ELITE TOP GUARDS

Security | Training

SAFE STORAGE AND SECURE TRANSFER OF TEST MATERIALS AND LEARNER WORK POLICY

We will establish the full identity of our candidates on registering them to any of our programmes. As a minimum we will require our learners to produce proof of their identity in the form a photo very learner will complete a registration form and inducted into the programme. During the induction, which may be delivered in groups or on one to one basis, we will include information and guidance (IAG), ascertain if any of our learners are entitled to recognition of prior learning (APL) and brief them on our main policies and procedure such as Health and Safety, Safeguarding, Complaints, Diversity and Equal Opportunities amongst other policies and procedures. We will familiarise the learners with our centre and staff. For the Security Industry Authority licence linked qualifications, we will adhere to their specific identification requirements. In all cases we will adhere in all respects to the awarding body Vocational Qualifications specifications as far as they relate to SIA ID requirements.

Exams Procedure

In the conduct of exams, our procedures will include the following:

- On receipt of paper based exams we will place them in a locked cabinet
- Exam venue will be appropriate for the number of candidates entered
- A silent clock will be positioned in front of the candidates
- All candidates present will be listed on a register/invigilator form
- Candidates will sign the attendance/invigilator register
- Every candidate will have a photo identity and supporting documents
- For SIA licence linked exams we will follow the SIA requirements
- We will ensure that the seating arrangements are according to best practice and requirements of the awarding body
- Exam papers will be opened 5 minutes before the exam starts

- We will write on a board or flipchart the commencing and finishing times of each exam read same aloud to the candidates
- At the end of the exam the papers will be kept in a locked cabinet until they are sent to the awarding body for assessment
- As soon as we receive the certificates/results from the awarding body we will inform the candidates to collect their certificates
- On collecting their certificates, candidates will sign a collection register
- In addition to the foregoing, and specifically for exams held at ELITE TOP GUARDS centre.

- Print the exam papers in our main office,

We are committed at all times, to ensure and contribute to the integrity of exams we administer. These procedures will be reviewed improved as and when necessary.

Complaints Procedure and Learner Declaration

ELITE TOP GUARDS Ltd complaints procedure and learner declaration can be found within the assessment strategy and individual learner portfolios. All learners are to sign these documents at the beginning of their learning programmes. The information, advice and guidance policy can be found at Annex B1; this should be signed and kept by the learner.