

LOGIC CERTIFICATION LIMITED

HANDBOOK FOR LEARNERS AND APPROVED CENTRES

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Preface

Vocational Qualifications

Logic Certification Limited (LCL) specialises in designing, delivering and awarding vocational qualifications within the Buildings Services Engineering sector.

Qualifications are awarded by LCL in the following sectors;

- Gas Utilisation
- Gas Safety Management
- Renewable Technologies
- Electro-Technical Installation and Testing
- Domestic Oil Appliance Installation and Maintenance
- Plumbing
- Heating Design

LCL is committed to providing the highest quality in certification services with customer satisfaction and compliance with the requirements of the qualification regulators being the main objectives of its business.

LCL is totally focused on delivering a quality service, which meets the interests and needs of our learners & industry stakeholders and contributes to the achievement of their goals and ambitions.

The LCL approach to designing, delivering and awarding qualifications is to create an environment of positive collaboration between all parties (learners, stakeholders and Approved Centres (AC)), always striving to ensure that we exceed learner, stakeholder and AC expectations.

LCL delivers qualifications within 2 regulated qualification frameworks.

LCL is;

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 CCEA Regulation in Northern Ireland

to design, develop and deliver assessments and examinations and award qualifications to learners, within the Regulated Qualifications Framework (RQF) and within the scope of their recognition.

Note; Awarding Organisation also means Awarding Body the term 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 17024:2012 Conformity Assessment – General Requirements for Bodies Operating Certification of Persons.

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

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

UKAS base its accreditation of CBs' suitability, ability and competence to design, develop deliver and award certificates of competence 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 frameworks require the AO/CB to demonstrate to the qualification regulator how it complies with the appropriate regulatory document and other scheme supporting and guidance documentation including;

- Sector Skills Council or Scheme Owner Assessment Strategy
- Assessment Criteria
- Interpretation of regulatory requirements

In addition to the qualification frameworks explained in 1 and 2 above LCL award non regulated qualifications which are approved by LCL. Details of all qualifications are published on the LCL website.

Recogniser of Training Programmes

LCL is authorised by the body appointed by the Strategic Management Board (SMB) of the Standards Setting Body (SSB) for the gas utilisation industry as a "Recogniser of Training" in accordance with IGEM/TSP/17/136 for training programmes leading to learners applying for gas safety competence assessments and 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.

In its capacity as a recogniser of training, LCL approves training centres to design and deliver LCL Managed Learning Programmes (MLP) in accordance with the LCL document titled: Criteria and Guidance for Approved Training Centres Delivering Logic Certification Limited Managed Learning Programmes Leading to Gas Safety Competence Assessment of Gas Fitting Operatives.

Learners participating in LCL MLP are required where appropriate to adhere to the requirements set out in this document.

1.0 Introduction

- 1.1 This Handbook is accessible to learners undertaking LCL MLP & qualifications and to LCL Approved Centres (AC).
- 1.2 This Handbook is published on the LCL website www.logic-cert.com. A paper version is available on request from the AC.
- 1.3 This Handbook contains important information that assists learners and AC personnel to understand the processes and procedures to be followed whilst learners are progressing towards their chosen qualification.
- 1.4 LCL award qualifications in compliance with the requirements of the following qualification regulators;
 - 1.4.1 Office of the Qualifications and Examinations Regulator (Ofqual) in England
 - 1.4.2 QW in Wales.
 - 1.4.3 CCEA Regulation in Northern Ireland
 - 1.4.4 The United Kingdom Accreditation Service; UKAS.
- 1.5 LCL ensures that qualifications are conducted in accordance with the assessment strategy applicable to specific qualifications.
- 1.6 LCL has a UK wide network of AC able to conduct MLP & examinations and assessments leading to the award of regulated qualifications.
- 1.7 LCL issues qualification certificates to learners who have demonstrated that they have met the assessment criteria for those qualifications for which they have registered.
- 1.8 LCL ensures that centres it has approved to design and deliver MLP 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 learner's application, registration, MLP, examination, assessment and certification for all qualifications and learning programmes awarded by LCL.

3.0 Customer Service

- 3.1 Learners, LCL and AC.
 - 3.1.1 Learners undertaking LCL qualifications & MLP will;

- 3.1.1.1 Be treated fairly, equitably and with respect by all members of LCL and AC personnel.
- 3.1.1.2 Be taught, assessed and or examined by qualified and competent teachers, assessors and examiners in accordance with the MLP, assessment or examination criteria and qualification strategy.
- 3.1.1.3 Receive performance feedback from the AC on their progress and where appropriate or necessary, be given and agree to a revised action plan to achieve their qualification.

3.1.2 LCL ensures that;

- 3.1.2.1 The style and language of LCL and the AC 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 LCL and or the AC will make reasonable adjustments and give special consideration to learners where this is deemed necessary and or beneficial to undertake and complete any MLP, examinations and or assessments.
- 3.1.2.3 Qualification and Training Completion Certificates are issued in accordance with the LCL standards of service published on the LCL website, providing all examination and assessment documentation has been marked, assessed and quality assured as being complete and that all associated processes and procedures have been met by the learner, the AC and LCL.
- 3.1.2.4 The AC standards of service for making certification claims to LCL are available from the AC.
- 3.1.2.5 LCL and or the AC responds promptly to learner enquiries or concerns that may arise whilst applying for, progressing towards qualification or post qualification on any matters relating to the award made by LCL.
- 3.1.2.6 LCL and or the AC respond promptly to any concerns or complaints made by the learner to either LCL or the AC.
- 3.1.2.7 LCL acts promptly in initiating and conducting appeals and that the learner will be informed promptly of the decisions made in resolving the appeal.
- 3.1.2.8 LCL and the AC keep secure all learner personal and sensitive data in accordance with the Data Protection Act and other relevant legislation.
- 3.1.2.9 Learners and or AC are not required to purchase or use any LCL publications designed to support teaching delivery and guided learning in the delivery or award of qualifications.

- 3.1.2.10 Learners or AC using any LCL publications will not be provided with any advantage over those who do not.

3.2 Language Policy.

- 3.2.1 LCL makes its MLP, examinations, assessments and qualifications available to learners in English.
- 3.2.2 Requests from AC or learners for examinations, assessments and qualifications to be made available in Welsh and or Gaeilge must be addressed to the LCL Administration Manager.
- 3.2.3 LCL will conduct its business by communicating verbally and in writing with learners and AC in English.

4.0 Diversity and Equality Policy

- 4.1 This policy relates to the provision of equal opportunities for all learners applying for and registering to gain LCL qualifications.

4.1.1 Commitment.

- 4.1.1.1 LCL is committed to equality of opportunity to all learners in all aspects of its application, registration, MLP, examination, assessment and certification activities.
- 4.1.1.2 This commitment applies to LCL and AC 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 LCL will promote practices and procedures which ensure equality of opportunity and aims to eliminate any which unfairly discriminate, directly or indirectly.
- 4.1.1.4 LCL will ensure that all AC make learners aware of the existence of this policy and the means by which learners can comment or complain about the policy.

4.2 Aims

4.2.1 LCL aims to ensure that;

- 4.2.1.1 The design and content of MLP, examinations and assessments of qualifications take into account and allows for the widest diversity of learners.

- 4.2.1.2 The content and demands of MLP 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 LCL's verbal communications and documentation are readily understood and do not infer stereotyped or biased attitudes or behaviour.
- 4.2.1.4 Promotional materials and activities including web site, newsletters etc. reflect the diversity of learners registering with LCL.
- 4.2.1.5 All MLP, examination, assessment, quality assurance, auditing and certification personnel apply a fair and equitable learning and certification service to learners.
- 4.2.1.6 The AC operates equality and diversity policies which accord with those of LCL.
- 4.2.1.7 LCL has an effective appeals procedure of which learners are made aware.

4.3 Implementation.

4.3.1 To implement this policy, LCL:

- 4.3.1.1 Makes available the policy to all LCL and AC personnel and ensures that it is made available on request to learners and other interested parties at an AC and on the LCL website.
- 4.3.1.2 Ensures that issues of diversity and equality are embedded and reviewed as an integral part of MLP and qualification development, qualification review, examination and assessment design and guidance.

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

- 4.4.1 LCL's policy on access to MLP, examination and assessment is to give all learners equal opportunity to achieve their qualification by making Reasonable Adjustments (RA) to the examination and assessment process to accommodate a learner's disabilities and or learning difficulties and giving Special Consideration (SC) to learners who experience unexpected or unplanned non attendance at the time of examination or assessment.
- 4.4.2 In making any arrangements to accommodate learner's needs, LCL will not compromise the integrity of the MLP or examination and assessment process.
- 4.4.3 The principles of this policy are that;
 - 4.4.3.1 RA and SC do not give unfair advantage over other learners.

- 4.4.3.2 RA and SC are determined according to the particular 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 these aims, LCL regularly reviews and takes account of feedback from AC and learners.

4.5 Reasonable Adjustments and Special Considerations.

- 4.5.1 Examination and assessment arrangements may be varied, where the examination and assessment strategy permits, for learners with disabilities and learning difficulties.
- 4.5.2 The nature of any alternative arrangement is dependent on the qualification assessment strategy.
 - 4.5.2.1 Alternative arrangements concerning scheduled, fixed-date examinations must be agreed, where necessary, directly with LCL.
 - 4.5.2.2 Alternative arrangements concerning non-scheduled assessments i.e. work place or simulated assessment must be agreed between the AC and the External Verifier (EV) in accordance with the MLP or qualification strategy document.
- 4.5.3 LCL takes 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 AC.

4.6 Application of RA

- 4.6.1 Examination and assessment arrangements may be varied, where the MLP or qualification strategy allows for learners with disabilities and or learning difficulties.
- 4.6.2 Where RA are applied, conditions may be attached to the qualification certificate. Where conditions are attached they will be agreed with the learner at the time of registration.
- 4.6.3 Where a request is received by an AC it must be supported with additional evidence e.g. for a learner with dyslexia a letter from the learner’s doctors or other recognised expert.
- 4.6.4 AC must ensure that the claim is authentic prior to making any RA.
- 4.6.5 RA which may be made by the Assessor without prior agreement or notification to LCL are;

- 4.6.5.1 Allowing additional time for practical assessments.
- 4.6.5.2 Allowing additional time for written examinations.
- 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 examinations.
- 4.6.5.7 Provision of a one to one assessment occasion.

Note; The AC must provide the reader of written questions or the scribe for written examinations and not the learner.

4.6.6 Where additional time is allowed for either practical or written assessments the Assessor must ensure it is in proportion to the tasks being undertaken or questions being asked, taking into account the learning difficulties or disability of the learner.

4.6.7 RA that must be agreed with prior agreement with LCL 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 an interpreter.
- 4.6.7.4 Provision of other assistance that the Assessor considers may compromise the integrity and impartiality of the qualification.

4.6.8 Any RA which requires agreement with LCL must be clearly recorded on the learner record.

5.0 Application and Registration

- 5.1 Prior to the learner completing an Application and Registration Form, the AC 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 that may affect the MLP, assessment or which the AC first aider should be aware of.
- 5.2 Prior to commencement of the MLP or qualification, the learner is required to complete and sign the LCL Application and Registration Form agreeing to the Learner Agreement and Declarations in 5.6.1. All details requested on the Form must be provided before the application and registration can proceed.
- 5.3 The AC may also ask the learner for additional information to be supplied as may be appropriate and this should be presented to the AC 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 Where required, photographs and personal verification documents will be checked and the necessary endorsement signed by an appropriate member of AC personnel. The photograph must be consistent with a UK passport type, quality and in colour.

5.6 Learner Agreement and Declaration

5.6.1 Learners undertaking LCL MLP and qualifications agree to and declare to;

- Confirm to the best of my knowledge that the information supplied by me on the Application Form is correct, accurate and complete.
- Understand that false or misleading information may lead to my application being refused or my certificate being revoked.
- Agree to abide by the conditions in this Handbook
- Agree that I will inform LCL, without delay, of matters that can affect my capability to continue to fulfil the certification requirements.
- Agree that I will not disclose any confidential examination and or assessment materials or practices where that information is (or is said or implied to be) confidential during the period of time my certificate awarded by LCL is valid and at any time beyond that period without the approval of LCL.
- Agree that I will not participate in fraudulent examination and assessment practices and that I will abide by any instructions given to me by personnel at the Assessment Centre prior to, during and after the examination and or assessment.
- Agree that in the event of LCL revoking the certificate awarded to me, I will refrain from further promotion of my certificated status and use of all references to a certified status.
- Agree to comply with the relevant provisions of the MLP and qualification.
- Agree to make claims regarding certification only with respect to the scope for which certification has been awarded to me by LCL.
- Agree not to use the certification in a misleading manner or otherwise as to bring LCL into disrepute and not to make any statement regarding the certification which LCL considers misleading or unauthorised.
- Will agree to and sign a consent for redirection should I agree to my certificate being posted to an address other than the one supplied by me on the front of this application form.

6.0 General Conduct of Learners and AC Personnel

6.1 Learners are expected to conduct themselves in a suitable manner. Inappropriate conduct directed at or to any AC personnel or other learners may result in the termination of the registration with LCL.

- 6.2 Physical or verbal abuse, any form of harassment or discrimination will not be tolerated.
- 6.3 Information regarding conduct during MLP, examinations and assessments is provided to learners by the AC.
- 6.4 AC personnel are competent to carry out teaching, examination and assessment of learners and present themselves in a professional manner.
- 6.5 Teachers and Assessors introduce themselves to learners and brief them on the learning, examination and assessment process. The assessor brief includes the following;
- General Conduct.
 - Scope of MLP, 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.
 - Restrictions on the use of mobile communication and recording devices.
 - Comfort Breaks.
 - Emergency procedures.
 - Use of reference materials.
 - Complaints and appeals.
 - Assessment safety.
 - Location of emergency stop buttons.
 - First aid procedures and the accident book.
 - Cheating and malpractice.
 - Confidentiality.

7.0 Learning 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 examination and assessment criteria. The methods used will vary depending on the qualification requirements.

7.1.1.1 Methods used;

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

Performance; Performance of practical work and tasks in the work place or in realistic simulated environments in the AC.

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

7.2 Language of Examinations and Assessments.

7.2.1 LCL makes its' qualifications available in English.

7.3 Assessment security

7.3.1 The use of mobile communication and recording devices whilst undertaking written or practical assessment is strictly prohibited. Learners found using such devices during assessment will be deemed to have compromised the security of the assessment and be in breach of the qualification's requirements.

7.3.2 Assessments are conducted in a consistent structured manner. In order to achieve this, learners are required to adhere to the **MLP or** qualification requirements and follow any directions given by the Assessor.

7.3.3 Where learners are found to be in breach of the **MLP or** qualification requirements or the requirements of this Handbook LCL reserves the right not to issue a certificate. In that case the learner will have forfeited any right to a refund of certification fees paid to the AC or LCL.

7.3.4 Where a certificate is not issued due to a breach of the **MLP or** qualification requirements the learner will be advised of their right to appeal.

7.4 Preparation for assessment.

7.4.1 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 procedures.
- Assessment route plans have been prepared.
- Contingency plans are in place for predictable events.

7.5 Conducting examinations and assessments.

7.5.1 Assessors must use their expertise to ensure learners fully understand what is required of them during examinations and assessments and are put at ease.

This is achieved by Assessors;

- 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 busy 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 to assessment.
- 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 AC. The invigilator will not mark or assess examinations or take part in the examination process other than within their defined role.

7.6 Internal quality assurance (IQA).

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

7.6.2 The IV ensures consistent delivery of assessment by carrying out dual assessments with Assessors.

7.6.3 The IV regularly seeks feedback from learners regarding the examination and assessment process.

7.6.4 The AC will make a claim to LCL for certification on completion of the IQA process in accordance with the AC published standards of service and not normally later than 12 months from the start of the assessment.

8.0 Failure to Complete the Qualification Criteria

8.1 Where a learner does not meet the required criteria for achieving the MLP 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 Where the qualification is to be used to demonstrate competence to apply for a 'licence to practice' and when required, LCL will inform the relevant licensing authority of those learners who do not complete or fail the qualification for which they have registered.

9.0 Notification of Examination and Assessment Results

9.1 The AC will notify learners of the provisional examination and or assessment result on completion of the examination or assessment. This provisional result is subject to verification by LCL. In the event of the recommendation for certification not being accepted, LCL will provide the AC with the reasons for not accepting the request and any information which will help to resolve the issue.

- 9.2 LCL on receipt of all complete and correct examination and or assessment documentation will issue a qualification certificate to the learner. The certificate will normally be posted to the learner within the LCL published standards of service.
- 9.3 Where required and for an additional administration fee LCL can express learners results within 2 working days (providing all documentation is complete and correct). Applicable qualifications, terms, conditions and fees are available from the AC.
- 9.4 LCL will normally post all certificates by second class post to the learner's home address, unless other arrangements have been agreed in writing with the learner. Express certification is sent using first class post.
- 9.5 LCL will upload RQF successful qualification results to the Learner Record Service.
- 9.6 LCL is committed to continual improvement and welcomes feedback from learners on completion of the MLP, examination and assessment process. The AC provides a feedback form on which learners can provide their comments.

10.0 (RQF and MLP Only) Recognition of Prior Learning (RPL) and Experience

- 10.1 Learners holding other relevant qualifications gained within or outside of the MLP or RQF may be able to claim RPL, the AC will provide details on making a claim for RPL
- 10.2 Previous uncertificated learning and or experience in the qualification registered for may be recognised and contribute towards the qualification by the RPL process.
- 10.3 Evidence of current knowledge and understanding relevant to the qualification may be accepted as supplementary evidence to the RPL process.
- 10.4 Assessors will use appropriate assessment methods to ensure the most reliable and effective evidence of prior learning and experience which relate to the learners circumstances are included.
- 10.5 To be issued with a MLP or qualification certificate the learner must undertake all examinations and or assessments for the qualification without the need to undertake some or all of the learning inputs.

11.0 Qualification and MLP Certificates

- 11.1 Qualification and MLP Certificates issued by LCL are compliant with the specific requirements of each qualification or MLP regulator.
- 11.2 Learners issued with a qualification or MLP certificate by LCL.
 - 11.2.1 Must ensure that photocopies of certificates are not used as evidence of certification.

- 11.2.2 Should ensure that the information contained on the certificate is accurate and correct.
- 11.2.3 Should not be used to create a false impression of competence in an area of expertise outside the scope of the certificate.
- 11.2.4 Must comply with any conditions attached to the qualification and or certificate.

11.3 Issue of certificates

- 11.3.1 Unless otherwise specified in writing by the learner, LCL will issue the certificate directly to the individual to whom the certificate relates within its standards of service.
- 11.3.2 LCL considers that certificates issued to learners will have been received, if not advised otherwise within 12 weeks of issue of the certificate. Learners who have not received their certificate within 8 weeks of assessment, should in the first instance enquire with the Approved Centre.
- 11.3.3 Where the Approved Centre confirms that the request for certification has been transmitted to LCL, the learner should contact LCL to confirm whether the certificate has been issued.
- 11.3.4 Where written permission has been given by the learner to issue the certificate to a third party and subsequently requests a replacement, LCL will check with the third party to verify that the original certificate has been issued to the learner or is still awaiting issue. Where the original is awaiting issue to the learner a replacement will not be issued.
- 11.3.5 Where a learner notifies LCL that they have not received their certificate after 12 weeks from the date of issue, a replacement will be issued but will incur an administration charge.

11.4 Replacement Certificates

- 11.4.1 LCL will issue a replacement MLP and qualification certificate to learners for a fee (in accordance with the LCL schedule of published charges) should it become damaged, misplaced or lost.
- 11.4.2 LCL will not issue a replacement RQF certificate to a learner in the event of a change of name by the learner unless it is for reasons of gender re-assignment or witness protection.
- 11.4.3 The learner should contact LCL in writing requesting a replacement certificate and the reasons for the replacement.
- 11.4.4 LCL will issue the replacement certificate clearly indicating that it is a Replacement.

11.4.5 LCL will only issue a replacement certificate when LCL is satisfied the claim is authentic.

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

11.5 Withdrawal of Certificates

11.5.1 LCL may withdraw a certificate or part of a certificate where it is proven;

- That the certificate has been used contrary to the MLP or qualification requirements or attached conditions.
- Maladministration or malpractice has occurred.

11.5.2 Where LCL withdraws a certificate, the holder has the right to appeal against that decision. See 5.6.1.

11.5.3 Where LCL withdraws a certificate, LCL will inform the appropriate licence to practice authority where required to do so.

11.6 Renewing expiring certificates

11.6.1 Learners undertaking reassessment of expiring qualification certificates can take advantage of the MOT style certificate. This enables learners to undertake reassessment up to 6 months prior to expiry. This ensures uninterrupted certification without the loss of any unexpired certification duration.

11.6.2 Learners undertaking reassessment of an expiring 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 qualification certificates to the AC prior to undertaking assessment. Failure to present an original certificate(s) may result in the request for MOT style reassessment of unexpired duration or access to assessment being denied.

11.7 Certificate Ownership

11.7.1 All certificates issued by LCL remain the property of LCL with the exception of RQF certificates being the property of the learner.

12.0 Malpractice and Maladministration

12.1 Introduction.

- 12.1.1 LCL is committed to ensure that all examinations and assessments at AC are conducted in accordance with the requirements of the qualification regulators, the assessment strategy and LCL.
- 12.1.2 Where there is any suspected or alleged malpractice or maladministration brought to the attention of LCL the allegation will be investigated and where required LCL will inform the qualification regulators of the investigation's findings.

12.2 Policy.

- 12.2.1 The responsibility for investigating alleged malpractice or maladministration is normally with LCL unless extenuating circumstances require the involvement of the qualification regulators.
- 12.2.2 LCL ensures that investigators of malpractice or maladministration are approved and trained in the procedures for dealing with suspected AC malpractice or maladministration.
- 12.2.3 LCL conducts investigations into suspected or alleged malpractice or maladministration in confidence and in accordance with data protection legislation and the requirements of the qualification regulators.
- 12.2.4 The outcome of any investigation is based on objective evidence and not on hearsay or other unsubstantiated allegations or comments.

12.3 Withdrawal of Certificates – Malpractice or Maladministration.

- 12.3.1 LCL will only withdraw a certificate it has issued where it is proven to have been issued in error or where malpractice or maladministration has been identified in the examination, assessment or certification process.
- 12.3.2 Where LCL withdraws a MLP or qualification certificate from a learner, it is the responsibility of the learner to inform any other relevant parties including the learner's employer.

13.0 Tools, Equipment and Protective Clothing

- 13.1 AC provides all of the necessary tools, equipment and reference documents needed to undertake examinations and assessments in the AC. Where a learner intends to provide their own tools, equipment or normative documents, they can only be used subject to inspection by and the agreement of the Assessor.
- 13.2 Specialist protective clothing or safety equipment is provided as necessary by the AC for assessments undertaken in the AC. However learners should always wear suitable

clothing including sturdy or safety footwear when undertaking performance practice or assessments. Neither LCL nor its AC will accept responsibility for loss or damage to such items whilst in the AC.

- 13.3 Neither LCL nor the AC 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 & serviceable tools and equipment and wear protective clothing during workplace practice and assessments.

14.0 Publicity and the Use of Logos

- 14.1 LCL does not permit the use of the LCL logo by persons it has certificated.
- 14.2 LCL and or AC personnel must not advertise or promote LCL MLP or qualifications in a manner that is likely to be misleading to users of qualifications.
- 14.3 The use of the qualification regulators logo must be in accordance with their published criteria.

15.0 Concerns and Complaints

Concerns are raised by learners relating to LCL approved training programmes delivered by an LCL Approved Training Centre (ATC).

Dealing with complaints relating to qualifications is detailed on paragraph 15.12 onwards.

Dealing with concerns

- 15.1 Concerns raised by learners relating to the delivery of an LCL approved training programme are the responsibility of the Approved Training Centre (ATC) manager to resolve.

Note; Complaints relating to the training or learning programmes undertaken by the learner which are not approved by LCL must be addressed to the AC Manager as LCL is not responsible for matters relating to teaching or learning opportunities provided by the AC which are outside of the responsibility of LCL.

- 15.2 Legitimate concerns may be addressed to the ATC manager in respect of;
- Inaccurate or inappropriate content of the training programme.
 - The structure of the training programme.
 - The result of an initial assessment of the applicant's ability to undertake the training programme.
 - The decision by the ATC to refuse access to the experienced operative learning programme.
 - The conduct and or behaviour of ATC personnel.

- Malpractice or maladministration.
- The result of the training programme.
- The time taken to process issue of training completion certificates

15.3 The ATC will not take any action in response to concerns which are;

- Unwarranted (not well-founded).
- Frivolous (not serious).
- About the judgement of a teacher relating to the training programme.

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

15.5 Evidence supporting the concern provided to or stated to the ATC manager must be sufficiently detailed to enable the concern to be reviewed.

15.6 Where the concern is potentially serious in nature the ATC manager will require the concern to be put into writing.

15.7 Where the ATC manager investigates the concern the ATC manager will record the concern and inform the LCL Scheme Manager (SM). The SM may request a report of the findings of the investigation. The ATC manager will provide a report of the investigation to the learner.

15.8 Where a learner remains dissatisfied with the handling of the concern by the ATC manager the learner may address the concern to the SM. The SM will review the evidence and information provided and where deemed necessary may conduct a review of the concern.

15.9 LCL will not review concerns referred to LCL which includes;

- Payment arrangements with the ATC.
- Agreed training delivery costs and charges between the learner and the ATC.
- Contractual arrangements between the learner and the ATC.
- Consequential losses incurred by the learner during the training programme.
- A request for anonymity.

15.10 Where LCL conducts an investigation of the concern the finding of the investigation will be provided to the learner and ATC and considered to be final and binding on either the learner and or the ATC. There will be no further right of appeal.

15.11 Where the concern is about the ATC manager the learner must address the concern directly to LCL. LCL will conduct a review of the concern and inform the learner of its findings.

Dealing with complaints

- 15.12 A complaints procedure is in place and maintained by LCL and the AC. A learner may complain about any aspect of their application, registration, examination, assessment and certification within the scope of the qualification.
- 15.13 A complaint made by a learner is thoroughly investigated and duly recorded and reported on in writing to the complainant by either LCL or the AC Manager.
- 15.14 Initially complaints may be made orally to the CM and where possible resolved without the need to escalate it to a written complaint.
- 15.15 Where the CM is unable to resolve the oral complaint, the complainant is asked to put the complaint in writing before any investigation or further comment is made.
- 15.16 The CM or the investigator will write to the complainant within 5 working days of completion of the investigation, detailing;
- The findings of the complaint.
 - Proposals for resolution of the complaint.
 - A request for the complainant to respond within 20 working days.
 - Details of how to refer the complaint to LCL should the complainant be dissatisfied with the outcome of the AC investigation.
- 15.17 Where the complainant remains dissatisfied with the outcome of the AC investigation and decision, the complainant may refer the complaint to LCL detailing the outcomes and reasons for referring the complaint or making an appeal as appropriate.
- 15.18 Where the complaint is within the remit of LCL, the SM will write to the complainant acknowledging receipt of the complaint, giving an indication of the expected time required to carry out an investigation. Where the complaint is outside of the remit of LCL to investigate the complainant will be informed of the decision providing the reasons why.
- 15.19 LCL will deal with the complaint and or appeal in accordance with its own procedures.
- 15.20 Where it is found a complaint is justified and remedial action is needed to satisfy the complainant or to prevent a recurrence, either LCL or the AC will take the necessary remedial action as soon as is practicable.

16.0 Appeals

- 16.1 Learners have a right of appeal against;
- LCL refusal to issue a certificate.

- LCL decision to withdraw a certificate.
- The decision arrived at by LCL as a result of a complaint.
- The examination and or assessment result.
- LCL refusal to register a learner.
- LCL refusal to accept Recognition of Prior Learning (RPL) for learners undertaking RQF qualifications.
- Decisions regarding Reasonable Adjustments and Special Consideration.
- Decisions relating to any action to be taken following an investigation into malpractice or maladministration.

16.2 LCL will not normally consider appeals outside of those above.

16.3 The appeals process provides for;

- The effective appeal of results on the basis that LCL did not apply procedures consistently or that procedures were not followed properly and fairly.
- All appeal decisions to be taken by personnel who have no personal interest in the decision being appealed.
- Appeal decisions to be only taken by persons who have appropriate competence.
- Timelines for the outcome of appeals.

16.4 LCL will keep the appellant informed at all stages of the appeal process and communicate the outcome in writing to the appellant explaining the decision.

17.0 Confidentiality and Data Protection

17.1 Confidentiality.

17.1.1 LCL holds learners information on computer records in accordance with the Data Protection Act 1998 (or any subsequent amendments or revisions).

17.1.2 LCL does not disclose such information to a third party unless it is for the purposes detailed on the Application and Registration Form.

17.1.3 LCL may from time to time contact learners with information relating to technical issues or other relevant matters.

17.2 Data Protection.

17.2.1 Collecting personal data.

17.2.1.1 Learners are required to provide LCL with 'personal data' and 'sensitive personal data'.

17.2.2 Under the Data Protection Act 1998 (the 'Act'):

- 17.2.2.1 'Personal data' means all information which may identify a living individual. This data is mandatory and is required to enable LCL to fulfil its 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 LCL to fulfil its obligations on equality and diversity.
- 17.2.2.3 Those people who may give personal information about themselves are described under the Act as 'data subjects'.

17.3 The Data Protection notice.

- 17.3.1 As required under the Act, when collecting personal data from data subjects, AC inform data subjects and make them aware of what use will be made of the personal information they give.
- 17.3.2 The Data Protection Act requires that data subjects are allowed to stop AC from processing their personal data for direct marketing purposes.
- 17.3.3 It is the policy of LCL not to provide any third party any data which can be used for direct marketing purposes. Nor will LCL directly market third party products or services to learners.
- 17.3.4 LCL enables AC to comply with the requirements of the Data Protection Notice by means of the information provided in this Handbook.

17.4 The Privacy and Electronic Communications Regulations 2003.

- 17.4.1 These regulations require that data subjects are allowed to stop LCL and AC from processing their personal data for direct marketing purposes. The Privacy and Electronic Communications Regulations 2003 require that, in order 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 the policy of LCL to contact learners by telephone or letter and therefore this area of the legislation is not appropriate to this Handbook.
- 17.4.3 Where the AC intends to contact learners by electronic means for marketing purposes the AC will need to produce an appropriate Data Protection Notice to comply with the regulation.

17.5 Processing of Personal Data.

- 17.5.1 LCL collects personal data from learners extracted from the Application and Registration Form and uses the data to;
 - 17.5.1.1 Contact learners directly in relation to quality control undertaken by LCL and/or inform them of other products or services offered by LCL.
 - 17.5.1.2 Carry out statistical analysis which may be carried out by LCL or selected third parties.
 - 17.5.1.3 Provide regulatory and industry bodies personal data or sensitive personal data (as appropriate) relating to learners.
 - 17.5.1.4 Inform regulatory and industry bodies, where there is an appropriate request or requirement in contract or by law, to:
 - 17.5.1.4.1 Ensure they can monitor equal opportunities relating to ethnicity or disability or other such monitoring purposes.
 - 17.5.1.4.2 Account for learners where there is a requirement to do so.
 - 17.5.1.4.3 Contact a learner directly if there is a requirement for such bodies and the information is not readily accessible by other means.

17.6 AC Responsibilities.

- 17.6.1 AC are required to ensure that learner's personal data and sensitive personal data held is accurate and up-to-date.
- 17.6.2 AC should, review and update learner records when advised of a change by a learner and notify LCL in writing:
 - 17.6.2.1 When there is any change or correction to any personal data or sensitive personal data which was previously disclosed to LCL.
 - 17.6.2.2 When there is any exercise of an 'opt in' or objection to direct marketing.
 - 17.6.2.3 When there is any refusal of processing up-dated information by a data subject.

17.7 Learner Responsibilities.

- 17.7.1 Learners are responsible to notify LCL;
 - 17.7.1.1 When they have provided LCL with any information that they no longer wish LCL to use.
 - 17.7.1.2 **(17024 only)** When they are no longer able to demonstrate they meet the requirements of the qualification.

17.8 Learner's Agreement.

17.8.1 In disclosing personal details to LCL, learners agree that LCL may process and in particular may disclose personal data as required by law.

17.8.2 LCL may use personal data or sensitive personal data (as appropriate) to:

17.8.2.1 Fulfil their contractual obligations to learners (e.g. by the provision of a MLP or qualification certificate).

17.8.2.2 Contact learners directly about other training programmes or qualifications LCL offer.

17.8.2.3 Carry out statistical analysis.

17.8.2.4 Pass the data to the qualification regulators or industry bodies for the following purposes;

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

17.9 Data Corrections and Copies.

17.9.1 Learners have the right to require LCL to correct any inaccuracies in the personal details LCL hold about them and to object to any direct marketing which LCL carry out using their personal details.

17.9.2 Learners have the right to ask for a copy of the information held by LCL in return for payment of a small fee. Learners wishing to do so must put the request in writing to the LCL Administration Manager.

17.10 Freedom of Information Disclosures

17.10.1 Where required to do so by UK government departments and or law enforcement agencies in the prevention of or the solving of a crime, LCL will release personal data to such organisations as requested.

17.10.2 Where LCL agrees to release information it will inform the learner of its intentions unless requested otherwise by the organisations detailed in 17.10.1.

18.0 Certification Fees

- 18.1 LCL's certification fees are charged in accordance with LCL published schedule of charges. Current certification fees are available from the AC.
- 18.2 Certification fees payable to LCL must be made at the time of registration and prior to LCL issuing certificates to the learner unless other arrangements have been made with the AC for payment.
- 18.3 LCL is not responsible for the charges made by the AC for conducting **MLP**, examinations, assessments or other services. It is the learners' responsibility to agree to the AC charges prior to applying and registering for LCL **MLP or** qualifications.
- 18.4 Where a learner requests a replacement certificate due to incorrect information being provided by the learner, LCL will charge a fee for the replacement certificate in accordance with published charges.

19.0 Whistleblowing Policy and Procedure

19.1 Introduction

Whistleblowing encourages and enables anyone to raise serious concerns with Logic Certification Limited (LCL or its Approved Centres (AC) rather than overlooking a situation which is not right and 'blowing the whistle' to highlight malpractice, maladministration, conflicts of interest or impartiality involving LCL.

Members of LCL, AC personnel and learners are often the first to realise that there maybe something seriously wrong. However, they may be reluctant to express their concerns as they feel that speaking up would be detrimental to themselves or disloyal to LCL, their colleagues or the AC.

People who blow the whistle are protected by the Public Disclosure Act 1998. Almost all workers in the public, private, and voluntary sectors and certain categories of trainees and learners are also protected under the Act.

Prior to the introduction of the Act, employees and others were hesitant to raise concerns about wrongdoing because they feared that they would not be listened to or that they would be putting their jobs at risk.

Certain types of disclosures qualify for protection if they are made in good faith, if it is reasonable to believe when looking at the circumstances at the time of disclosure that misconduct was occurring, and if the disclosure tends to show that the misconduct is happening now, happened in the past or will likely happen in the future.

This Act allows employees and others to voice authentic concerns about misconduct and malpractice without receiving penalties such as dismissal, victimisation or denial of promotion, facilities or training opportunities.

19.2 The law relating to whistleblowing

The Public Interest Disclosure Act 1998 amended the Employments Rights Act 1996 and created a right to redress, enforceable by tribunal, in the event of a person being subjected to a detriment or dismissed by an employer as a result of whistleblowing.

This policy outlines the protection available if a person makes a whistleblowing disclosure. It gives only general information and does not aim to offer definitive legal advice or details of how the whistleblowing provisions work in practice.

People who 'blow the whistle' on wrongdoing at work have a right not to be dismissed or suffer any detriment at work as a result of making a "protected disclosure". To be protected by law, a person must be making a disclosure of information which they reasonably believe is made in the public interest.

19.3 LCL Commitment

LCL is committed to the highest possible standards of openness, probity and accountability and to take all reasonable steps to prevent the occurrence of malpractice, maladministration, conflicts of interest or impartiality. In line with that commitment, LCL expect employees, and others that we deal with, who have serious concerns about any aspect of the business of LCL to come forward and disclose those concerns.

LCL has implemented this whistleblowing policy under its own volition and in accordance with the requirements of the qualification regulators conditions of recognition or accreditation.

19.4 Who does the Policy apply to?

The policy applies to;

- All employees and contractors of LCL, AC staff providing examination and assessment services under a contract with LCL.
- Learners or their agents who have applied to LCL for a regulated qualification.

19.5 The Aims of the Policy are to;

- Encourage everyone to feel confident in raising concerns and to question and act upon concerns about LCL.
- Provide a way to raise concerns in confidence and receive feedback on any action taken by LCL.
- Ensure that those with concerns receive a response and that everyone is aware of how to pursue those concerns where they have not been dealt with satisfactorily.
- Reassure those with concerns that they are protected from possible reprisals or victimisation.

19.6 Types of disclose which are covered include;

- Conduct which is an offence or a breach of law.
- Failure to comply with legal obligations.

- Failure to comply with a qualification obligation.
- Unfair examination and assessment processes and procedures.
- Cheating in examinations and assessments.
- Making a claim for certification when all criteria for the qualification are incomplete.
- Inappropriate registration of learners on to a qualification.
- Incorrect issue of qualification certification.
- Health and safety risks, including risks to other employees.
- Sexual, physical or other abuse of anyone connected with LCL.
- Other unethical conduct.
- Actions which are unprofessional, inappropriate or conflict with a general understanding of what is right and wrong.
- Damage to the environment.
- Identified conflicts or vested interests.
- Identified breaches of impartiality and or integrity.
- The deliberate concealment of any of the above.

19.7 Confidentiality

All disclosures received are treated in confidence and every effort is made not to reveal the whistle blower's identity unless confidentiality is waived, although this cannot be guaranteed as LCL may need to disclose your identity to:

- The police, fraud prevention agencies or other law enforcement agencies (to investigate or prevent crime, including fraud).
- The courts (in connection with court proceedings).
- Another person to whom we are required by law to disclose your identity.

At the appropriate time the whistle blower may need to come forward as a witness.

This policy encourages whistle blowers to put their name to their disclosure whenever possible.

It is important to understand that anyone with a concern must:

- Believe blowing the whistle is in the public interest.
- Believe it to be substantially true.
- Not act maliciously or make false allegations.
- Not seek any personal gain.

19.8 Safeguards and Victimisation

LCL recognises that the decision to report a concern can be a difficult one to make. If what whistle blowers are saying is true, there should be nothing to fear because they will be doing their duty to themselves, colleagues, employer and or fellow learners.

LCL will not tolerate any harassment or victimisation and will take appropriate action to protect anyone disclosing a concern.

19.9 How to Raise a Concern

As a first step, concerns could be raised verbally with your immediate supervisor/manager or their superior. In the case of learners this should be the AC manager, for contractors the LCL Schemes Director.

This may depend, however, on the seriousness and sensitivity of the issues and who else is involved.

Following which whistle blowers must record their concerns in writing and provide the following information;

- Their contact details.
- An outline of the concern.
- Persons involved or affected.
- Location(s) of concerns.
- Dates and or times of occurrences.
- Any supporting or corroborative evidence.

LCL has appointed a committee responsible for receiving reports of malpractice, maladministration, conflicts of interest or risks to impartiality from whistle blowers. Should the first step detailed above not be appropriate whistle blowers may raise their concern directly with the LCL Integrity and Impartiality Committee (IIC) via iic@logic-cert.com

The committee is independent from LCL. Its membership is made up from a number of industry organisations which has been given a remit to bring to the attention of the LCL Board of Directors the concerns of whistle blowers and notify the qualification regulators of unresolved reports.

The IIC will acknowledge receipt of your disclosure and within 10 working days provide you with ongoing updates with the progress and or outcome of the investigation and where appropriate any actions taken by LCL, provided you have supplied your contact details.

Alternatively whistle blowers may raise their concern directly with the qualification regulators;

- The Office of Qualification and Examination Regulators (Ofqual) in England and for vocational qualifications in Northern Ireland for RQF regulated qualifications awarded in England or Northern Ireland.
- QW for RQF regulated qualifications awarded in Wales.
- The United Kingdom Accreditation Service (UKAS) for ACS and Oftec qualifications.

19.10 Getting advice on how best to proceed

Should you wish to discuss your concerns and the options for whistleblowing, the LCL Scheme Manager can be contacted by telephone on 020 8839 2439, by email whistleblowing@logic-cert.com or in writing to;

The Scheme Manager, Logic Certification Limited, Unit 2, 1 Rowdell Road, Northolt, Middlesex, UB5 5QR.

If you are considering making a disclosure and you are unsure as to whether you will have the protections of the whistleblowing provisions, before you make any such disclosure you should consider;

- Contacting Public Concern at Work on 020 7404 6609 or by email at whistle@pcaw.org.uk.
- Further information is available on the Public Concern at Work website at www.pcaw.org.uk.
- Approaching your trade union, trade association or professional body.
- Getting independent legal advice.

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

- 20.1 Learners registering with LCL for RQF 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 AC from the Learner Record Service (LRS).
- 20.2 The ULN is used by LCL when details of learners' qualifications are up loaded 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 Privacy Notice 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.

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 safely 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 LCL is a UKAS accredited Certification Body (UKAS No 0230) approved to issue certificates of gas safety competence and to provide examination and assessment facilities at Approved Centres (AC).

2.0 Scope

- 2.1 ACS only assesses an individual's competence to carry out safe gas work. ACS does not assess other work such as electrical installation, plumbing installation or non-gas safety legislation that is related to gas work.
- 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 ACS assessment.

Note: Training is not a prerequisite of ACS assessment and learners may apply for assessment only providing they meet the scheme's entry requirements.

3.0 ACS Assessment Criteria

- 3.1 The MOGS is determined and approved by the Strategic Management Board (SMB) which fulfils the role of the ACS Scheme Committee. The organisation responsible for the management of the SMB is Energy and Utility Skills (EUSkills) Sector Skills Council (SSC) for the gas industry.
- 3.2 LCL award ACS qualifications in the following sectors of gas work;
 - Domestic Natural Gas
 - Non-Domestic
 - Domestic Liquefied Petroleum Gas (LPG)
 - Emergency Service Provider and Metering
 - Commercial Catering

- 3.3 Confirmation of the LCL scope of accreditation for the Oftec scheme is published on the UKAS website www.ukas.com
- 3.4 Where learners hold an ACS Core Gas safety certificate in one sector of work, it may be possible to extend the scope of that certification to a different industry sector by undertaking a 'changeover assessment' e.g. Domestic Natural Gas to LPG. Those changeover assessments do not assess areas of gas safety in which the learner has previously demonstrated competence. The changeover assessments are subject to the learner holding a valid (less than 5 years old) primary core gas safety certificate and will effectively cease to be valid without a primary core gas safety certificate being held.

4.0 Application Process

- 4.1 Learners are required to apply for assessment by using the application form provided by the AC. All of 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 of the qualification.
- 4.1.2 Applicants must provide their UK issued National Insurance Number at the time of application. Where a non UK resident is applying for assessment LCL will provide a unique identifier number.
- 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 AC, LCL or Gas Safe Register are required to produce documentary evidence of their identity. This will normally be their passport or photo ID driving licence.
- 4.4 Learners must have sufficient experience of gas work and meet all of the ACS entry requirements before they can be accepted for assessment. Learners are categorised as one of the following;

4.4.1 Category 1

Applicants in this category are regarded as experienced gas fitting operatives; they need to provide evidence to the AC prior to taking ACS assessments that they possess a gas fitting qualification or certificate(s) of gas safety competence issued either within or outside of the UK. The date of issue of their qualification/gas safety certificate may be greater than the normal five year ACS validity period.

4.4.2 Category 2

Applicants in this category are regarded as holding a nationally recognised qualification e.g. NVQ or City & Guilds craft certificate in a trade associated with gas work, e.g.

plumbing. Application conditions for this category require that the applicant provides to the AC evidence of their qualification and written evidence confirming that they have undertaken 'On the Job' gas installation and/or maintenance training and have experience of gas work that has been carried out under the direct supervision of a competent operative(s) employed by a business registered with the Gas Safe Register. Applicants need to provide to the AC evidence of this Off the Job training and On the Job experience. The evidence must consist as a minimum the following;

- Name, address and the Gas Safe registration number of the business(s) providing the training.
- The start and end dates of the Off the Job training programme.
- The start and end dates of the On the Job training programme.
- The types and sufficiency of gas work undertaken (not plumbing or other related work activities).
- The name(s) of the competent operative(s) of the business that has provided the On the Job training.

AC will decline access to ACS assessment if they doubt the authenticity of the information presented by the applicant.

4.4.3 Category 3

Category 3 applicants are new entrants to the gas industry and, as such, they are without a relevant related qualification and/or experience, entering employment for the first time or changing career.

Application conditions are:

- Individuals in this category should seek training and experience which will result in attainment of a regulated gas utilisation qualification **or** to undertake a Managed Learning Programme (MLP) recognised by the SSB and obtain relevant gas work practice with a Gas Safe Register registered business which is willing to support the compilation of an auditable portfolio of gas work, prior to application to undertake ACS assessment.
- The criteria and guidance for training providers delivering training programmes leading to competence assessment of gas engineers can be found in the IGEN/IG/G1 'Standards of Training in Safe Gas work' and SSB Guidance Note 8 and 8a.

Alternatively, individuals in this category should seek training and experience which will result in attainment of a regulated qualification within the mechanical / building services engineering sector. This shall be supported with related on the job gas training and experience as detailed above.

5.0 Completion of assessments

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

6.0 Notification to Gas Safe Register

- 6.1 On receipt of all complete and correct assessment documentation, LCL will electronically forward all learners assessment results to the Gas Safe Register (GSR) within 10 working days.
- 6.2 Where circumstances beyond the control of LCL prevent the issuing of an ACS certificate and or the electronic forwarding of assessment results to GSR, LCL's standards of service will be suspended until operating conditions are returned to normal.

7.0 Assessment Process and Referral

- 7.1 Learners undertaking any ACS assessment for the first time will take 'Initial Assessment'.
- 7.2 Learners undertaking an assessment of a previously assessed ACS core or appliance for a subsequent time will normally take a "Re-assessment".
- 7.3 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 AC and by answering written and oral questions.
- 7.4 The pass mark for both Initial and Reassessment is 100%.
- 7.5 Learners are assessed as follows;
- Written examinations for learners undertaking initial assessment is in accordance with Table 1.
 - Practical assessments for learners undertaking initial assessment is in accordance with Table 2.
 - Learners undertaking reassessment are assessed in accordance with Table 3.

8.0 Advice to Learners

- 8.1 Where a learner fails an ACS assessment the learner is advised by the AC that they should not undertake work on any gas installation covered by the scope of the assessment which they have failed.

- 8.2 Where a learner has passed an ACS assessment 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 where that work is within the scope of the Gas Safety (Installation and Use) Regulations 1998.

9.0 General Conditions

- 9.1 Validity of ACS certification is conditional on individuals maintaining competence during the period that the certificate is valid. Where LCL receives information or has reason to believe that an individual may not be working competently or has not maintained their competence, LCL reserves the right to investigate by whatever means is appropriate and withdraw the certificate or part of the scope of the certificate if proven.

TABLE 1

Initial Written Knowledge and Understanding Assessment Result Flowchart

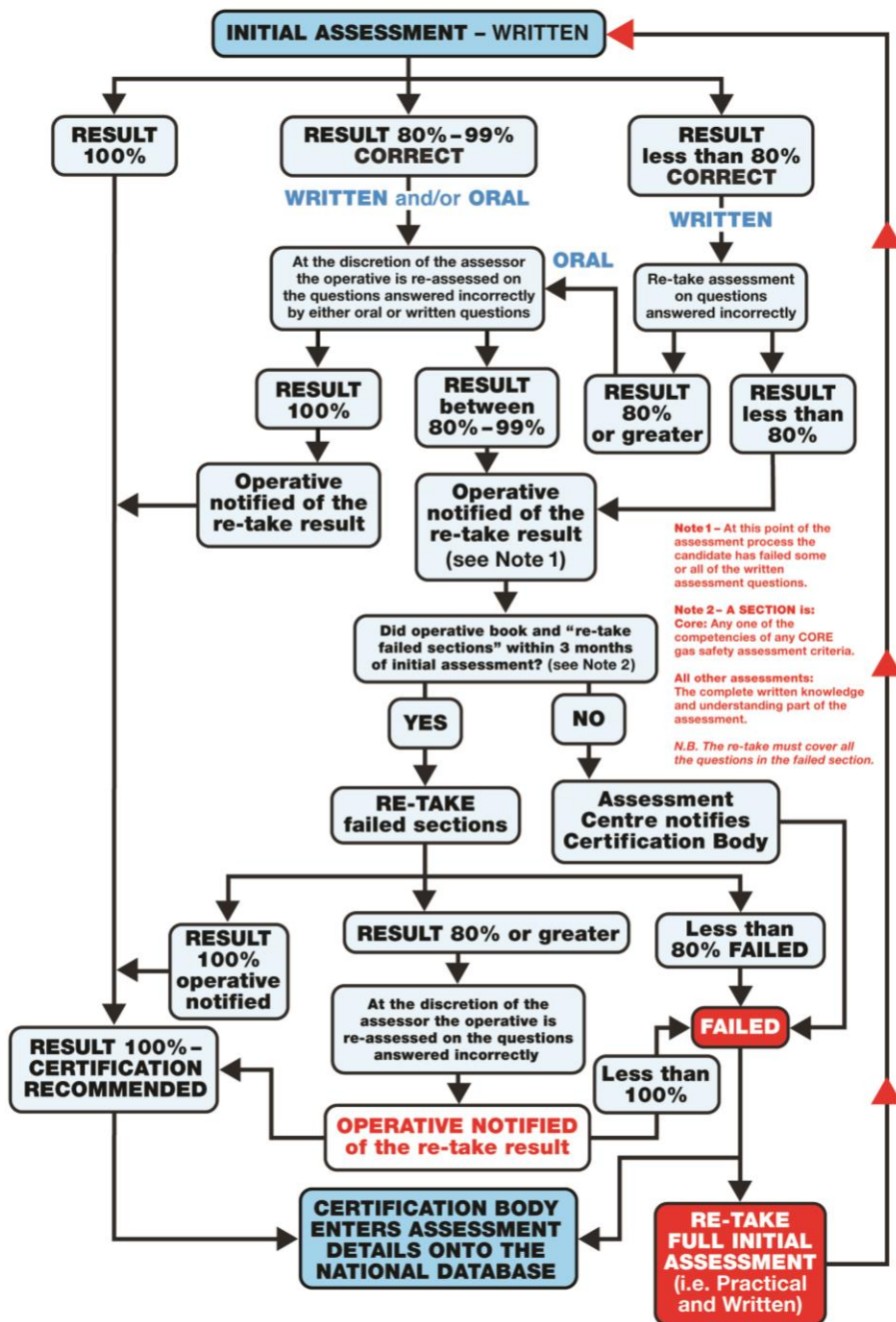


TABLE 2

Initial Practical Assessment Result Flowchart

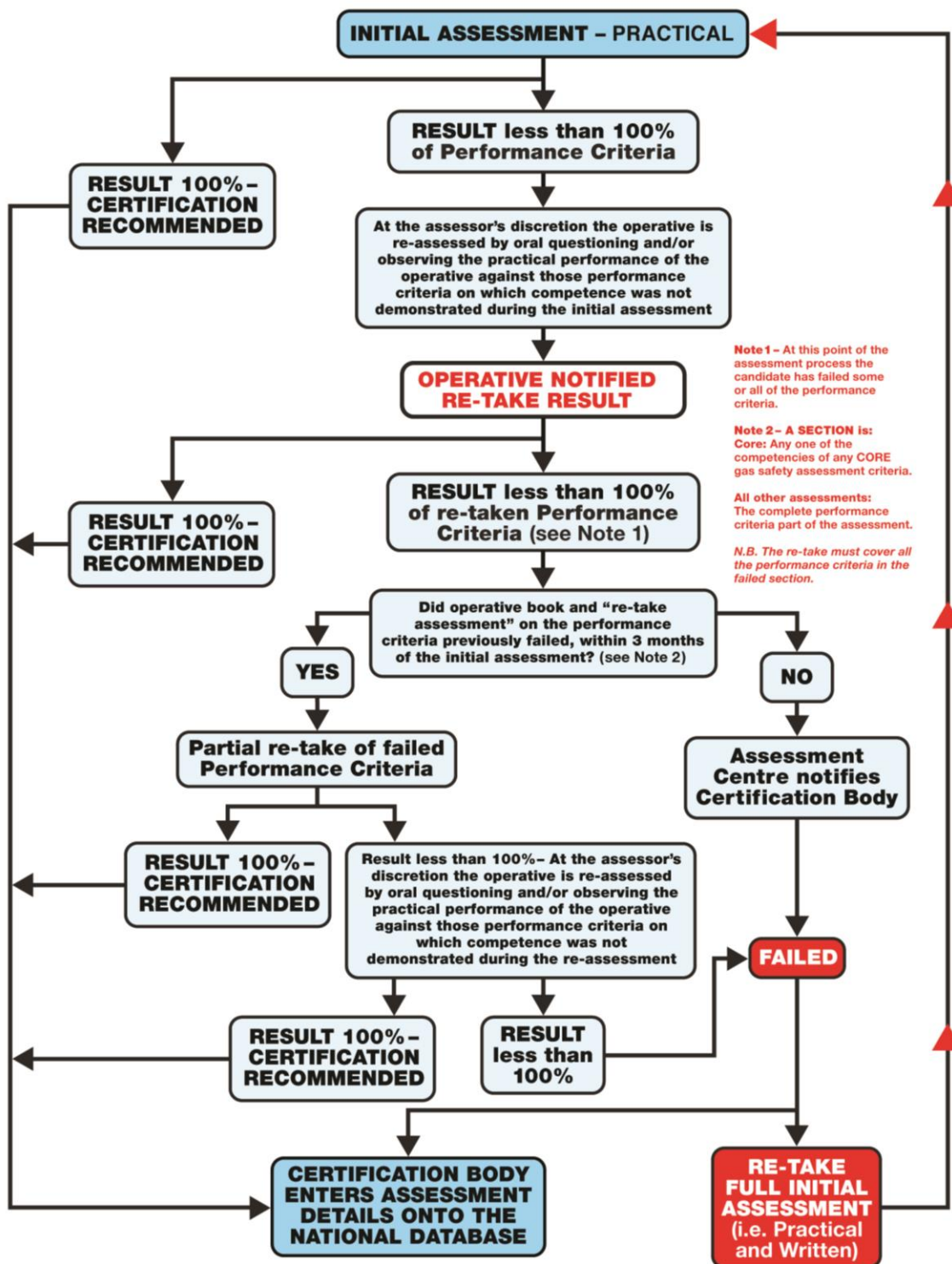
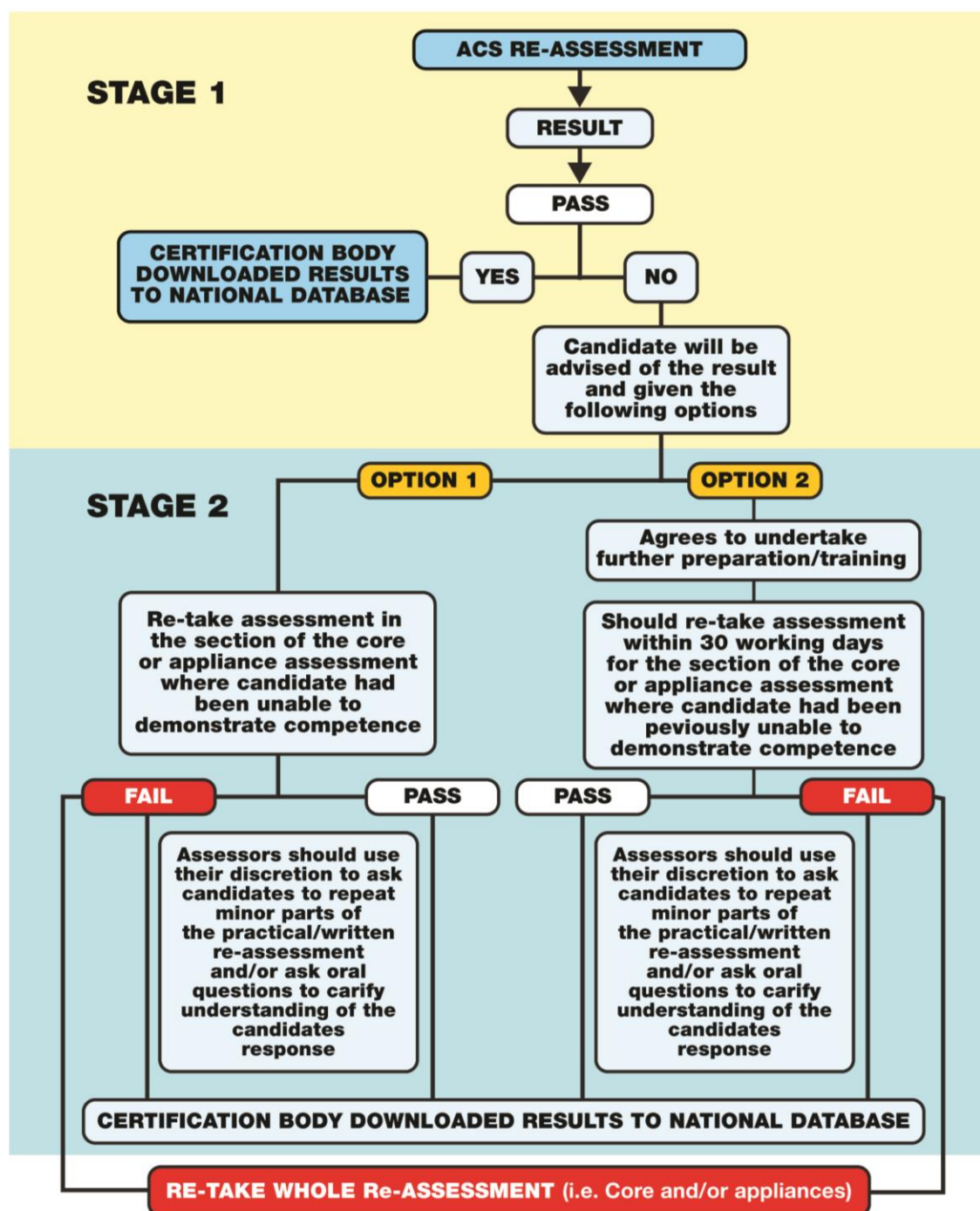


TABLE 3

Nationally Accredited Certification Scheme for Individual Gas Fitting Operatives Re-assessment Result Flowchart



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 LCL is a UKAS accredited Certification Body (UKAS No 0230) approved to issue Oftec certificates of competence and to provide examination and assessment facilities at Approved Centres (AC).

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 LCL 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.
- 3.3 Confirmation of the LCL scope of accreditation for the Oftec scheme is published on the UKAS website www.ukas.com

4.0 Application Process

- 4.1 Learners are required to apply for assessment by using the application form provided by the AC. All of 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 their UK issued National Insurance Number at the time of application. Where a non UK resident is applying for assessment LCL will provide a unique identifier number.
- 4.4 Learners undertaking Oftec assessments for the first time and who are not known to the AC, LCL or Oftec are required to produce documentary evidence of their identity. This will normally be their passport or photo ID driving licence.
- 4.5 When applying for assessment learners must disclose any medical condition that may effect the assessment or which the AC first aider should be aware of.
- 4.6 Learners must have sufficient experience of oil appliance related work and meet all of the Oftec entry requirements before they can be accepted for assessment. Learners are categorised as one of the following;

4.6.1 Category 1

Applicants in this category are regarded as experienced oil technicians; they will need to provide an original certificate as evidence to the AC 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).

4.6.2 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 AC. 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.

4.6.3 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 AC as above

or;

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

5.0 Examinations and Assessments

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

5.2 Learners are advised of the procedures of undertaking examinations and assessment, the pass mark for the qualification (100%) and the process for reattempting practical tasks or written questions answered incorrectly.

5.3 Where a learner fails to obtain the pass mark after the number of permitted attempts they are deemed to have failed the assessment.

6.0 Completion of assessments

6.1 On successful completion of assessment, learner's documentation is internally quality assured by the AC prior to being forwarded to LCL with a recommendation for certification. In the event of the recommendation for certification being rejected, LCL will advise the AC of any queries or deficiencies. The AC 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, LCL forward all learners successful assessment results to Oftec.

7.2 Where circumstances beyond the control of LCL prevent the issuing of an Oftec certificate and or the forwarding of assessment results to Oftec, LCL's standards of service will be suspended until operating conditions are returned to normal.

8.0 Advice to Learners

- 8.1 Where a learner fails an Oftec assessment the learner is advised by the AC that they should not undertake work on any oil installation covered by the scope of the assessment which they have failed.
- 8.2 Where a learner has passed an Oftec assessment 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 competence during the period that the certificate is valid. Where LCL receives information or has reason to believe that an individual may not be working competently or has not maintained their competence, LCL reserves the right to investigate by whatever means is appropriate and withdraw the certificate or part of the scope of the certificate if proven.

Non Regulated Qualifications Approved by LCL

Non regulated qualifications awarded by LCL are subject to the general requirements set out in this handbook.

Each qualification has its own specific assessment strategy. Information on those qualifications can be provided by the AC and found on the LCL website.

Note; Non regulated qualifications means that the qualification is not accredited or recognised by those organisations listed in the Preface on page 3.

LCL Managed Learning Programmes (MLP)

1.0 The LCL 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 awarded by an Awarding Organisation (AO) which has been recognised by the qualification regulators in England, Wales, Scotland and Northern Ireland.
- The issue of an LCL Training Completion Certificate

2.0 LCL will normally only approve centres to deliver its MLP which are at the time approved to deliver ACS assessments or regulated qualifications. Prior to centre approval, the centre and LCL are required sign a Memorandum of Understanding (MoU) made between both parties to collaborate in the deliver the MLP.

3.0 The ATC must embed the principles and practices of the LCL 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 Training Centre Personnel.
3. Approved Training 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 Training 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.

- 4.0 The LCL 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 LCL and administered and managed by an ATC, College or gas installer business which has been approved by LCL.
- 5.0 The MLP includes sufficient theoretical learning input and supervised practical work training in a Realistic Work Environment (RWE) in the ATC and supplemented by Supervised Workplace Practice (SWP) gained under the supervision of a GSR registered business.
- 6.0 The MLP is designed to meet the training requirements for;
 - ACS Category 3 entrants.
 - Learners registered with an Awarding Organisation (AO) in the UK undertaking a RQF or SCQF gas utilisation qualification or a building engineering services qualification that has gas utilisation content.
 - 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, installations and equipment;

Managed Learning Programme (MLP) Title	MLP Code
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 Meters	DNGM
Domestic LPG and Appliances (Leisure Accommodation Vehicles, Residential Park Homes)	DLPGA1
Domestic LPG and Appliances (Boats)	DLPGA2

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

Primary MLP Routes	
The installation of appliances and or pipework	
The servicing and maintenance of appliances	
The installation, servicing and maintenance of appliances and or pipework	

8.0 An LCL MLP consists of;

- A balance of ATC 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 ATC for audit and record purposes.

9.0 MLP Routes

Learners registering to undertake a LCL MLP must declare to the ATC at the time of registration their preferred primary MLP route.

The three routes are;

- The installation of appliances and or pipework
- The servicing and maintenance of appliances
- The installation, servicing and maintenance of appliances and or pipework

The chosen primary route requires learners to provide evidence of work carried out in the workplace under the direct supervision of a Gas Safe registered business meeting the sufficiency of evidence requirement.

The secondary chosen route requires learners to provide evidence of work carried out either in the workplace under the direct supervision of a Gas Safe registered business or in a Realist Work Environment within the ATC, meeting the same sufficiency of evidence requirement.

Where both chosen routes are primary i.e. installation and servicing & maintenance the learner must provide evidence of that work carried out in the workplace meeting the evidence requirement.

Learners intending to undertake landlord safety inspections on completion of the MLP should select the appliance servicing and maintenance route as their primary route and undertake the Domestic Appliances programme.

- 10.0 Auditing of the performance of the ATC delivering the MLP is carried out by LCL through a programme of periodic external quality assurance audits.
- 11.0 Centres will not normally be able to deliver LCL 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 The ATC is required to be registered with GSR and that any teacher conducting practical gas work training in the ATC is either employed by the ATC and holds a GSR license to practice for that range of gas work or is a sub contractor to the ATC and is registered with GSR for the range of practical gas work training conducted in the ATC.
- 13.0 Learners completing a MLP and progressing to an ACS or RQF qualification are only permitted to apply for examination and assessment for the range of gas work contained on the MLP Training Completion Certificate. Learners may apply

(RQF Only) Learner Records Service Privacy Notice

How the Learner Records Service (LRS) Use Your Data

This statement is intended to provide learners with information as to how the LRS will collect and use personal information and data, and how learners can exercise choice in respect of the use of personal data.

The LRS is operated by the Skills Funding Agency. The LRS collects data relating to learners registering for RQF qualifications.

The LRS offers a facility which stores learner participation and achievements collected directly from the relevant awarding organisations. By providing personal information, relevant organisations will have access to Personal Learning Record (PLR) to enable the use of personal information in order to assess achievements, awards and credits and to offer advice and guidance. Learners will have complete visibility of all data relating to them and will be able to determine which organisations have visibility of this data and which data they can view.

The LRS offers the following core services:

- A Learner Register which allocates a Unique Learner Number (ULN) to each learner.
- A Personal Learning Records Service (PLRS) which offers learners the facility to access their participation and achievement data from relevant data sources via a website. Additional functionality to support the RQF includes;
 - A Route to Achievement function which enable learners and permitted organisations to view potential future pathways for a learner's education.
 - A Single Qualification Query to learners to understand which units they need in order to accumulate the relevant credit for a particular qualification.
 - The facility to support Credit Transfer which will enable credit to be transferred between 2 qualifications from 2 different Awarding Organisations.

Collection of data

The LRS collects data from:

- Information which is already being collected by other agencies from schools and other learning providers.
- Information learners provide when registering with a learning provider.
- Qualification data from Ofqual.
- Participation and achievement data from the National Pupil Database and Skills Funding Agency.
- Learner achievement data supplied by awarding organisations directly in to the PLR to support the RQF.

Use of data

The ULN enables education and training sector organisations, and Awarding Organisations (AO) regulated by Ofqual, to share information about participation and achievements in a consistent and approved manner, promoting good information management practice, and helping to improve accuracy and efficiency.

This benefits learners through enhancing the application processes to AO, learning providers, learning advisors and other third parties.

The PLR is shared with organisations linked to learner education and training, including those organisations specified in Regulations made under section 537A of the Education Act. AO have very limited access to learner achievement data in order to support them in their decision making regarding qualifications and to support the learner in claiming and transferring prior credit.

Learners can choose to opt out of sharing their achievement data by calling the service desk or by logging on to the Skills Funding Agency website as described in the section below.

Learners can also challenge the accuracy of the achievement data within the PLR by calling the service desk or following the data challenge process described in the section titled “Correcting Inaccurate Data”.

The PLR also enables learners to share, as much or as little, of their participation and achievement data held in the PLR with other third parties.

All organisations that will have access to the information provided are registered under the Data Protection Act 1998 and will use the personal information in accordance with the requirements of the Act. These organisations are required to sign relevant agreements and control documentation which requires them to manage learner data responsibly [and only to access information where there is a direct connection between the learner and the relevant organisation].

At no time will learner personal information be passed to any organisations for marketing or sales purposes.

Permissions for sharing

Because the ULN is required for the administration of services within the education and training sector (such as the issuing of certain qualifications), learners cannot opt-out of being issued with a ULN on the Learner Register.

Learners can opt-out of sharing their participation and achievement data through the LRS. Details of how learners may opt-out of sharing their participation and achievement data within the LRS can be found at www.learningrecordsservice.org.uk or by telephoning the Learning Records Service’s Customer helpdesk on 0845 602 2589.

Learners can also share information with other organisations and individuals by creating a configured view of their participation and achievement data. The configured view allows learners to create the view of their participation and achievement data and furthermore to share information with any third party that they wish.

One potential consequence of deciding not to allow data sharing of learner participation and achievement data contained in the LRS will be that learners may need to provide copies of certificates or other information to verify qualifications. Learners will also inhibit organisations that can support their continued education working with them, to perform on their behalf including the learner centric functions of the RQF: Routes to Achievement, Rules of Combination queries and Credit Transfer functions.

Correcting inaccurate data

A major benefit of the LRS is that learners can check that information held about them is accurate and request that any errors are corrected. If learners believe that any information on the PLR is incorrect then learners should follow the data challenge procedure.

It will be the responsibility of the AO to maintain the currency and accuracy of any achievement data they submit into the PLR.

Sensitive personal data

The LRS makes every effort not to collect any information which consists of sensitive personal data (e.g. data which relates to ethnic origin, physical or mental health, religious beliefs, trade union membership or any criminal offences or proceedings).

If learners find that any sensitive personal data has inadvertently been included, they should contact the Agency through the service desk. The LRS currently employs a process of sensitive personal data identification and removal.

Sensitive learners

The LRS recognises that some learners have specific concerns about privacy which mean that additional safeguards are required. The LRS implements a Sensitive Learners Policy to ensure these safeguards are implemented.

Security

The LRS recognises the need to keep information secure and has implemented a Security Policy that provides the appropriate technical and organisational measures aimed at preventing loss of, or unauthorised use of, information in accordance with Government standards.

How long will we keep your data?

The LRS is intended to provide a life-long record of learning which will be available to learners at any time they choose to participate in education or training. Therefore the LRS may

continue to hold ULN, PLR and RQF and associated data for 66 years and will be reviewed periodically.

Updates to this policy

The LRS recognises that privacy and data protection concerns can evolve over time and will keep this policy under review. Any amendments will be posted here and will be notified to learners when they access their PLR.

Further information relating to the LRS can be accessed at
<https://www.gov.uk/government/collections/learning-records-service>

Initial Assessment (IA)

Depending on the employment status of the learner, the AC needs to be assured that either the employer of the learner or, where the learner is not in employment, the AC, has undertaken an Initial Assessment (IA) of the learner, prior to starting training leading to a qualification.

The benefits of adopting a good IA system are that learners will be better able to reach their own decisions about their learning programmes.

The IA will help learners make sure they have chosen the right programme and show them and the Employer/AC what they already know, can do and what they still need to learn.

An IA should be based on the following 5 principles:

1. All those with responsibility for IA know exactly what its purpose is and how to carry it out effectively.

This means;

- Having policies and procedures in place and communicating those to personnel.
- Training personnel to use a range of IA methods and how to use the information gained from the process to plan the learning programme.
- Making sure that personnel explain to learners the purpose of IA and what it involves.

2. The IA focuses on the learner and their needs and includes the learner in the process.

This means:

- Tailoring the IA process to meet individual needs and circumstances.
- Having a variety of methods at the AC disposal and using them with each learner over a period of time. (Effective IA should not be a one off event).
- Taking account of the learner's opinions, needs and preferences.

3. The results of the IA are used actively to inform the Individual Learning Plans (ILP) planning process

This means:

- Communicating the results of IA to those involved in the planning process.
- Feeding back the results of IA to learners.
- Knowing what options are available and how to communicate these clearly to learners.

- Working with learners so that they really do agree with the plan and are keen to follow it.

4. The IA process is open, honest and transparent.

This means:

- All parties, including learners are clear about the purpose of IA and what it involves.
- Having an IA policy that promotes equality and diversity.
- Making appropriate arrangements to ensure that all those who need to can access the results of IA while complying with the Data Protection Act.
- Use methods that are fair and open to scrutiny
- Meet legal requirements
- Evaluating AC IA procedures regularly and acting on results.

5. The AC identifies all learners' learning and support needs in relation to the type and length of the programme and ensure that those needs are met.

This means:

- Building relations with learners.
- Taking account of factors that affect learning

Initial Assessment in Context

The methods used and the topics covered in the IA system will depend on the learning programme the AC offers and learners personal objectives.

The design of an IA should take into account:

- The context in which learners learn (for example, assessing someone initially in the workplace is different from assessing them within a learning centre).
- Industry standards (some employers have rigorous entry requirements for example).
- The support needs of learners (this means any individual help they are likely to need to give them the best chance of succeeding).
- The AC existing resources (people, time and equipment).

An IA system may include assessment of some or all of the following:

- Occupational suitability and expectations
- Occupational and technical skills
- Prior learning and experience
- Numeracy, literacy, communication, IT and personal skills
- Learning support needs
- Health or disability

Initial Assessment Methods

The AC may consider some or all of the following methods suitable for IA

- Application Forms
- Interviews
- Tests; psychometric tests and in house tests
- Self assessment questionnaires and checklists
- Observation of group activities
- Assessing previous learning, experience or achievement
- Experience of the work activity

Safeguarding Minors

AC where learners under the age of 18 are undertaking learning programmes leading to a qualification have specific responsibilities for safeguarding and protecting those young people.

The AC must ensure that it is compliant with all appropriate legislation including the Children's Act and all national and or regional governmental guidance.

Section 11 of the Children Act 2004 places a statutory duty on key people and bodies to make arrangements to safeguard and promote the welfare of children.

Schools and further education providers have an equivalent duty through the Education Act 2002.

The AC should familiarise themselves with HM Government document 'Working Together to Safeguard Children' <https://www.education.gov.uk/publications/eOrderingDownload/00305-2010DOM-EN.pdf>.

Definitions and Terminology

Knowledge Assessment

An assessment that gives the learner the opportunity to demonstrate knowledge and understanding of identified topics and subject areas.

Performance Assessment

An assessment that gives the learner the opportunity to demonstrate they have the practical skills that are in accordance with the relevant National Occupational Standards for given work activities.

Combination Assessment

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

Realistic Working Environment

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

Independent Assessment

An independent assessment conducted by an Assessor 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.

Qualifications regulator means

- The Office of the Qualifications and Examinations Regulator (Ofqual) in England
- CCEA Regulation in Northern Ireland
- QW in Wales.
- The United Kingdom Accreditation Service (UKAS)

Learner means

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

Qualification means

A process requiring the registration, examination, assessment and certification of a learner.

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

Qualification Framework means;

1. Framework of Regulated Qualifications (RQF).
2. Nationally Accredited Certification Scheme for Individual Gas Fitting Operatives (ACS).
3. Oftec Oil Technician Scheme (Oftec)

Regulatory document means;

1. RQF General Conditions of Recognition.
2. BS EN ISO/IEC 17024 Conformity Assessment – General Requirements for Bodies Operating Certification of Persons.

Unit means;

A coherent and explicit set of learning outcomes and assessment criteria with a title e.g. A published unit within the RQF or a module in ACS or Oftec scheme e.g. CCN1 or Oftec 101.

The Qualification Regulators are;**The United Kingdom Accreditation Service UKAS.**

The United Kingdom Accreditation Service UKAS as 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 Government through the Secretary of State for Business, Innovation and Skills.

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 where 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

NVQ

The term “NVQ” National Vocational Qualification is used to identify a competence-based qualification approved of by a Sector Skills Council (SSC).

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

Managed Learning Programme

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

Approved Centres (AC)

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

Useful Contacts

Logic Certification Limited	Gas Safe Registrar
Unit 2, 1 Rowdell Road	PO Box 6804
Northolt	Basingstoke
UB5 5QR	RG24 4NB
Telephone; 0208 839 2439	Tel 0800 408 5500
Facsimile; 0208 839 8612	E-mail; enquiries@gassaferegister.co.uk
E-mail; enquiries@logic-cert.com	
Website; www.logic-cert.com	
Energy & Utility Skills Limited	Water Regulations Advisory Scheme (WRAS)
Friars Gate	30 Fern Close
1011 Stratford Road	Pen-Y-Fan Industrial Estate
Shirley	Crumlin
Solihull	Gwent
B90 4BN	NP11 4EG
Tel; 0845 077 99 22	Tel; 01495 248454
Fax; 0845 077 99 33	Fax; 01495 236289
enquiries@euskills.co.uk	E-mail: info@wras.co.uk
OFTEC	
Foxwood House	
Dobbs Lane	
Kesgrave	
Ipswich	
IP5 2QQ	
Tel; 0845 65 85 080	
Fax; 0845 65 85 181	
Microgeneration Certification Scheme (MCS) Helpdesk; 0207 090 1082 www.microgenerationcertification.org	