we will aim to provide a fuller response.

15.8 Complaints handling process

15.8.1 We will normally investigate the matters raised in a complaint through three stages when necessary: assessment, initial review, and formal investigation.

15.9 Assessment

15.9.1 We will normally deal with a complaint by assessing the matters raised in the complaint in the first instance.

15.9.2 We will undertake an assessment of the nature of the complaint, including when applicable the response of the Centre to the complaint.

15.9.3 In order to determine whether the complaint requires an initial review, we may consider the policies and procedures of the relevant Centre, make enquiries of the Centre and or request further information from relevant persons (including the complainant, the Centre, and when appropriate other bodies).

15.9.4 Where the assessment confirms that the complaint is not within our remit, we will notify the complainant of our decision.

15.9.4.1 Where we decline to investigate the complaint, we will provide the complainant the reason.

15.10 Initial review

15.10.1 Following the assessment of the matters raised in the complaint, we may determine that an initial review is required.

15.10.2 If we assess that an initial review is required, then we will take steps to gather evidence to substantiate the complaint. This will be undertaken through making further enquiries of the Centre and any other relevant party and potentially requesting further evidence.

15.10.3 The outcome of the initial review, explaining whether the issue raised in the complaint was substantiated, will be notified to the complainant and the Centre: and when a complaint has been substantiated, it may require us to take further corrective action.

15.10.4 Evidence gathered by us in either the assessment or initial review stages of the complaint will not be shared with the complainant.

15.11 Investigation

15.11.1 When the outcome of the initial review confirms that malpractice and or maladministration has or has the potential to have taken place, or that the complaint has merit we will carry out an investigation.

15.11.2 When appropriate we may need to inform the qualification regulator(s) or accreditation body of the nature of the complaint and the actions we intend to take to mitigate any potential adverse effect or significant non-conformance.

15.11.3 An investigation into a complaint involves us directly investigating the issues raised in the complaint by gathering relevant evidence.

15.11.4 The purpose of an investigation is to establish whether we and or the Centre have complied with our own and or Centre QMS, policies, processes, and procedures as are applicable to the complaint.

15.11.5 We may conclude or resolve any outstanding issues while addressing or investigating the complaint, or in the most severe cases when disclosed issues are upheld, we may take appropriate action if our investigation concludes that we or the Centre has failed to comply with any relevant conditions of our recognition or accreditation or their Centre approval.

15.11.6 We may pause or stop an investigation when there is a possibility of legal, criminal, or civil proceedings or if any person makes any related public statement during the investigation.

15.12 Action following an investigation

15.12.1 We will provide the complainant with a summary of our findings.

15.12.2 We will advise the complainant of the appeals process should they be dissatisfied with the findings of our investigation.

15.12.2.1 Any appeal will be subject to the reasons listed in Paragraph 16.1.3 of this handbook.

16.0 Appeals

16.1 Learners have the right to appeal for the reasons set out in 16.1.1 – 16.1.7 below.

16.1.1 Our refusal to issue an MLP, course and or qualification certificate (award) when all the requirements of the award have been met.

16.1.2 Our decision to revoke an MLP, course or qualification certificate.

16.1.3 The decision arrived at by us as a result of our investigation into a complaint when additional and previously undisclosed or known evidence relevant to the complaint has been made available.

16.1.4 The examination and or assessment result

16.1.5 Our refusal to register a learner onto an MLP, course or qualification without justification or good reason

16.1.6 Our failure to apply our procedures consistently and or impartially or that those procedures were not followed properly and fairly.

16.1.7 Any decision made, or action taken by us adversely affecting a learner as an outcome of an investigation into malpractice or maladministration.

16.1.7.1 When the revoking a certificate or Award of a qualification as an outcome of an investigation into malpractice or maladministration involving the Centre (see 16.1.2) any appeal from individual learner(s) may not be accepted by us. In that case the appeal will normally be made by the Centre concerned on behalf of the learner(s).

16.1.7.2 When an appeal is made in accordance with 16.1.7.1 the learner may submit a statement in support of the appeal being made on their behalf.

16.2 We will not normally consider appeals from learners outside of those in 16.1.

16.3 The appeal process provides for:

- Ensuring any appeal decision is made by an individual who is, impartial and has not been involved in the events leading to the appeal nor has any related personal or vested interest
- Appeal decisions being made by persons who understand the requirements of the MLP, course and or qualification and the certification process and are competent to do so
- Timelines for the outcome of an appeal
- Notification to the appellant of the outcome of the appeal decision

16.4 It is our responsibility to manage any appeal received. We will keep the appellant informed throughout the appeal process and communicate the outcome in writing to the appellant explaining the decision of the appeal.

16.5 Should it be necessary to make an appeal, the appellant is advised to contact our Operations Manager who will provide advice on the steps to take to process the appeal. Alternatively, the appellant should put the appeal in writing, and we will acknowledge receipt of the appeal within 5 working days.

16.6 Appeals should be supported by

- A personal statement setting out why you believe the decision you are appealing was wrong or misjudged
- Any evidence in support of your appeal, this must not be subjective, hearsay or biased
- Other information you believe is relevant to your appeal

17.0 Personal data

17.1 Personal data and regulations.

17.1.1 We collect, process and store learner, teacher, assessor, examiner and internal verifier personal data and information in accordance with the following Data Protection Laws:

- The United Kingdom General Data Protection Regulation (UK GDPR).
- The Privacy and Electronic Communications (EC Directive) Regulations 2003 (as amended) and any superseding legislation.
- All other applicable laws and regulations relating to the processing of personal data and or governing individuals' rights to privacy, including (but not limited to) legislation derived from the Data Protection Bill 2017 and statutory instruments.

17.2 Data Protection.

17.2.1 Collecting, processing, and storing personal data.

17.2.1.1 Learner's teachers, assessors, examiners, and internal verifiers are required to provide us with 'personal data' and 'sensitive (special categories) personal data'.

17.2.1.2 Full details of how we and the Centre manage, and control personal data can be found in our Privacy Notice published on our website www.lclawards.co.uk and on the Centre's own website.

17.2.2 Definitions:

17.2.2.1 'Personal data' means all information which may identify a living individual. This data is mandatory and is required to enable us to fulfil our obligations.

17.2.2.2 'Sensitive personal data' means information relating to a living individual's racial or ethnic origin, political opinions, religious beliefs, mental health, sexual life, trade union membership or criminal convictions or proceedings relating to any criminal

charges against such individual. Provision of this data by the learner is optional. However, learners are encouraged to provide the data to enable us to fulfil our obligations on equality and diversity.

17.2.2.3 Individuals who provide personal information about themselves are described under UK GDPR as 'data subjects'.

17.3 Data subjects.

17.3.1 As required by the Data Protection Laws (DPL), when collecting personal data from data subjects, the Centre must inform data subjects and make them aware of what use will be made of the personal information they provide.

17.3.2 The DPL requires that data subjects be permitted to prevent the Centre from processing their personal data for direct marketing purposes.

17.3.3 It is our policy not to provide any third party any data which can be used for direct marketing purposes. Nor will we directly market third party products or services to learners.

17.3.4 We assist Centres to comply with the requirements of the DPL by means of the information provided in this Handbook and by contractual arrangement and the provision of supporting policies and guidance.

17.4 The Privacy and Electronic Communications Regulations 2003.

17.4.1 These regulations require that data subjects be allowed to stop us and Centres from processing their personal data for direct marketing purposes. The Privacy and Electronic Communications Regulations 2003 require that, to send direct marketing material by email, data subjects should have ticked a box on the data protection notice if they wish to 'opt in' to this type of marketing.

17.4.2 It is our policy to contact learners by telephone or letter and therefore this area of the legislation is not appropriate to us.

17.4.3 When the Centre intends to contact learners by electronic means for marketing purposes, they will need to produce an appropriate Data Protection policy or Privacy Notice to comply with the UK GDPR.

17.5 Centre Responsibilities.

17.5.1 The Centre is required to ensure that learner's personal data and sensitive personal data held is accurate and up-to-date and securely stored.

17.5.2 The Centre should, review and update learner records when advised of a change by a learner and notify us in writing:

17.5.2.1 When there is any change or correction to any personal data or sensitive personal data which was previously disclosed to us.

17.5.2.2 When there is any exercise of an ‘opt in’ or objection to direct marketing.

17.5.2.3 When there is any refusal of processing up-dated information by a data subject.

17.5.3 Centres should not request or store learner’s personal data which is not required to fulfil our requirements or those of the MLP or qualification.

17.6 Individuals Responsibilities.

17.6.1 Individuals are responsible to notify us:

17.6.1.1 When they have provided us with any information that they no longer wish us to use.

17.6.1.2 When they are no longer able to demonstrate they meet the requirements of the qualification (this applies to ACS and OFTEC only).

17.7 Learner Agreement.

17.7.1 In disclosing personal details to us, learners agree that we may process and may disclose personal data as required by law.

17.7.2 We may use personal data or sensitive personal data (as appropriate) to:

17.7.2.1 Fulfil our contractual obligations to learners (e.g., by the provision of a MLP, course or qualification certificate).

17.7.2.2 Contact learners directly about other courses or qualifications we offer.

17.7.2.3 Carry out statistical analysis.

17.7.2.4 When required to do so pass the data to the qualification regulator(s), accreditation body or industry body(s) for the following purposes:

- To monitor equal opportunities relating to ethnicity or disability or for other such monitoring purposes.
- To account for learners when there is a requirement to do so.
- When there is a requirement for such bodies to contact a learner directly and the information is not readily accessible by other means.

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17.8 Data Corrections and Copies

17.8.1 Individuals have the right to require us to correct any inaccuracies in the personal details we hold about them and to object to any direct marketing which we carry out using their personal details.

17.8.2 Individuals have the right to ask for a copy of the information held by us in return for payment of a small fee. Individuals wishing to do so must put the request in writing to our Administration Manager.

17.9 Information Disclosures

17.9.1 When legally required to do so e.g., in the prevention of or the solving of a crime, we will release personal data to UK enforcement agencies as requested e.g., Police, HMRC, Department for Work and Pensions (DWP) etc.

17.9.2 When we agree to release information, we will inform the learner of our intentions unless advised that the disclosure may prejudice the preventing or solving of a crime.

Note: We will only release personal data as set out in 17.9.1 when it is legal for us to do so. This will normally be on request from one or more of the law enforcement agencies as detailed in Schedule 7 of the DPA 2018. Further information can be found on the ICO website.

18.0 Registration and Certification Fees

18.1 Our registration and certification fees are charged in accordance with our published schedule of charges which is made available to our approved Centres. Certification and associated fees for our regulated qualifications are available without demand from our website.

18.2 Registration and certification fees payable to us must be made at the time of registration and prior to us issuing certificates to the learner unless other arrangements have been made with the Centre for payment.

18.3 We are not responsible for the charges made by the Centre for conducting MLP, courses, examinations, assessments, or other services. It is the learners' responsibility to agree with the Centre all charges prior to applying and registering for our MLP, courses or qualifications.

18.4 When a learner requests a replacement certificate due to the original being lost or damaged or incorrect information being provided by the learner, we will charge a fee for the replacement certificate in accordance with our schedule of charges. Note: the replacement certification fee is available without demand from our website.

19.0 Whistleblowing

19.1 Who can be a whistleblower?

19.1.1 We consider as a whistleblower any person employed on behalf of:

- Us
- A Centre approved by us
- Any organisation involved with the development or awarding of one of our MLP, courses or qualifications

Whose practices have the potential to impact upon learners, and who wishes to make a disclosure directly to us, based on evidence that has been discovered as a part of their employment.

19.1.2 If you have a concern or a complaint about us, a Centre or an MLP, course or qualification awarded by us but are not a person employed by or contracted to us or one of our approved Centres, you will not be classified as a whistleblower.

19.1.2.1 Non whistleblowers should refer to and follow our complaints policy on how to make a complaint, and the actions we will take to investigate and resolve that complaint.

19.2 What a whistleblower can disclosure?

19.2.1 We will accept disclosures in relation to the functions that we exercise in the MLP, course and or qualification frameworks in which we are recognised or accredited to deliver and or award.

19.2.2 We will accept disclosures about any Centre failing to follow our approval requirements in relation to delivering any MLP, course, qualification examinations or assessments that we make available to learners.

19.2.3 We will also accept disclosures about practices taking place outside of the Centre which may affect learners taking qualifications awarded by us e.g., in the learner's workplace. In those circumstances, we will consider whether the matter falls within our functions and may refer the matter to another body for consideration when appropriate.

19.2.4 Under the Public Interest Disclosure Act 1998 (the Act), workers may have certain protection when making disclosures about malpractice, maladministration, or wrongdoing which they become aware of from their working practice.

19.2.5 The Act outline types of "protected disclosures" and the correlating legal protection afforded when making such a disclosure.

19.2.6 A worker will make a "protected disclosure" and be afforded protection under the Act when making a disclosure to us if that disclosure is a "qualifying disclosure" and is made in a way specified by the Act.

19.2.7 A "qualifying disclosure" is any disclosure of information which the worker reasonably believes is made in the public interest and shows one or more of the following:

a) Criminal offence:
b) Breach of legal obligation:
c) Miscarriage of justice:
d) Danger to an individual's health and safety:
e) Environmental damage: or
f) The deliberate concealment of any of the above.

19.2.8 A "qualifying disclosure" will entitle a worker to protection if when it is made to us the worker:

(a) Makes the disclosure in good faith
(b) Reasonably believes that the:

(i) Relevant failure falls within the remit of the functions that we exercise: and
(ii) Information disclosed, and any allegation contained in it, are substantially true.

19.2.9 We cannot provide legal advice on such rights of protection.

19.2.10 It is for the worker making the disclosure to seek information and or legal advice should they wish to clarify their position in such circumstances.

19.2.11 There are exemptions within the Act which identify disclosures that are not to be considered as "protected disclosures", such as:

a) if the worker commits a criminal act in disclosing the information: or
b) if the worker discloses information which has been received through legal advice (legally privileged information).

19.2.12 This list is not exhaustive and a worker considering making a disclosure is responsible for seeking their own legal advice.

19.3 Confidentiality

19.3.1 We will endeavour to always maintain a whistleblower's anonymity and in all circumstances.

19.3.2 However, we may need to reveal a whistleblower's identity to the individual or organisation about whom they are disclosing information, particularly if we are unable to investigate the disclosure without revealing their identity or if the investigation involves other authorities such as the police.

19.3.3 We would therefore endeavour to ensure the anonymity of a whistleblower whenever possible, but this cannot be guaranteed in all circumstances.

19.3.4 We will keep information about individual cases confidential unless we need to release information under relevant laws.

19.3.5 We will accept and, when required, act on anonymous disclosures however, in such instances, our investigations and actions may be limited by the

anonymity of the source, and we would be unable to provide responses to those who raise concerns anonymously.

19.4 First steps

19.4.1 When a learner has a concern about the practice of their employer in relation to a MLP, course or qualification awarded by us, the learner should normally, if able to, in the first instance raise this concern formally with their employer.

19.4.2 If unable to raise the matter with their employer for whatever reason the learner should in the first instance contact and discuss the issue with the Centre or us.

19.4.3 We will deal with a whistleblower's disclosure if it concerns:

- A Centre approved by us or a MLP, course or qualification awarded by us
- Actions or inaction by us or our personnel
- The actions or behaviour of a person(s) of any organisation involved with the development or awarding of one of our MLP, course or qualifications

19.4.4 We will not normally deal with a whistleblower's disclosure:

- About a Centre not approved by us or about a MLP, course or qualification not awarded by us.
- When that disclosure is being, or has been, dealt with by formal legal proceedings or a police investigation, apart from providing any new information to the relevant party.

19.4.5 We may investigate, conclude, or take further action on a disclosure once the relevant legal proceedings have been concluded.

19.4.6 If you wish to make a whistleblower's disclosure, please follow the instructions on our website.

19.4.7 Whistleblowers should include as much information as possible within the disclosure to enable us to act effectively.

19.4.8 Information we require includes:

- What you are disclosing
- When it happened
- When it happened
- Who was involved and or affected
- Any supporting evidence
- Any known reference numbers that might be relevant, for example learner, candidate, course or qualification or Centre numbers.

19.5 Response times

19.5.1 When we have been provided with contact details from a whistleblower, we will:

- Send an acknowledgement to the whistleblower, normally within five working days of the disclosure being received by us to the address or email address provided
- When we determine that the disclosure is not a type we will deal with, inform the whistleblower of the decision not to take the disclosure forward, normally within five working days of the acknowledgement letter/email and, when appropriate, inform the whistleblower about other organisations that it may be useful to contact
- Aim to provide a more substantive response normally within 28 days of the acknowledgment letter/email, if the acknowledgement letter/email has not already included one.

19.5.2 If we are unable to meet this deadline, we will, within that period, provide the whistleblower with an anticipated timescale within which we will aim to provide a fuller response.

9.6 Disclosure handling process

19.6.1 We will normally investigate the matters raised in a disclosure through three stages when necessary: Assessment, Initial review, and Formal Investigation.

19.7 Assessment

19.7.1 We will normally deal with a disclosure by assessing the matters raised in the disclosure in the first instance.

19.7.2 We will undertake an assessment of the nature of the disclosure, including when applicable the response of the Centre (when applicable) to the disclosure.

19.7.3 In order to determine whether the disclosure requires an initial review, we may consider the policies and procedures of the Centre (when applicable), make enquiries of any relevant body and or request further information from relevant persons (including the whistleblower, the Centre, and when appropriate other bodies and or individuals).

19.7.4 If we determine that the disclosure is not one that we would normally deal with, in relation to the criteria specified in this policy, we may recognise the disclosure as being relevant to the regulatory work of another body, such as the qualification regulators. In these instances, we will provide the whistleblower with contact details for that body.

19.8 Initial review

19.8.1 Following the assessment of the matters raised in the disclosure, we may determine that an initial review is required.

19.8.2 If we assess that an initial review is required, then we will take steps to gather evidence to substantiate the disclosure.

19.8.3 This will be undertaken through making further enquiries with the Centre and any other relevant party, and potentially requesting further evidence.

19.8.4 The outcome of the initial review, explaining whether the issue raised in the disclosure was substantiated, will be shared with the whistleblower and the Centre: and when a disclosure has been substantiated, may require further corrective action to be taken by us.

19.8.5 Any evidence gathered by us in either the assessment or initial review stages will not be shared with the whistleblower.

19.8.6 This may take the form of, but is not limited to, conducting a formal review or investigation into any issues identified, establishing an action plan to address any issues, to undertake corrective action or to involve the assistance of other agencies such as the qualification regulators in investigating or resolving issues.

19.9 Formal investigation

19.9.1 When a whistleblower raises significant concerns about us, a Centre or someone acting on our behalf we may carry out a formal investigation.

19.9.2 When the concern or complaint is about us, we will notify our Integrity and Impartiality Committee (IIC) and when an adverse effect has or could have occurred the qualification regulator(s) or accreditation body.

19.9.3 A formal investigation into a disclosure involves us directly and impartially investigating the issues raised in the disclosure by gathering relevant evidence.

19.9.4 The purpose of an investigation is to establish whether we and or the Centre or persons acting on our behalf have complied with our own and or Centre policies, processes, and procedures such relevant regulatory requirements as are applicable to it in respect of the disclosure.

Note: When the disclosure relates to us, or any person employed by us the investigation will be conducted by a senior member of our management team who has no responsibility for the person, or procedures included in the disclosure.

19.9.5 In the most severe cases, when disclosed issues are upheld, we may be required to take corrective action and notify the qualification regulators, accreditation body and or other regulatory bodies.

19.9.6 We may conclude or resolve any outstanding issues while addressing or investigating the disclosure, or in the most severe cases when disclosed issues are upheld, we may take preventative or corrective actions if our investigation concludes that the person(s) concerned has failed to comply with any policy, process, or procedure.

19.9.7 When a disclosure leads us to consider corrective action, and when we hold contact details for the whistleblower that has made the disclosure, we

will inform the whistleblower that this has been the outcome of their disclosure.

19.9.8 Any corrective action will be undertaken by us in line with our complaints policy. We may conclude that our investigation has identified issues that are not within our remit but can dealt with by another body.

19.9.9 We will not make judgments about learner and or candidate work, re-mark learner or candidate work, or instruct Centres to change examination or assessment results, other than when malpractice or maladministration has been proven or in other exceptional circumstances.

19.9.10 We may pause or stop an investigation when there is a possibility of legal, criminal, or civil proceedings or if any person makes any public statement during the investigation that could affect the outcome or any future criminal or civil proceedings. This includes if the whistleblower discusses the investigation with any relevant parties.

19.10 Action following a review and or investigation

19.10.1 If, as a whistleblower, you are unhappy with the outcome of our investigation into your disclosure then you may request an internal review of our decision.

19.10.1.1 An internal review of our decision will only be considered when additional and previously undisclosed or known evidence relevant to the whistleblowing event has been made available.

19.10.2 The internal review of our decision will be undertaken by internal reviewer(s) who will be appointed by our Operations Director. The internal review will normally be completed within 28 days and the internal reviewer(s) will provide a statement to the whistleblower following its conclusion. This statement will include a recommendation to either uphold or revise the decision.

19.10.3 If, as a whistleblower, you are unhappy with the internal review of our decision in relation to your disclosure, you may refer the matter to our Integrity and Impartiality Committee (IIC).

20.0 (RQF Only) Unique Learner Number (ULN), the Learner Records Service (LRS) and the Personal Learning Record (PLR)

20.1 Learners registering with us for regulated qualifications are required to provide or obtain a Unique Learner Number (ULN). If not already issued to a learner, that number will be obtained on behalf of the learner by the Centre from the Learner Record Service (LRS).

20.2 The ULN is used by us when details of learners' qualifications are uploaded to the Personal Learning Record (PLR). The PLR is part of the LRS and contains details of the qualifications achieved by the learner.

20.3 Further details are contained in Appendix 1 Learner Record Service which sets out how the LRS collect and use learners' personal information and data and how learners can exercise choice in respect of the use of their personal data.

Annex 1

The Nationally Accredited Certification Scheme for Individual Gas Fitting Operatives (ACS)

1.0 Introduction

1.1 ACS is a nationally accredited certification scheme designed to ensure that learners are competent to carry out gas work safety in accordance with the Matters of Gas Safety (MOGS) assessment criteria.

1.2 ACS is accredited by the United Kingdom Accreditation Service (UKAS) as meeting the requirements of BSEN ISO/IEC 17024 – General Requirements for Bodies Operating Certification of Persons.

1.3 We are a UKAS accredited Certification Body (UKAS No 0230) approved to issue certificates of gas safety competence and to provide, specify and externally verify examination and assessment facilities at our approved Centres.

1.4 Our scope of accreditation is published on the UKAS website

2.0 Scope

2.1 ACS assesses an individual's competence to carry out safe gas work.

2.2 The information and guidance provided in this annex does not apply to training programmes or learning materials provided to learners in preparation for ACS assessment.

3.0 ACS Assessment Criteria

3.1 The MOGS are determined and approved by the Strategic Management Board (SMB) which fulfils the role of the ACS Scheme Committee.

3.2 We award UKAS accredited ACS certificates of competence in the following sectors of work:

- Domestic Natural Gas
- Non-Domestic
- Domestic Liquefied Petroleum Gas (LPG)
- Emergency Service Provider and Metering
- Commercial Catering

4.0 Application Process

4.1 Learners are required to apply for assessment by using the application form(s) provided by the Centre. All the details requested on the form must be provided before the application can proceed.

4.1.1 By signing the application form the learner agrees to abide by the requirements as set out in this handbook and those on the application form.

4.1.2 Applicants must provide their UK issued National Insurance Number at the time of application. When a non-UK resident is applying for assessment, we will obtain a unique identifier number from Gas Safe Register once the candidate has successfully completed their assessments. This number will appear on the candidates ACS certificate in place of the NI number.

4.1.3 Learners must present evidence of meeting any ACS prerequisite requirements i.e., presentation of original certificates or other forms of acceptable evidence or supporting documentation.

4.1.4 The Centre must record that the learner has presented that evidence which meets the prerequisite requirements and provide a copy of the presented evidence to us.

4.2 Applicants will normally need to provide two recent photographs of themselves of UK passport size and quality at the time of application with the learner's name clearly printed on the reverse side.

4.3 Learners undertaking ACS for the first time and who are not known to the Centre, us or Gas Safe Register are required to produce documentary evidence of their identity. This will normally be their passport or photo ID driving licence. When a candidate does not possess a driving licence or passport, we may at our discretion accept alternate means of confirming their identity.

4.4 Learners must have sufficient experience of gas work and meet all the ACS entry requirements before they can be accepted for assessment.

5.0 Access Arrangements, Prerequisites and Definitions

5.1 The only suitable pre-requisites for a learner to demonstrate that they hold (or have held) Qualifications or assessments suitable for undertaking ACS Assessments are their original certificates.

5.1.1 When a learner is not in possession of their original Certificate of Competence or qualification certificate e.g., has lost, destroyed/damaged or claims to never be received it they are to contact the issuing Certification Body (CB) or Awarding Organisation (AO) and obtain a replacement certificate (for certificates issued by LCL Awards - see 5.1.2).

5.1.2 When a learner holds ACS certification previously issued by us, we can verify the information held via our own IT system. In these circumstances copies of original certificates are not required to be transmitted. Centres should contact our administration office for verification of the ACS assessments previously certificated by us prior to assessment.

5.1.3 Should a learner hold a Certificate of Competence issued via any CB or Awarding Organisation other than us, then the original certificate must be presented or made available to the Centre for verification and to obtain a copy for onward transmission to us. Where the certificate has been issued in electronic format LCL Awards must be given access to view the certificate from the platform it is being hosted.

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5.1.4 When a learner is unable to locate their original Certificate of Competence or qualification certificate and are unable to recall the Centre or CB/AO, or the CB is no longer issuing certificates, then the process in ACS Guidance Note 11 should be followed. Learners should contact their local Centre for further details.

Note, the person verifying the original certificate must check to ensure the certificate is original, signed by the holder, valid and not in itself a copy or false in any way e.g., been altered. When the Centre is in any doubt about the validity of the certificate presented, they should contact the issuing CB and check its authenticity. The person verifying the certificate should annotate the copy as 'original seen' and sign and date accordingly.

5.2 The entry routes to ACS Assessment and the requirements for extending scope or range of work are set out in the Table on the following pages. The access arrangements are intended to assist in compliance with the Gas Safety (Installation and Use) Regulations (GSIUR) - Regulation 3 Qualification and Supervision: by ensuring gas engineers do not undertake gas work on appliances or systems for which they have insufficient training and experience.

5.3 Before candidates can commence their practical assessment on any of the 'relevant core ACS competencies' they shall be asked to demonstrate that they can carry out safe electrical isolation (either on an appliance or a test board). When a candidate fails to demonstrate the correct safe isolation procedure, the AC, shall recommend, they refer to the Gas Safe Register TB118a and/or obtain training on the subject.

Failure to demonstrate safe electrical isolation will NOT prohibit the candidate from taking their ACS.

Relevant ACS Core Competencies

CCN1	CCLP1PD
CCLP1RPH	CCLP1LAV
CCLP1B	COCN1
CCCN1	CCLNG1

5.4 Definitions

New Entrant: A person wishing to achieve a recognised industry qualification to undertake gas work and gain Gas Safe Registration in that work category.

Extend Scope: Moving from one sector to another e.g., Domestic to Commercial

Extend Range: Remaining within the sector but adding additional appliances e.g., holding CCN1 & CENWAT adding HTR1

MLP: Managed Learning Programme (MLP) approved by the Authoriser of Training (IGEM) in accordance with the requirements of IGEM/IG/1.

Learner: Also known or referred to as a candidate

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ACS ENTRY ROUTES AND CHANGEOVER REQUIREMENTS - GUIDANCE NOTE 8

EXPERIENCED GAS ENGINEER	TRAINING	EXPERIENCE	RWE EVIDENCE
1. Renewing an existing or expired ACS or GCS certificate or gas qualification[10] with equivalent ACS certificate	Optional	N/A	N/A
2. Holding a recognised gas qualification as listed and indicated as Category 1 on GN8 Appendix 1 applying to **extend range** of work within the same sector	Required	[2] A minimum of twelve months from completion of qualification or core ACS	[1] Required if no documented evidence of onsite experience in extension applied for
3. Holding **Category, A B or C Core** ACS Certificate applying to **extend range** of work within the same sector.	Required	[2] A minimum of twelve months from completion of qualification or core ACS	[1] Required if no documented evidence of onsite experience in extension applied for
4. Holding **Category, A** ACS Certificate applying to **extend scope** of work to a different sector, e.g. CCN1 to CoDNCO1 or CoDC1 or COCN1 to CoCDN1 etc	Required	[2] A minimum of twelve months from completion of qualification or core ACS	[1] Required if no documented evidence of onsite experience in extension applied for
5. Deliberately left blank (now included in Route 3)			
6. Experienced foreign national gas engineer holding a valid certificate of gas competence or license to practice gas work in the country of issue applying to remain in that sector e.g. Domestic	Optional	[3] Experience declaration signed by engineer	N/A
NEW ENTRANT WITH TRANSFERABLE SKILLS OR EXPERIENCE	**TRAINING**	**EXPERIENCE**	**RWE EVIDENCE**
7. Holding a recognised qualification as listed and indicated as Category 2 on GN8 Appendix 1 or holding **Category C Core** ACS Certificate applying to **extend scope** of work to a different sector	[4] MLP - RPL	[4] MLP - RPL	[6] If required to support onsite experience
8. Experienced in gas work (gained legally within the scope of GS(I&U)R) wishing to gain ACS in that sector e.g. Industrial experience applying for COCN1 or LPG (leisure site) experience applying for CCLP1 LAV etc	MLP	[5] MLP - RPL	[6] If required to support onsite experience
9. Experienced in gas work (gained legally from outside scope of GS(I&U)R) wishing to gain ACS in that **specific category** e.g. Engineer working on gas engines in factory wishing to gain CGFE1	Required	[8] Experience declaration signed by engineer and employer	[1] If required to support onsite experience
10. Holding **Category B** ACS Certificate applying to **extend scope** of work to a different sector, e.g. CMA1 to CCN1	[9] RPL - Bridge	[9] RPL - Bridge	[1] If required to support onsite experience
11. Holding a qualification as listed and indicated as unsuitable on GN8 Appendix 2	[4] MLP - RPL	MLP	[6] If required to support onsite experience
NEW ENTRANT WITHOUT TRANSFERABLE SKILLS OR EXPERIENCE	**TRAINING**	**EXPERIENCE**	**RWE EVIDENCE**
12. Working to achieve a **Category A or B Core**	MLP	MLP	[6] If required to support onsite experience
13. Working to achieve a **Category C Core** or ICPN1LS or ICAE1LS or EFJLP1	[7] Required	[7] Required	[7] If required to support onsite experience

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NOTE 1: Where opportunities are limited or not available for experienced GSR engineers to gain onsite experience to extend their Scope or Range of work, Realistic Work Environment (RWE) evidence must be used as an alternative. The RWE evidence must be obtained with a record retained in the candidates' file and identified as RWE. Appliances and equipment used for RWE training purposes should be installed within an approved training centre, replicating typical installations (or part of) which would be found in the workplace.

NOTE 2: Before extending Scope or Range of work, gas engineers must provide evidence to the centre that there has been a minimum duration of twelve months from completion of their qualification or core ACS.

Exceptions to note 2:

- Where an engineer extends Scope or Range with less than twelve months since completion of their qualification or core ACS, they will be required to undertake an MLP- Bridge via a recognised training provider in accordance with the requirements of the relevant IGEM/IG/1 training specification.
- Upon satisfactory completion of the MLP- Bridge the engineer shall be issued with a "Certificate of Training" or alternatively a "Validation of Training Report" by or on behalf of the Recogniser of Training.
- Where an engineer holds CCN1 they will not require twelve months since completion of their qualification or core ACS before undertaking training and assessment for MET1, REGT1 or CESP1/CMA1/CMA3.

NOTE 3: A Declaration signed by the engineer (Foreign National) must include detail of the Scope of work previously undertaken and be supported by translated evidence of the license to work in the engineers' native country.

NOTE 4: MLP - RPL: This route is designed to build on an existing MLP or Qualification. A documented technical interview must take place to determine what training and experience gaps exist prior to undertaking the agreed MLP or Qualification RPL route. Centre training duration would be similar, if not the same as required for New Entrant MLP, reduction can be applied if cross referenced to qualifications held, this reduction also applies to onsite experience durations and evidence. Evidence must be within the previous three years. Centres must agree with their Certification or Awarding Body in advance of any MLP reductions.

NOTE 5: Witnessed Testimony (GSR Engineer): A signed declaration made by the GSR engineer with whom the experience was gained must detail the exact work experience covered and be supported by evidence. This type of evidence is only allowed to support the MLP and not as a complete replacement for evidence specified by the MLP provider. Evidence must be within the previous three years and amount to no greater than 50% of the portfolio content.

NOTE 6: Realistic Work Environment (RWE) evidence can be used to support onsite experience gaps e.g., where the range of appliances or flue systems are not available. The RWE evidence must be obtained at an approved MLP training centre, be no greater than 10% of the portfolio content and recorded in the candidates' portfolio and identified as RWE.

NOTE 7: The training course must be relevant to the limited scope ACS Assessment applied for. Onsite experience must be supported by a Witnessed Testimony made by the GSR engineer with whom the experience was gained, this must detail the exact work experience covered.

NOTE 8: Evidence to include a Witness Testimony statement signed by the engineer and each (if more than one) employer declaring that all evidence and supporting documentation provided is correct, accurate and a true account of the gas work undertaken. The statement shall include the name, address and contact details of each employer and include details of the gas work undertaken at each location. Supporting evidence for each address where gas work was undertaken should also be included.

NOTE 9: RPL - Bridge: This route is designed to build on an existing MLP or Qualification. A documented technical interview must take place to determine what training and experience gaps exist prior to undertaking the agreed RPL Bridge route. Refer to table 4 for the training duration.

NOTE 10: Where an engineer has not been previously Gas Safe Registered and their qualification 'pre-dates' the ACS aligned qualifications then a technical interview will be required to determine if training is require

6.0 Completion of assessments

6.1 On successful completion of an ACS assessment, the learner's documentation is internally quality assured by the Centre prior to being forwarded to us with a recommendation for certification. In the event of the recommendation for certification being rejected, we will advise the Centre of any queries or deficiencies. The Centre will inform the learner of any outcome other than certification.

6.2 When an individual fails to demonstrate their competence and fails the ACS assessment they will be advised of the result and the next steps (see paragraph 8.0).

7.0 Notification to Gas Safe Register

7.1 On receipt of all complete and correct assessment documentation, we will electronically forward all learners assessment results to the Gas Safe Register (GSR) within our standards of service which is normally within 10 working days.

7.2 When circumstances beyond our control prevent the issuing of an ACS certificate and or the electronic forwarding of assessment results to GSR, our standards of service will be suspended until operating conditions are returned to normal.

7.3 When an assessment has been failed the result will be notified to Gas Safe Register who will take any necessary steps to mitigate any potential risk e.g., suspending the individual from the register.

7.4 Where a candidate has unexpired certification and has failed to demonstrate competence during their reassessment the assessor will issue a notice on behalf of GSR instructing the candidate not to undertake any gas work in those areas they have failed to demonstrate their competence until certification has been achieved.

8.0 Assessment Process and Referral

8.1 Learners undertaking any ACS assessment for the first time will take 'Initial Assessment'.

8.2 Learners undertaking an assessment of a previously assessed ACS core or appliance for a subsequent time (within 12 months of expiry) will normally take Re-assessment.

8.3 The assessment process for both Initial and Re-assessment requires learners to demonstrate competence in accordance with the MOGS by practical performance in a simulated work environment within the Centre and by answering written and oral questions.

8.4 The pass mark for both Initial assessment and Reassessment is 100%.

8.5 The knowledge examination and practical assessment process for the Initial and Re-assessment processes are set out in Tables 1 – 4a below.

Table 1: Initial Assessment – Knowledge and Understanding (K&U).
Table 1a: Initial - K&U – Retake.
Table 2: Initial Assessment – Practical Performance (PP).
Table 2a: Initial Assessment – Practical Performance (PP) – Retake.
Table 3: Re-Assessment - K&U.
Table 3a: Re-Assessment - K&U Retake.
Table 4: Re-Assessment – Practical Performance (PP).
Table 4a: Re-Assessment – Practical Performance (PP) Retake.

Note: The tables are a direct copy of those published in the ACS Operational Requirements document issued to Certification Bodies.

9.0 Advice to Learners

9.1 When a learner fails an ACS assessment the learner is advised by the Centre that they should not undertake work on any gas installation covered by the scope of the assessment which they have failed.

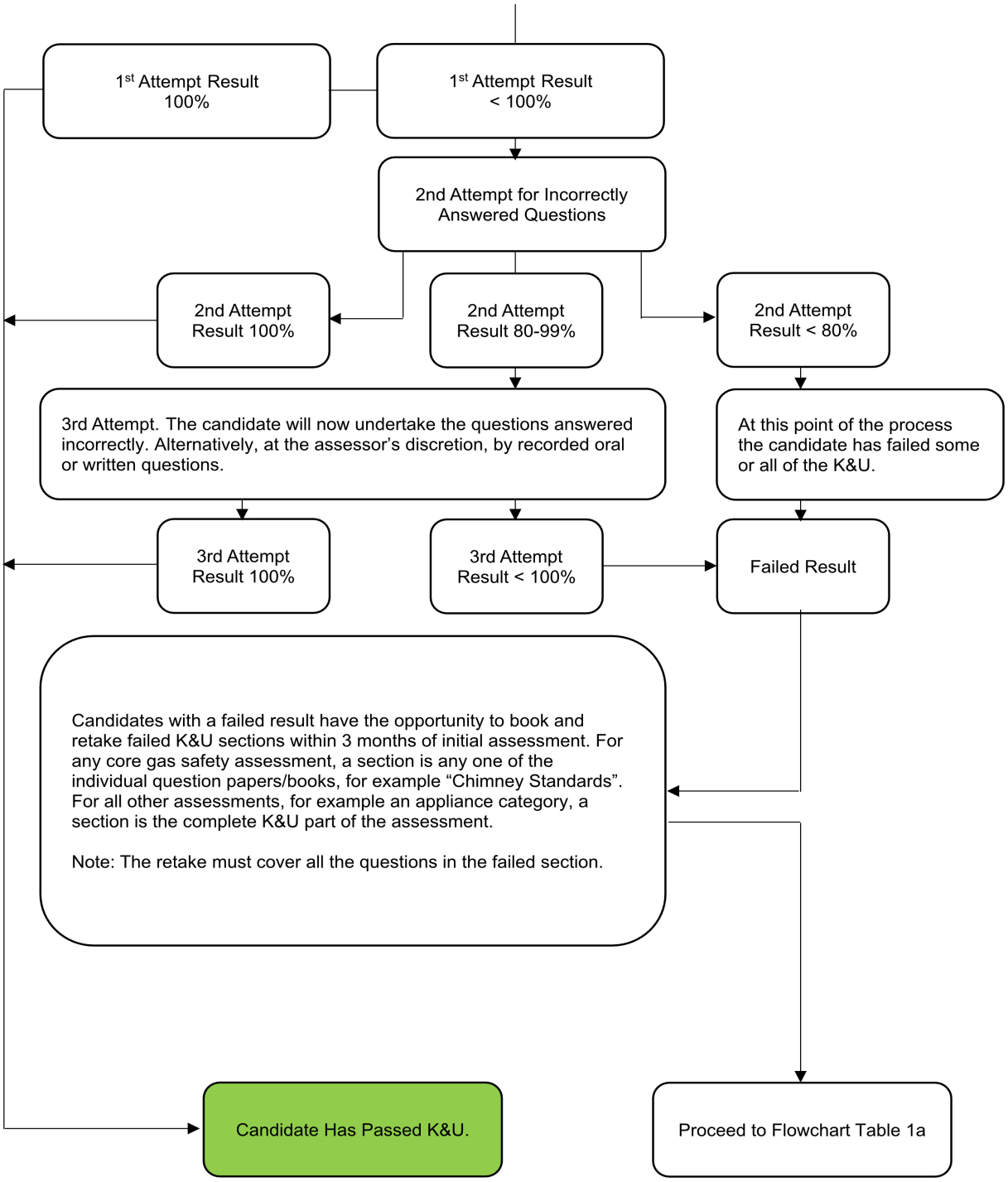
9.2 When a learner has passed ACS assessments, they are advised not to carry out work on any gas installation covered by the scope of the assessment until they receive their certificate and are registered with the GSR when that work is within the scope of the Gas Safety (Installation and Use) Regulations 1998.

10.0 General Conditions

10.1 Validity of ACS certification is conditional on individuals maintaining competence during the period that the certificate is valid. When we receive information or has reason to believe that an individual may not be working competently or has not maintained their competence or is unable to fulfil the conditions detailed on the certificate, we reserve the right to investigate by whatever means is appropriate and withdraw or revoke the certificate or part of the scope of the certificate if proven.

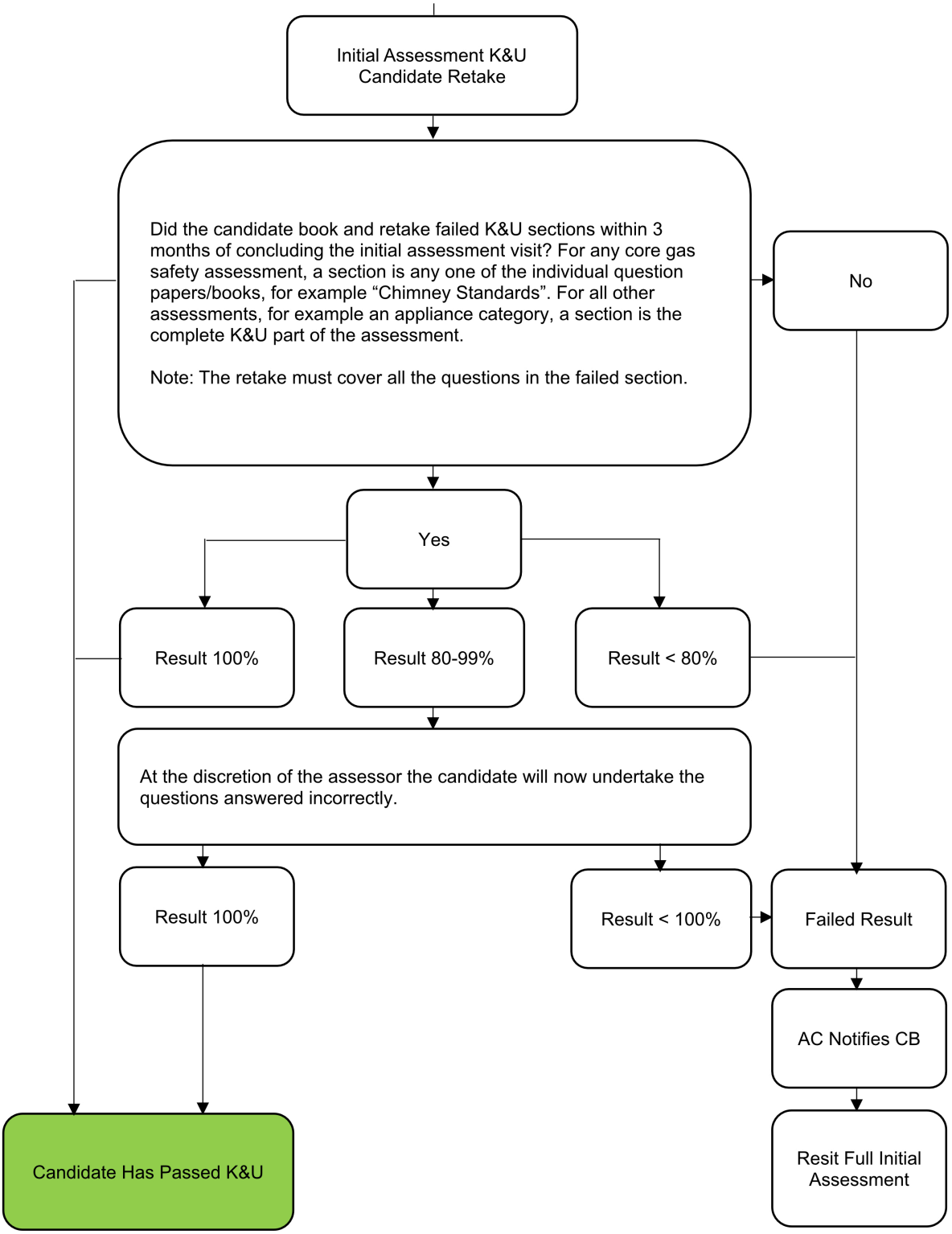
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Flowchart Table 1: Initial Assessment - K&U.

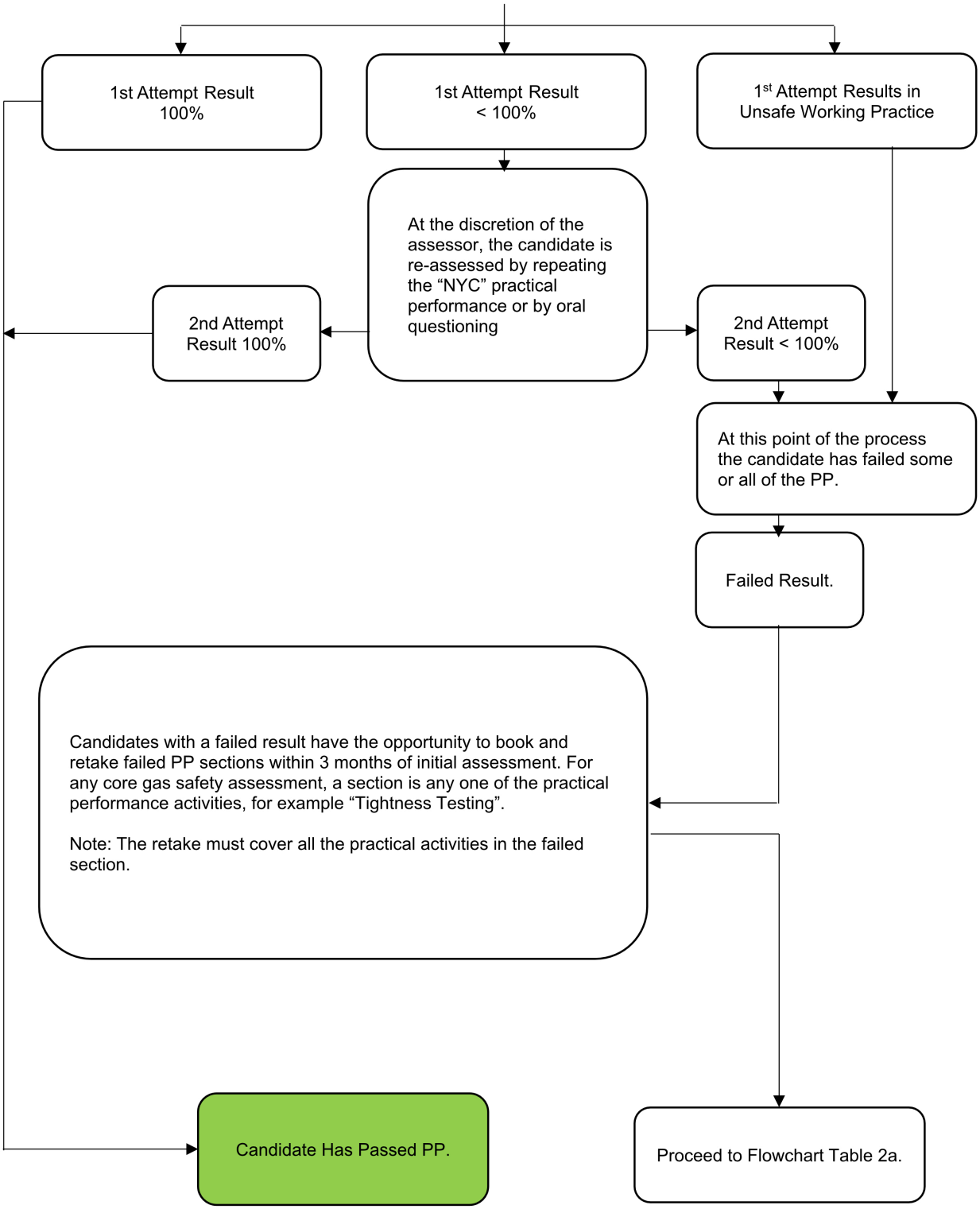


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Flowchart Table 1a: Initial - K&U – Retake.

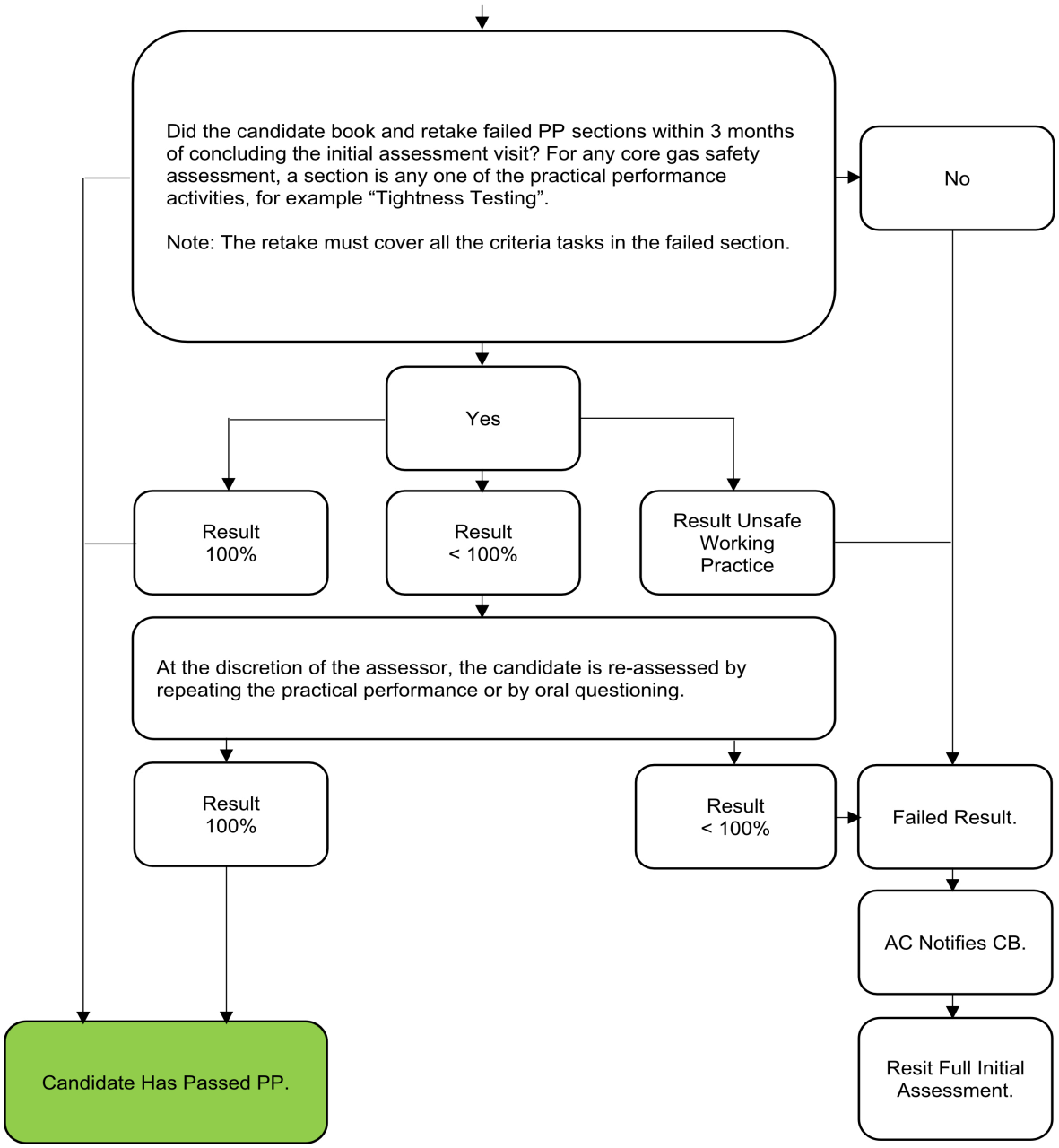


Flowchart Table 2: Initial Assessment – Practical Performance (PP).

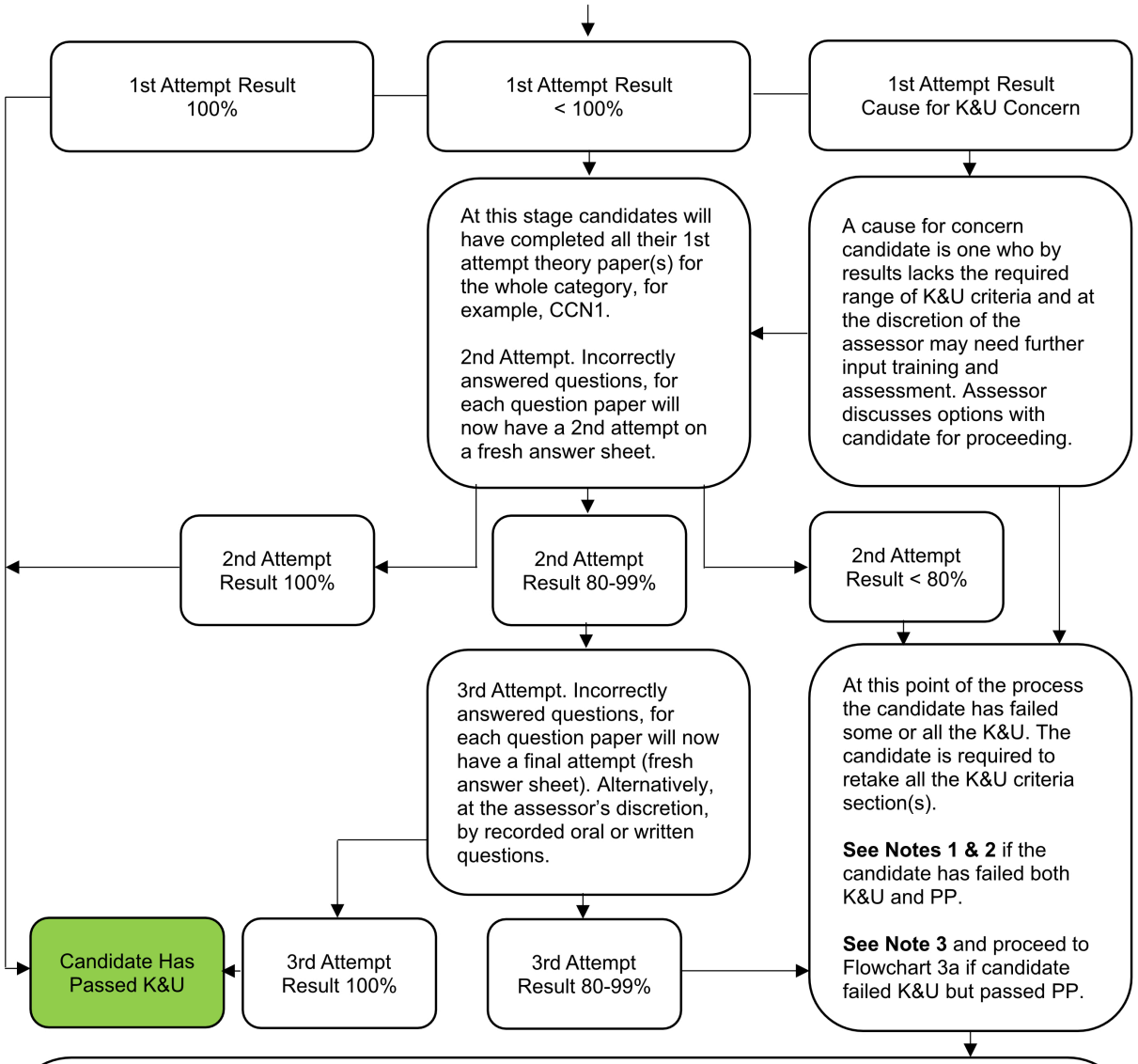


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Flowchart Table 2a: Initial Assessment – Practical Performance (PP)– Retake.



Flowchart Table 3: Re-Assessment - K&U.



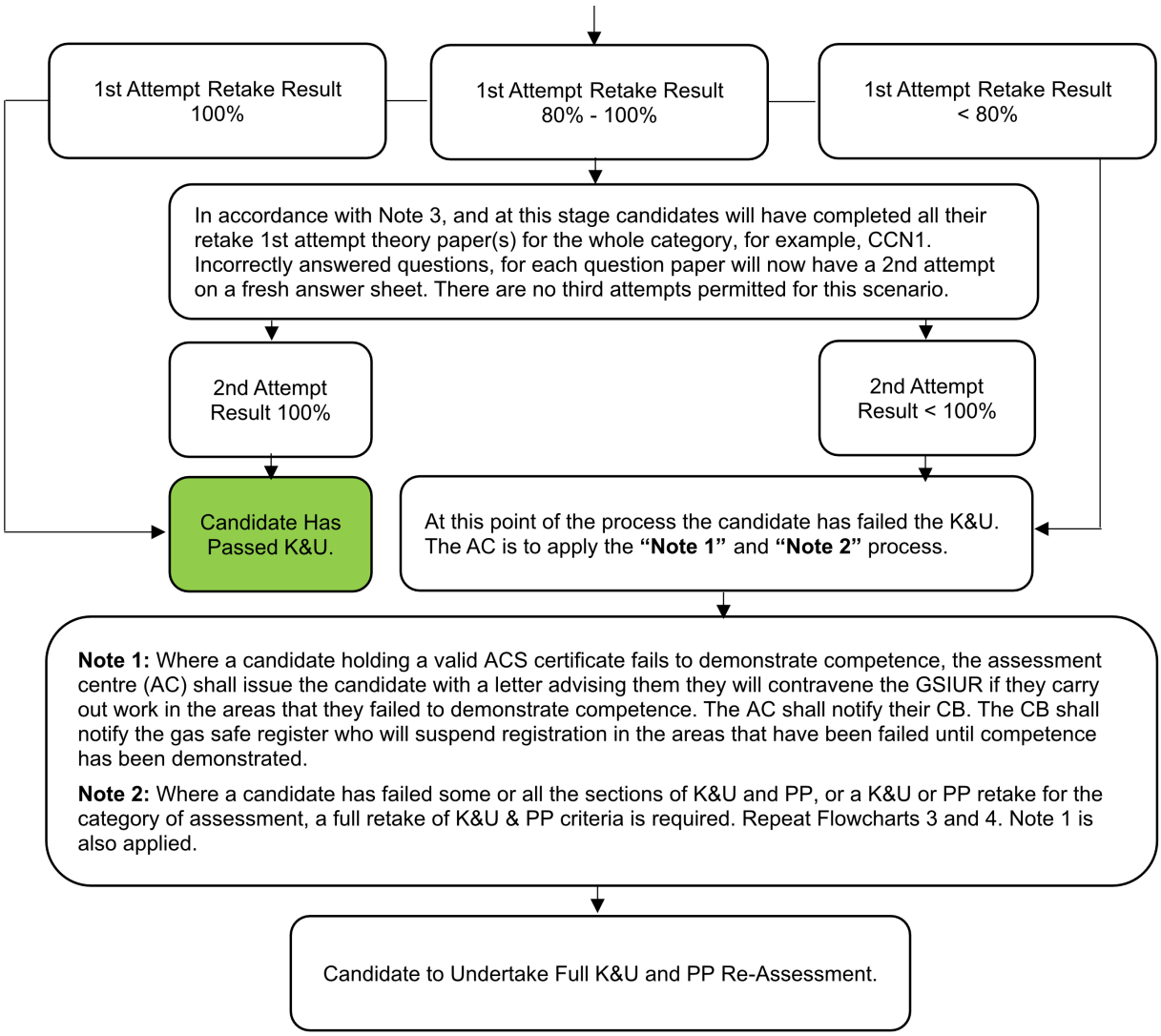
Note 1: Where a candidate holding a valid ACS certificate fails to demonstrate competence, the assessment centre (AC) shall issue the candidate with a letter advising them they will contravene the GSIUR if they carry out work in the areas that they failed to demonstrate competence. The AC shall notify their CB. The CB shall notify the gas safe register who will suspend registration in the areas that have been failed until competence has been demonstrated.

Note 2: Where a candidate has failed some or all the sections of K&U and PP, or a K&U or PP retake for the category of assessment, a full retake of K&U & PP criteria is required. Repeat Flowcharts 3 and 4. Note 1 is also applied.

Note 3: Where candidates on a first re-assessment visit have passed all sections of the practical performance (PP) for the category of assessment but have failed all or some sections of the knowledge & understanding (K&U) they will be given the opportunity to undertake further preparation training/revision prior to returning and completing a full knowledge & understanding (K&U) assessment only. The PP result stands provided candidates book and return within 30 working days from the completion of the first visit, for the full K&U, in which competence was not demonstrated. Failure to return within 30 working days will require the candidate to undertake a full re-assessment

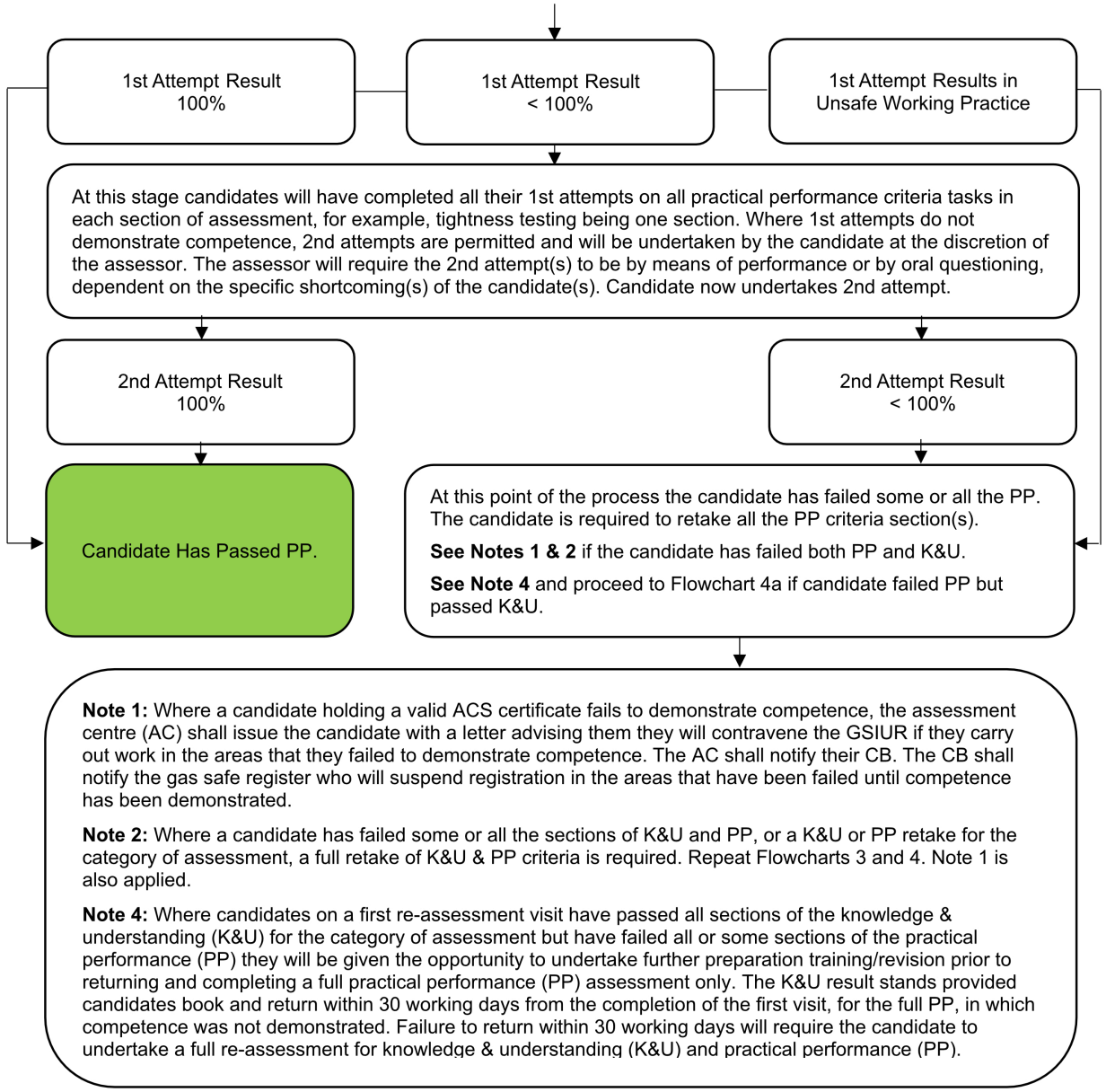
For "Note 3" Candidates. Proceed to Flowchart 3a

Flowchart Table 3a: Re-Assessment - K&U Retake (Note 3).



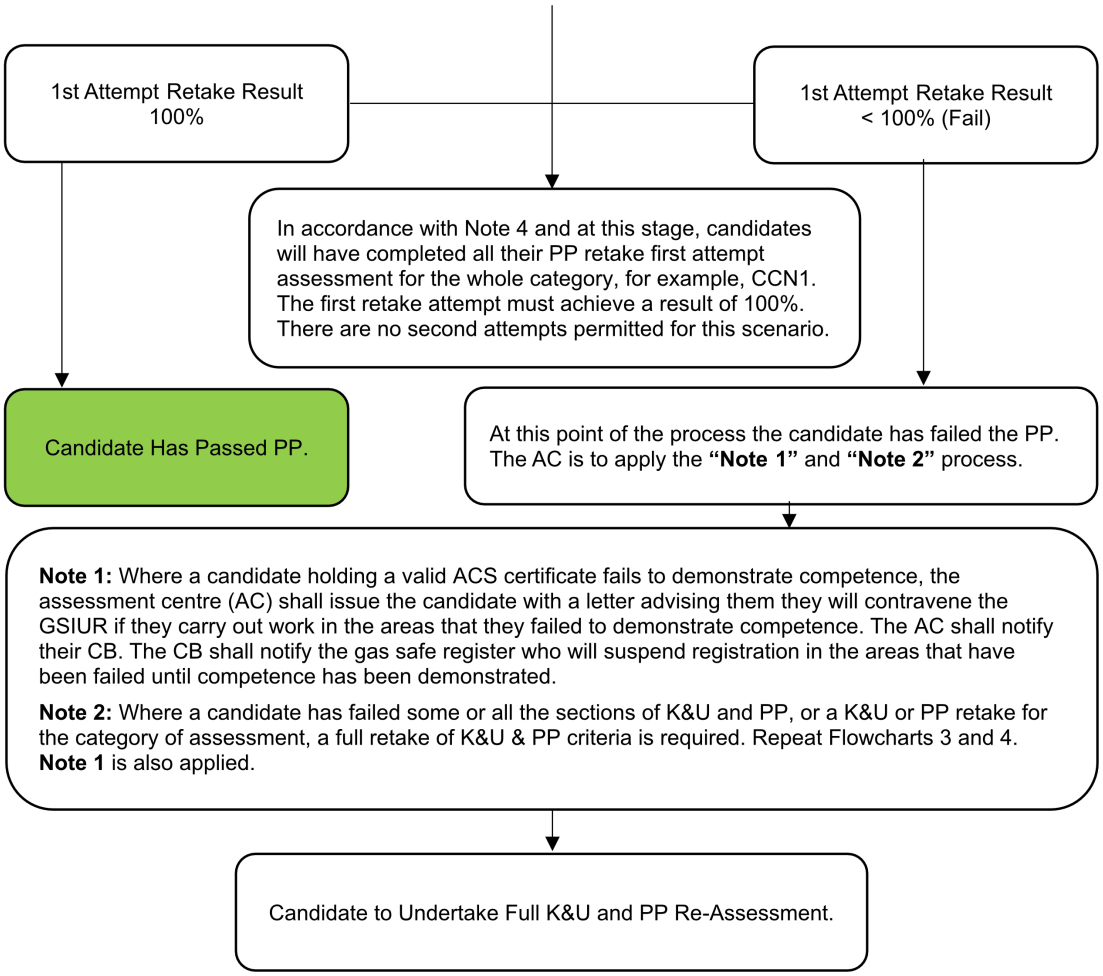
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Flowchart Table 4: Re-Assessment – Practical Performance (PP).



For "Note 4" Candidates. Proceed to Flowchart 4a

Flowchart Table 4a: Re-Assessment – Practical Performance (PP) Retake (Note 4).



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Annex 2

Oil Firing Technician (OFTEC) Scheme

1.0 Introduction

1.1 The OFTEC scheme is a nationally accredited certification scheme owned by OFTEC and designed to ensure that learners are competent to carry out work safely on oil firing appliances and equipment in accordance with the requirements of the OFTEC publication RCP 2.

1.2 The OFTEC scheme is accredited by the United Kingdom Accreditation Service (UKAS) as meeting the requirements of BSEN ISO/IEC 17024 – General Requirements for Bodies Operating Certification of Persons.

1.3 We are a UKAS accredited Certification Body (UKAS No 0230) approved to issue OFTEC certificates of achievement and to provide, specify and externally verify examination and assessment facilities at Centres.

1.4 Our scope of accreditation is published on the UKAS website

2.0 Scope

2.1 The OFTEC scheme assesses an individual's competence to carry out safe work on oil fired appliances and equipment. The scheme also assesses other associated works.

2.2 The information and guidance provided in this annex do not apply to training programmes or learning materials provided to learners in preparation for OFTEC assessments.

3.0 OFTEC Assessment Criteria

3.1 RCP 2 is determined and approved by the OFTEC Scheme Committee (OSC).

3.2 We award qualifications in the following areas of work:

- OFT10 -101 Single Stage Pressure Jet Servicing and Commissioning
- OFT10 - 102 Servicing and Commissioning of oil and bio-liquid fuelled vaporising burner fired domestic fixed combustion appliances < 45kW.
- OFT10 - 105E Installation of oil & bio-liquid fuelled fixed combustion appliances & systems
- OFT10 - 600a Installation of oil fuel storage and supply systems connected to fixed combustion appliances.
- OFT 10 – 201 Commercial Servicing and Commissioning - Multi-Stage Pressure Jet appliances.

4.0 Application Process

4.1 Learners are required to apply for assessment by using the application form provided by the Centre. All the details requested on the form must be provided before the application can proceed.

4.2 By signing the application form the learner agrees to abide by the requirements of the qualification.

4.3 Applicants must provide:

4.3.1 Their UK issued National Insurance Number at the time of application. When a non-UK resident is applying for assessment, we will provide a unique identifier number on successful completion of assessments and when we have received the assessment documentation. This number will appear on the candidates certificate of achievement in place of the NI number.

4.3.2 Evidence of meeting any prerequisite requirements i.e., presentation of original certificates or other forms of acceptable evidence or supporting documentation.

4.4 The Centre must record that the learner has presented that evidence which meets the prerequisite requirements and forward a copy of that evidence to us.

4.5 Learners undertaking OFTEC assessments for the first time and who are not known to the Centre, us or OFTEC are required to produce documentary evidence of their identity. This will normally be their passport or photo ID driving licence. When a candidate does not possess a driving licence or passport, we may at our discretion accept alternate means of confirming their identity.

4.6 When applying for assessment learners must disclose any medical condition that may affect the assessment or which the Centre first aider should be aware of.

4.7 Learners must have sufficient experience of oil appliance related work and meet all the OFTEC entry requirements before they can be accepted for assessment. Learners are categorised as one of the following:

4.7.1 Category 1

Applicants in this category are regarded as experienced oil technicians: they will need to provide an original certificate as evidence to the Centre prior to taking OFTEC assessments.

Candidates holding OFT10-101 and or OFT10-102 may take OFT10-105E and or OFT10-600a assessment without training (and are therefore Category 1).

Candidates holding OFT10-105E and or OFT10-600a must undertake training before taking OFT10-101 and or OFT10-102 (and are therefore Category 2).

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4.7.2 Category 2

Applicants in this category are regarded as holding a nationally recognised qualification in a trade associated with oil work. The learner must provide relevant qualifications to support entry.
or:
Have relevant skills and experience gained from working in a related trade such as Plumbing, Heating, Ventilation, Refrigeration, Air Conditioning, Gas Fitting or Servicing.

Applicants must provide evidence of this related experience to the Centre. The evidence must consist of, as a minimum, the following:

- Name and address of the business (es) providing the related experience.
- The types of related work undertaken.

4.7.3 Category 3

Applicants in this category are regarded as new to the oil industry, and do not hold any national qualifications in a related field nor have any related work experience. Application conditions for this category require that the Category 3 applicant may either:

- Obtain employment with an OFTEC registered business which is willing to provide auditable extended oil training programme incorporating both On and Off the Job components with organisational support prior to the applicant taking OFTEC assessment.

Evidence of the contents of the programme detailing the Off the Job training and On the Job, experience must be presented to the Centre as above.

or:

- Undertake a training programme such as the OFT50 which is planned, managed, and organised by a OFTEC approved training provider.

5.0 Examinations and Assessments

5.1 Assessments are conducted in realistic simulated environments within the Centre.

5.2 Theory Assessments (initial and re-assessments)

The pass mark for the assessments is 100%. Candidates must achieve a mark of at least 65% for each paper on the first attempt and at least 80% for each paper on the second attempt (the second attempt comprising only of questions answered incorrectly on the first attempt). Then, if not achieving the required 100%, oral questioning may be undertaken at the discretion of the assessor. No further attempts will be permitted. Inability to achieve the 100% pass mark will be deemed to have not proven competence and shall require the candidate to re-take all theory assessment papers relevant to the failed OFT category (i.e., OFT10-101, OFT10-600a etc.), not individual paper(s).

5.3 Practical Assessments

If competence is not demonstrated, at the first attempt a Centre may re-assess the candidate via a second attempt only of the failed task(s). Inability to complete the

task(s) at the second attempt means that the candidate will be deemed to have not proven competence and shall be required to re-take all practical assessments relevant to the failed OFT category (i.e., OFT10-101, OFT10-600a etc.), not individual paper(s). Failure will occur if the Assessment is stopped due to unsafe or dangerous working practice.

6.0 Completion of assessments

6.1 On successful completion of assessment, learner's documentation is internally quality assured by the Centre prior to being forwarded to us with a recommendation for certification. In the event of the recommendation for certification being rejected, we will advise the Centre of any queries or deficiencies. The Centre will inform the learner of any outcome other than certification.

7.0 Notification to OFTEC

7.1 On receipt of all complete and correct assessment documentation, we will forward all learners successful assessment results to OFTEC.

7.2 When circumstances beyond our control prevent the issuing of an OFTEC certificate and or the forwarding of assessment results to OFTEC, our standards of service which are normally within 10 working days will be suspended until operating conditions are returned to normal

8.0 Advice to Learners

8.1 When a learner fails an OFTEC assessment the learner is advised by the Centre that they should not undertake work on any oil installation covered by the scope of the assessment which they have failed.

8.2 When a learner has passed OFTEC assessments they are advised not to carry out work on any oil installation covered by the scope of the assessment until they receive their certificate and are registered with OFTEC.

9.0 General Conditions

9.1 Validity of OFTEC certification is conditional on individuals maintaining their competence during the period that the certificate is valid. When we receive information or have reason to believe that an individual may not be working competently or has not maintained their competence or is unable to fulfil the conditions detailed on the certificate or those on the application form, we reserve the right to investigate by whatever means is appropriate and revoke or withdraw the certificate or part of the scope of the certificate if proven.

Annex 3

Courses Approved by LCL Awards

Courses awarded by us are subject to the general requirements set out in this handbook.

Each course has its own specific specification: information can be provided by the Centre and are published on our website.

We also certificate bespoke training courses designed and delivered by Centres when the training is of a specialist nature and not covered by any our regulated or accredited qualifications or approved courses.

Note: These courses are not accredited, regulated, or recognised by those organisations listed in the Preface on page 4.

Annex 4

LCL Awards Managed Learning Programmes (MLP)

1.0 Our MLP are designed to enable:

- New entrants to the gas industry.
- Individuals with relevant mechanical, engineering or construction qualifications and or with relevant working experience.

to undertake a learning programme leading to the acquisition of:

- ACS Certification
- A regulated qualification
- The issue of our Training Completion Certificate

2.0 We will normally only approve Centres to deliver our MLP which are at the time approved to deliver ACS assessments or regulated qualifications. Prior to Centre approval, the Centre and us are required sign an agreement made between both parties to collaborate in the deliver the MLP.

3.0 The Centre must embed the principles and practices of our Approved Centre Quality Management System (QMS) into the delivery of the MLP and in doing so must maintain records and adopt policies and practices relating to the following:

1. Application for Training Completion Certificate.
2. Approved Centre Personnel.
3. Approved Centre Quality Policy.
4. Arrangements for Security of Learner Records and Personal Information.
5. Arrangements for Security of Teaching Documentation and Equipment.
6. Complaints Procedure.
7. Appeals Procedure.
8. Description of the Approved Centre Organisation.
9. Equality and Diversity Policy and Procedures.
10. Facilities and Arrangements for External Quality Assurance Audit.
11. Examination and assessment scripts and tasks.
12. Formative and Summative Assessment Records and Results.
13. Learner Application and Registration Procedures.
14. Learner Records.
15. Lesson Plans, Format and Duration.
16. List of Personnel Functions and Appointments.
17. Practical Formative Assessment Specifications.
18. Register of Approved Teachers.
19. Register of Practical Training Facilities and Equipment.
20. Risk Assessments.
21. Separation of Training from Assessment (Management, Resources, Facilities and Personnel).
22. Personnel Training, Development and Qualifications Record.
23. Standards of Service.
24. Statistical Data Collection.
25. Teacher Duties and Responsibilities.
26. Teaching and Stimulus Materials.
27. Teaching Areas and Facilities.
28. Teaching Procedural Information and Supporting Documentation.
29. Written Formative Assessment Specifications.

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4.0 Our MLP is a programme of learning and development recognised by the gas industry's Standards Setting Body (SSB) which has been designed and developed by us and administered and managed by a Centre.

5.0 The MLP includes sufficient theoretical learning input and supervised practical work training in a Realistic Work Environment (RWE) in the Centre and supplemented by Supervised Workplace Practice (SWP) gained under the supervision of a Gas Safe Registered business.

6.0 The MLP is designed to meet the training requirements for:

- New entrants to the gas industry who do not meet the pre-entry requirements for ACS assessments as described in ACS Guidance Note 8.
- Learners registered with an Awarding Organisation in the UK undertaking a regulated qualification that has gas utilisation content.
- Learners undertaking an apprenticeship when the apprenticeship specification and end point assessment requires the learner to be (or be able to) register with Gas Safe Register
- Individuals intending to carry out gas work outside of the scope of the GSIUR and who need to provide evidence of gas safety competence to meet the requirements of the HSW Act.

7.0 The MLP is a programme of learning leading to learners' being able to install, commission, service and maintain a range of gas appliances and equipment:

Managed Learning Programme (MLP) Title	**MLP Code**
Domestic	
Domestic Natural Gas Appliances (Central Heating Boilers & Instantaneous Water Heaters, Space Heaters, and Cookers)	DNGA1
Domestic Natural Gas Appliances (Central Heating Boilers & Instantaneous Water Heaters and Cookers)	DNGA2
Domestic Natural Gas Appliances (Central Heating Boilers & Instantaneous Water Heaters)	DNGA3
Domestic Natural Gas Appliances (Cookers)	DNGA4
Domestic Natural Gas Appliances (Space Heaters)	DNGA5
Domestic Natural Gas Appliances (Central Heating Boilers & Instantaneous Water Heaters and Space Heaters)	DNGA6
Domestic Meters	DNGM
Emergency Service Provider	ESP
LPG	
Domestic LPG and Appliances (Leisure Accommodation Vehicles, Residential Park Homes)	DLPGA1
Domestic LPG and Appliances (Boats)	DLPGA2
Non-Domestic	
Non-Domestic Heating and Appliances, Pipework Installation and Commissioning	NDNG1
Non-Domestic Heating and Appliances	NDNG2
Non-Domestic Catering and Appliances	NDNG3
Non-Domestic Laundry and Appliances	NDNG4
Non-Domestic Pipework Installation and Commissioning	NDNG5
Non-Domestic Natural Gas Meters	NDGM

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8.0 Our MLP consists of:

- A balance of Centre-based learning inputs and SWP using a range of teaching and learning methods designed to meet the needs of learners which are cost effective and efficient.
- A programme of formative and summative assessment of learner progress. The results of those assessments being maintained and kept secure by the Centre for audit and record purposes.

9.0 MLP Work based evidence

Each MLP requires a minimum sufficiency of evidence from the workplace to be met by the learner and confirmed by the Centre.

The evidence will typically consist of the following:

- Witness testimony (employer or supervising engineer)
- Personal statement
- Photographs
- Video
- Method statements

The evidence required will cover the scope of work activity for each appliance including:

- Installation
- Service and maintenance
- Fault finding and repair

The evidence will be gained from the workplace and meet the requirements of IGE/IG1 Supplement 2 (Domestic NG) and or IGE/IG1 Supplement 3 (Metering/ESP) along with other sector supplements as published by IGEM from time to time

10.0 Auditing of the performance of the Centre delivering the MLP is carried out by us through a programme of periodic external quality assurance audits.

11.0 Centres will not normally be able to deliver our MLP unless they have arrangements in place to ensure the learner can access SWP provided by a gas installation business, or learners are able to organise and arrange the SWP themselves.

12.0 Any teacher conducting practical gas work training in the Centre must be either employed by the Centre and holds a Gas Safe Register license for that range of gas work or is a sub-contractor to the Centre which is registered for the range of practical gas work training conducted in the Centre.

13.0 Learners completing an MLP and progressing to an ACS or regulated qualification are only permitted to apply for examination and assessment for the range of training covered by the MLP Training Completion Certificate.

14.0 MLP Bridge

An MLP Bridge is available for those newly qualified learners who wish to extend their scope of ACS when they have less than 12 months experience.

Appendix 1

(Regulated Qualifications Only)
Unique Learner Numbers (ULN) and Learner Records Service (LRS)

Learners undertaking regulated qualifications are issued with a ULN, this is a 10-digit number unique to the learner which is obtained from the LRS by the Centre registering you for the qualification. When a learner supplies the Centre with their ULN the Centre must validate the ULN as part of the qualification registration process.

LRS operates the Learner Register, which enables Centre's to generate a ULN. To obtain ULNs for your learners, a Centre must sign up as a Learner Registration Body (LRB).

Once a Centre is registered as an LRB, they can obtain ULNs for their learners. Information on how to register as an LRB and how to obtain ULNs can be found at: https://www.gov.uk/government/publications/learner-registration-bodies-user-guide

Appendix 2

Initial Assessment (IA)

The Approved Centre (AC) will conduct a review of the learner's application to confirm they have the capability and ability to achieve the MLP, course or qualification they have applied for.

The review will confirm the MLP, course or qualification:

- Is suitable for the learner's needs
- That the AC is satisfied that the learner has the appropriate competencies i.e., numeracy, literacy, IT, communication and or technical ability
- Whether the AC will be required to apply Reasonable Adjustments
- The learner meets any prerequisite requirements
- The learner's declared health and or learning needs can be facilitated by the AC
- Whether prior learning achievements, exemptions can be applied to the learning inputs, examinations or assessments
- That the learner has access to on-site work (where appropriate)
  and
- Any specific MLP, course or qualification specification or requirements can be met by the learner.

Appendix 3

Safeguarding of Young People Undertaking LCL Awards Managed Learning Programmes (MLP), Courses and Qualifications

We believe in supporting all aspects of young people's development and learning, and keeping them safe whilst undertaking our MLP, course or qualification.

What is Safeguarding: All young people have the right to be safe. This applies to all environments, from home, to education, training, and work. All adults who spend time with young people have a responsibility to make sure that their well-being is prioritised. This means listening to young people, making sure they are safe and taking action when required.

For the purposes of child protection legislation, the term 'child' (young people) refers to anyone up to the age of 18 years.

Colleges of Further Education will be familiar with the legislation and will have in place policies, processes and procedures associated with safeguarding of young learners within the College.

However other approved Centres may be less aware of those responsibilities and therefore should ensure that when they have or are likely to register young learners onto an MLP, course or qualification or any apprenticeship or learning programme that utilises our qualifications or training programme that they fully understand and discharge their legal responsibilities and obligations regarding the safeguarding of those young learners.

Centres must consider implementing a child protection policy and procedures for dealing with issues of concern or abuse.

The Centre policy should provide for all members of staff (full time, part time or contract), with a clear and secure framework for guaranteeing that all young learners engaged in the Centre are protected from harm whilst confirming all staff ensure that:

- Young learners feel listened to, valued and respected.
- All staff are aware of indicators of abuse and know how to share their concerns appropriately.
- All staff are subject to rigorous recruitment procedures.
- All staff are given appropriate support and training
- All staff play a crucial role in helping to identify welfare concerns, and indicators of possible abuse or neglect, at an early stage.

To ensure young learners are adequately protected, the Centre should ensure that:

- They have a Designated Safeguarding Officer (DSO) who is retrained once every two years in safeguarding.
- The Centre is fully supported by the management and or owners of the Centre in meeting the legal requirements of safeguarding.
- All staff have read and understand the Centre Safeguarding Policy and are aware of the indicators of child abuse and how to respond to concerns or disclosures of abuse by young learners.
- All staff that will encounter young learners will be required to complete an appropriate online training programme.

- The Safeguarding Policy is reviewed on an annual basis, or as changes in process or legislation arise by the DSO.
- All relevant staff are subject to appropriate safeguarding checks.
- The Centre is compliant with all appropriate legislation including the Children's Act and all national and or regional governmental guidance.

Essential Reading

The Centre should ensure that it is familiar and compliant with the following key legislation:

- Department for Education (DfE) Keeping Children Safe in Education September 2018 (Statutory Guidance for Schools and Colleges)
- HM Government Working Together to Safeguard Children 2018
- Education Act 2002
- Children Act 2002

Appendix 4

Definitions and Terminology

Accreditation Body
The United Kingdom Accreditation Service UKAS is the sole national accreditation body recognised by government to assess, against internationally agreed standards, organisations that provide certification, testing, inspection, and calibration services.

Accreditation by UKAS demonstrates the competence, impartiality, and performance capability of Certification Bodies. UKAS is a non-profit-distributing private company, limited by guarantee. UKAS is independent of Government but is appointed as the national accreditation body by Accreditation Regulations 2009 (SI No 3155/2009) and the EU Regulation (EC) 765/2008 and operates under a Memorandum of Understanding with the UK Government.

Accredited Framework
1. Nationally Accredited Certification Scheme for Individual Gas Fitting Operatives (ACS).
2. OFTEC Oil Technician Scheme (OFTEC)

Approved Centres
Approved Centres are approved by us to design and deliver our MLP and or deliver our examinations and assessments within regulated, accredited or our qualifications.

Combination Assessment
An assessment that requires the learner to demonstrate knowledge, understanding and performance either in realistic work environments and/or in the workplace.

Course
A structured programme of learning and assessment which has been approved by LCL Awards but is not UKAS accredited or regulated by the Qualification Regulators

Independent Assessment
An independent assessment conducted by an Assessor qualified person who has no vested interest in the learner e.g., not employed by the same company, has not trained the learner in the areas to be assessed etc. in accordance with an industry specification.

Knowledge Examination
An examination that gives the learner the opportunity to demonstrate thier knowledge of identified topics and subject areas.

Learner
A person who is registered for an MLP, course or qualification and to be assessed and or examined as part of that qualification. Learner also means candidate.

The process will have demonstrated that the learner has successfully met the requirements and criteria for the award of the qualification to be made.

Managed Learning Programme
A programme of learning designed and delivered by a Centre which has been approved by us. The programme of learning will lead to learners applying for gas safety competence assessments and registration with Gas Safe Register.

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NVQ
The term “NVQ” National Vocational Qualification is used to identify a competence-based qualification which is work-based that recognises the skills and knowledge a person needs to do a job

Occupational Competence
The knowledge, understanding and skills needed by an individual to carry out a particular job role/responsibility safely and in accordance with approved industry and technical standards and working practices

Performance Assessment
An assessment that gives the learner the opportunity to demonstrate they have the practical and technical skills that are in accordance with standard industry practice and or the relevant National Occupational Standards for given work activities.

Qualification
A qualification regulated by the Qualification Regulator - A process requiring the registration, examination, assessment, and certification of a learner.

Qualification Framework:
1. Regulated Qualification Framework (RQF).

Qualification Regulators:

Office of Qualifications and Examinations Regulation (Ofqual)
It is the role of Ofqual to maintain standards and confidence in qualifications. Ofqual are responsible for GCSEs and A levels in England, and a wide range of vocational qualifications in England. Ofqual also regulate the National Curriculum Assessments in England.

Ofqual are independent of Government ministers and report directly to Parliament in Westminster and the Northern Ireland Assembly. While Ofqual is independent, it gives advice to Government on qualifications and assessment based on its research into these areas.

Ofqual regulate by recognising and monitoring organisations that deliver qualifications and assessments as set out in the Apprenticeship, Skills, Children and Learning Act (2009) and Education Act (2011).

The main way Ofqual regulate is by setting the standards and rules that awarding organisations need to meet when they design, deliver and award regulated qualifications. Ofqual monitor awarding organisations and qualifications to make sure that standards are maintained. Ofqual are a risk-based regulator and concentrate resources to when they are most needed.

Qualifications Wales.
Qualifications Wales carries out the same role with the same responsibilities as Ofqual for qualifications in Wales.

CCEA Regulation.
CCEA Regulation carries out the same role with the same responsibilities as Ofqual for qualifications in Northern Ireland

Realistic Working Environment
The environment in which simulated assessment takes place involving the replication of workplace conditions, time constraints etc.

Regulatory document:
1. General (Standard) Conditions of Recognition.
2. BS EN ISO/IEC 17024 Conformity Assessment – General Requirements for Bodies Operating Certification of Persons.

Unit:
A coherent and explicit set of learning outcomes and assessment criteria with a title e.g. A published unit within a qualification or a module in ACS or OFTEC scheme e.g., CCN1 or OFTEC 101.

Useful Contacts

LCL Awards
Unit 1 Belvue Business Centre
Belvue Road, Northolt
UB5 5QQ
Telephone: 0208 839 2439
E-mail: enquiries@lclawards.co.uk

Website: www.lclawards.co.uk

OFTEC
Unit 25
Riduna Park
Station Road
Melton
Suffolk
IP12 1QT
Tel: 01473 626298 (UK)
Tel: 01864 5771 (RoI)
Email: oftec.org/contact/

Microgeneration Certification Scheme (MCS)

Helpdesk: 0333 103 8130
hello@mcscertified.com

The Office of Qualifications and Examinations Regulation (Ofqual)
2nd floor, 1 Friargate Station Square Coventry CV1 2GN
Phone: 0300 303 3344

Enquiries: https://www.gov.uk/guidance/contact-ofqual

Complaints:
https://submit.forms.service.gov.uk/form/6208/make-a-complaint/MbaJgQQx

Malpractice and fraud reporting:
https://submit.forms.service.gov.uk/form/6275/report-a-concern-of-malpractice-qualification-fraud-or-wrongdoing-whistleblowing/xhddd3GJ

Gas Safe Register
PO Box 6804
Basingstoke
RG24 4NB
Tel 0800 408 5500
E-mail:
enquiries@gassaferegister.co.uk

Water Regs UK
30 Fern Close
Pen-Y-Fan Industrial Estate
Crumlin Gwent
NP11 4EG
Tel: 01495 248454
E-mail: info@waterregsuk.co.uk

IGEM
IGEM House
26 & 28 High Street
Kegworth
Derby
DE74 2DA
Tel:01509678150

Qualifications Wales

Q2 Building, Pencarn Lane
Imperial Park Coedkernew,
NewportNP10 8AR
Phone: 01633 373222
Web address:
https://qualifications.wales/

Council for the Curriculum, Examinations & Assessment (CCEA)
Phone: 02890 261200
29 Clarendon Road
Clarendon Dock
Belfast BT1 3BG
Web address: https://ccea.org.uk/

Document Change Record

This document was last reviewed and updated September 2026

Date: 16.09.2021

Changes

Page	Section/ Paragraph	Change
Various	Various	Minor grammatical changes to definitions and terminology used throughout the Handbook
4 & 5	Preface	Qualification Regulators hyperlinked to website Reference to IGEM recognition Reference to conditions of recognition Additional reference to prohibitive training
8	3.3.4 3.3.6	Inclusion of whistleblowers Remove reference to ISO 9001 Added identified risk to business continuity and added mitigations
14	5.6 5.7	New clause re learners being party to previous malpractice New clause on LCL Awards right to decline a learner registration
14	6.1 & 6.2	Inclusion of abuse by others against AC or LCL Awards
17	7.5	Inclusion of a clause re workplace observed assessments
21	11.3.5 11.4	Clarification of charge for the issue of replacement certificates for claims over 12 weeks Issuing replacement certificates and change of name
23	11.8	New paragraph setting out the circumstances and details when LCL Awards will decline to issue certificates
25 - 27	12.4	Additional examples of incidents of malpractice by learners e.g., taking and distributing images of restricted/confidential information.
28	13.1	Additional guidance on COSHH and risk assessment of learners' own tools and equipment
29	14	Additional information on the use of logos
30	15.1.2	Change of reference to certification
34	16.1	Inclusion of exception to learner's right of appeal in certain circumstances. Removal of reference to sanctions applied to Centre
37	17.6.1.2	Reference to ACS and OFTEC
38	17.9.1 & 2	Reference to releasing data to third parties updated plus additional guidance note
39	18.1, 18.4,	Clarification on complaints procedures
40	19.1.2.1	Clarification on whistleblowers
44	19.9.4	Note on the investigating of disclosures involving persons employed by LCL Awards
46	3.3	Duplicated reference to our scope of ACS accreditation as published UKAS web site deleted
56	3.3	Duplicated reference to our scope of OFTEC accreditation as published UKAS web site deleted
60	Annex 3	Reference to certification of bespoke courses delivered by Centres

Date: 26.01.2023

7 36 37	3.1.26 17.1.1 17.2.23 17.4.3	New reference to UK GDPR
12	4.6.5.4	Added use of Bilingual translation dictionary as a reasonable adjustment
18	9.3	Added MLP to exclusions of express service
49&50		ACS Guidance Note 8 and Notes updated to current version
62	Annex 4 Clause 6.0	Removed the reference to Category 2 & 3 candidates, relaced with current terminology and referenced GN8
63	Annex 4 Clause 9.0 Clause 14.0	Removed paragraph relating to Primary and Secondary routes and replaced with Evidence requirements and reference to IGE/IG1 supplement 2 New clause describing and MLP Bridge
73		Contact details for LCL Awards and E&USkills (change of address). Changed WRAS to Water Regs UK and email address Contact details for MCS updated

Date April 2023

Page	Section/ Paragraph	Change
12	4.6.5.8	Information on requesting large print assessment documentation
26	12.4.2	Additional examples of Malpractice and Maladministration
28	12.9	Additional information when certificates are revoked, or scope reduced
35	16	Additional information and amendment to Appeals process involving Maladministration and Malpractice
45	19	Additional information and amendment to Whistleblowing process
64	9	Reference to other IGEM supplements to IGE/IG1

Date 09 April 2024

Eric Holland

Page	Section/ Paragraph	Change
49	5.3	New pre-requisite
53	8.5	New list of Flowchart Tables
54 - 61		New replacement Flowchart tables effective from 01.10.2024
		Existing Tables retained until 30.09.2024
22	11.4.2.1 & 11.4.2.2	New and amended paragraphs
		Improvements to punctuation and grammar throughout the document
31	15.1.9 & 15.1.10	Addition of “summary” before findings

Date 24.06.24

Steven Mulvany

Page	Section/ Paragraph	Change
12	4.6.2	Removal of the word qualification from paragraph
16	7.2.1	Clarification that or qualifications are only available in English language only
23	12.4.3	Change to reporting line
27	12.7.2	Clarification of abbreviation ICT
31	15.2.1.3	Clarification on types of complaints and reporting procedure
	15.3.1	
32	15.3.2	
	15.3.3	
	15.4.3	
34	15.11	Minor clarification on terminology used
	15.12	
35	16.1.8	Clarification on types of appeals allowed
36	16.1.10	
46	19.10.3	Referring whistleblowers to IIC clarification
52	7	New Clause 7.4 regarding issuing of notice on behalf of gas safe register
50 - 52		Updated ACS Guidance Note 8 (version 8.1)
54 – 56	Table 1-3	Existing tables only valid until 01.10.24
57 - 64	Flowchart Tables 1 – 4a	New flowcharts valid from 01.10.24 onwards
71	MLP Table	New DNGA6 added to table
72	9.0	Reference to IGEM IG1 Supplement 3

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18.12.2024

Page/Section/Appendix	Summary of Change
Front Page	Amended title to Section 18
Preface Page 3	Removed reference to two qualification frameworks
Section 3.3.4	Changed reference to quality objectives to business objectives
Section 3.4.2 (BP 3&4)	Added the words as far as reasonably practicable
Section 4.6.2	Changed to read as - Where Reasonable Adjustments are applied, we do not attach any learner-specific conditions to certificates
Section 4.6.5.8	Changed durations to 10 days
Section 4.6.7.3	Interpreter - Removed
Section 4.6.8	Minor grammatical change
Section 7.3	Added examples of prohibited devices
Section 7.3.3	Minor grammatical change
Section 7.6.2	Change the word moderation to review
Section 7.6.3 & 4	Minor grammatical change
Section 10.6	
Section 10.7	New clause explaining when RPL may not be accepted
Section 11.5	The term withdrawn replaced with Revoke for consistency
Section 11.5.1	Removed – reducing the scope of certificates and merged BP 3 with BP2
Section 11.5.4	Minor grammatical change
Section 11.8.1.2	Clarification when certification will be declined
Section 12.2.1	Minor grammatical change
Section 12.4.2	BP 8 removed
Section 12.4.3	Reporting line changed to Operations Manager
Section 12.7.2	Minor grammatical change
Section 12.9	All references to reducing scope of certificate removed from all sub sections 12.9.1 – 12.9.4
Section 15.1.7	Additional clarification provided in dealing with complaints
Section 15.1.8	Minor grammatical change, new BP6
Section 15.2.1.2	Minor grammatical change. Reporting line changed to Operations Manager
Section 15.3.2	Minor grammatical change to BP4 & 5
Section 15.4.1	Change to who can make a complaint
Section 15.5.2	Added - HMRC, Customs & Excise
Section 15.5.4	Changed – data protection policy to Privacy policy
Section 15.5.5	Additional information on responding to anonymous complaints
Section 15.5.6	Removed
Section 15.7.1	Dealing with complaints process amended

Section 15.9.4	New clause – advising the complainant
Section 15.10.3	Minor grammatical change
Section 15.10.5	Clause removed (examples of evidence)
Section 15.11	Minor grammatical change to section and clauses
Section 15.11.6	Clause removed – covered in 15.12
Section 15.12.	New clause 15.12.2 and 15.12.2.1
Section 16.1.2	Removed – reducing the scope of certificates
Section 16.1.8	Removed clause
Section 16.3 (BP3)	Removed clause
Section 16.5	Paragraph wording clarified
Section 17.9.1	Minor grammatical change
Section 18	Section (and clauses) title changed
Annex 1 Section 4.1.2	Additional information on obtaining dummy NI numbers
Annex 1 Section 4.3	Additional information on proving identity
Annex 1 Section 7.4	Minor grammatical change
Annex 1 Section 8.5	Removal of effective date
Annex 2 Section 4.3.1	Additional information on obtaining dummy NI numbers
Annex 2 Section 4.3.2	Additional information on proving identity
Appendix 4	Definitions placed in alphabetical order

09.06.2025
E Holland

Appendix 5	OFTEC: change of address and contact details.

20.08.2025
E Holland

Paragraph 11.3.6	Added The issue of a certificate result notification letter to paragraph

11.05.2026
E Holland

Paragraph 15.0 Introduction	Added Making a Complaint Using Artificial Intelligence (AI) Generated Tools
Contents page	Renumbered

10.06.2026
S Mulvany

All Sections and clauses	General Grammatical and formatting, minor non-critical wording/phrases
Section 4 Diversity and Equality	New 4.5.2.1 New additional guidance on when learners should declare disabilities and requesting adjustments
Clause 10 Recognition of Prior Learning (RPL) and Attainment	
10.1	Removed the term ‘assessed, from clause
10.3	Added the following terms certificated and uncertificated prior learning
10.4	Removed the term ‘exemptions’ from clause Further guidance on when to claim RPL
10.5	Existing guidance on time limits removed and replaced with guidance on the scope of RPL
10.8	Information on the requirements for centres to accept claims for RPL
10.9	Clarification on learners right to appeal claims for RPL denied
Section 11 MLP, Course &Qualification Certificates	Clarification on authorising organisation requirements
11.3.2.3	Changed reference 11.2.3 to 11.3.2
Section 12 Malpractice and Maladministration Clause 12.9.5	.New clause setting out the sanction(s) we may impose on learners being found party to Malpractice during a course or qualification
Section 15 Concerns and Complaints 15.4	New guidance for learners on the use of AI when making complaints
15.9.4.1	Additional guidance where complaints are declined at the assessment stage
Section16 Appeals	
16.1	LCL identified as responsibility for dealing with Appeals
16.3	Removed reference to ‘final appeal’
16.1.5	Reference to learners in Section 11.8.3 removed
16.1.6	Removal of appeals against RPL decision
16.1.7	Removal of appeals against Reasonable adjustments and special considerations
16.18 & 9	Renumbered
16.6	Additional guidance for learners making appeals
Annex 1	
5.1.2	Removed the reference to lost or damaged certificates
Annex 4	
Section 12	Clarification of requirements for Gas Safe Registration

Appendix 2	Initial Assessment requirements amended to reflect current practice
Appendix 5	Withdrawal of E&USkills from useful contacts

S Mulvany and Eric Holland
17.06.2026 and 08.09.26

QMS All	General Grammatical and formatting, minor non critical wording/phrases
4.6.5.4	Reference to use of a bilingual translation dictionary removed
4.6.5.8	Example removed from list of Reasonable Adjustments
4.6.9	New clause requiring centres to comply with the Equality Act when dealing with applicants with leaning difficulties
5.6	Note referring clause to hard copy certificates only
6.5 BP8	Reference to Clause 7.3.1
9.2	Added course and qualification to the paragraph and that certificates will be in either a hard or electronic format
9.3	New reference to the issue of hard copy certificates
9.4	Changed to 9.3.1
9.4 (new)	New clause covering the issue of electronic certificates
9.5	9.3.2 now 9.5 as appropriate to both hard copy and electronic certificates
9.5 & 9.6	Changed to 9.6 & 9.7 due to new clause 9.5
11.1	Added, certificates will be in either a hard or electronic format
11.2.5	Reworded clause to clarify types of certificate
11.2.6	Removed reference to qualification
11.2.7	Added - hard copy format only
11.3.1	Added reference to hard copy format certificates
11.3.6	New clause 9.6 Referencing clause 9.4 regarding electronic certificates
11.3.7	Was 11.3.6, added - The qualification result notification letter will be sent to the learner by post or email
11.5.4	Reference to hard copy certificate
11.5.5	New clause covering electronic format certificates
12.2	Definition of Malpractice updated to reflect that of the qualification regulators
12.3	Definition of Maladministration updated to reflect that of the qualification regulators
19.2.11	Clause deleted as no longer accurate
19.2.12 & 13	Renumbered
Annex 1 5.3	Added – or made available

	Where the certificate has been issued in electronic format LCL Awards must be given access to view the certificate from the platform it is being hosted.
Appendix 5	Regulator contact details updated