

## Modern Slavery and Anti-Trafficking Policy

### Introduction

Evolution Safety Solutions Ltd is committed to the highest standards of ethical conduct and integrity in its business activities. This policy outlines our approach to preventing modern slavery and human trafficking in our operations and supply chains, ensuring compliance with ethical standards as part of our commitments to Awarding Organisations (AOs), including Qualifications Network (QNUK), EUSR, Nuco, Proqual and ProTrainings.

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### Policy Statement

Modern slavery and human trafficking are serious crimes and violations of fundamental human rights. Evolution Safety Solutions Ltd has a zero-tolerance approach to modern slavery and is committed to acting ethically in all our business dealings and relationships. We will implement and enforce systems to ensure modern slavery does not occur in our business or supply chains, in compliance with all applicable legislation and the expectations of the AOs we work with.

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### Scope

This policy applies to all individuals working for or on behalf of Evolution Safety Solutions Ltd, including:

- Employees, directors, and officers.
- Contractors, consultants, suppliers, and business partners.
- Learners, assessors, and internal verifiers engaged in the delivery of qualifications under QNUK, EUSR, Nuco, Proqual and ProTrainings standards.

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### Responsibilities

- **Board of Directors:** The ultimate responsibility for preventing modern slavery lies with the company's leadership. The board ensures compliance with legal and ethical obligations.
- **Managers:** Managers are responsible for ensuring their teams understand and comply with this policy.
- **Employees and Contractors:** All individuals working for Evolution Safety Solutions must understand and comply with this policy, avoiding any activity that could lead to a breach.

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### Risk Assessment and Due Diligence

We will:

- Conduct risk assessments to identify areas of our business and supply chains with risks of modern slavery.
- Implement due diligence processes for suppliers, based on identified risks.
- Require suppliers to confirm they provide safe working conditions, treat workers fairly, and act within the law.

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### Supplier Adherence to Our Values

We expect all suppliers and contractors to comply with our zero-tolerance approach to modern slavery by:

- Communicating our policy to suppliers at the beginning of our business relationships.
  - Seeking assurances that suppliers comply with ethical practices and modern slavery laws.
  - Conducting audits and inspections as necessary to ensure compliance.
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## Training

We provide training to relevant staff members to ensure they understand the risks of modern slavery and human trafficking. Managers receive training to help identify and respond to signs of modern slavery, ensuring compliance with the ethical standards required by QNUK, EUSR, Nuco, ProQual and ProTrainings.

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## Reporting and Compliance

- **Whistleblowing:** Employees, customers, and partners are encouraged to report concerns about potential modern slavery in the activities of Evolution Safety Solutions Ltd or its supply chains. Our whistleblowing procedures protect individuals from retaliation.
- **Audits:** We will conduct regular audits and report on our compliance with this policy, ensuring its effectiveness.

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## Breaches of This Policy

Any employee found breaching this policy will face disciplinary action, which could lead to dismissal. Relationships with contractors, suppliers, or partners may be terminated if they are found to breach this policy.

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## Continuous Improvement

We are committed to continually improving our practices to combat modern slavery and human trafficking. This includes regular reviews of this policy and adapting our practices to the latest guidance from QNUK, EUSR, Nuco, ProQual ProTrainings, and relevant legal frameworks.

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## Approval and Review

This policy has been approved by the board of directors of Evolution Safety Solutions Ltd and will be reviewed annually to ensure ongoing compliance with modern slavery laws and AO expectations.

**Approved by:** Mark Lewis – Operations Director

This policy was approved by: Mark Lewis – 20<sup>th</sup> December 2025  
Review Due 24 months from approval – 20<sup>th</sup> December 2027

## Business Continuity Plan for Evolution Safety Solutions

### 1. Introduction

#### Purpose:

To outline procedures and strategies to ensure that Evolution Safety Solutions can continue operating and recover quickly in the event of a significant disruption.

#### Scope:

This plan covers all critical business functions, including operational processes, IT systems, and employee safety.

### 2. Objectives

- **Minimize Disruption:** Reduce the impact of disruptions on business operations.
- **Ensure Safety:** Protect employees and stakeholders during an emergency.
- **Maintain Operations:** Ensure that essential business functions continue with minimal interruption.
- **Recover Quickly:** Facilitate a rapid and efficient recovery to normal operations.

### 3. Business Impact Analysis (BIA)

**Objective:** Identify critical business functions and the impact of their disruption.

1. **Identify Critical Functions:**
  - Client safety consulting services
  - Health and safety training
  - Compliance audits
  - IT and support services
2. **Assess Impact:**
  - **High Impact:** Loss of client contracts, operational downtime, legal and regulatory non-compliance.
  - **Moderate Impact:** Temporary loss of training services, short-term IT disruptions.
3. **Determine Recovery Time Objectives (RTO):**
  - **High Impact Functions:** Recovery within 24 hours
  - **Moderate Impact Functions:** Recovery within 72 hours

### 4. Risk Assessment

**Objective:** Identify and assess risks that could impact business operations.

1. **Identify Risks:**
  - Natural disasters (e.g., floods, earthquakes)
  - Cyberattacks (e.g., ransomware)
  - Power outages
  - Supply chain disruptions
  - Pandemics or health emergencies
2. **Assess Likelihood and Impact:**
  - **High Likelihood/High Impact:** Cyberattacks, power outages
  - **Low Likelihood/High Impact:** Natural disasters, pandemics
3. **Mitigation Strategies:**
  - **Cyberattacks:** Implement robust cybersecurity measures, conduct regular

security training.

- **Power Outages:** Install backup generators, maintain uninterruptible power supplies (UPS).
- **Natural Disasters:** Develop emergency evacuation plans, secure data offsite.

## 5. Emergency Response Plan

**Objective:** Outline immediate actions to ensure safety and limit damage during an emergency.

### 1. Emergency Contacts:

- **Internal Contacts:** Emergency Response Team, IT Support, HR
- **External Contacts:** Local emergency services, utility providers, key clients

### 2. Communication Plan:

- **Internal Communication:** Use email, phone, and messaging apps to alert employees.
- **External Communication:** Inform clients and stakeholders through email and company website.

### 3. Evacuation Plan:

- **Designated Evacuation Routes:** Clearly marked exits and assembly points at the primary location.
- **Roles and Responsibilities:** Assign evacuation coordinators and ensure all employees are trained.

## 6. Business Continuity Strategies

**Objective:** Ensure continuity of critical functions and services.

### 1. Primary and Backup Locations:

- **Primary Location:** Ty Menter, Navigation Park, Abercynon, RCT CF45 4SN, Wales
- **Backup Location:** Work from home arrangements for employees

### 2. Alternative Locations:

- **Remote Work Capabilities:**
  - **Technology:** Provide remote access tools (e.g., VPN, cloud services).
  - **Training:** Ensure employees are trained on remote work procedures.

### 3. Data Backup and Recovery:

- **Backup Frequency:** Daily backups of all critical data.
- **Storage:** Use both onsite and offsite storage solutions.
- **Recovery Plan:** Test data recovery procedures regularly.

## 7. Roles and Responsibilities

**Objective:** Define roles and responsibilities for business continuity management.

### 1. Business Continuity Manager:

- **Responsibilities:** Oversee the development and implementation of the BCP, coordinate response efforts.

### 2. Emergency Response Team:

- **Responsibilities:** Execute emergency response procedures, ensure employee safety, communicate with external agencies.

### 3. IT Support Team:

- **Responsibilities:** Maintain and restore IT systems, manage data backups, ensure cybersecurity.

#### 4. HR Team:

- **Responsibilities:** Manage employee communication, handle payroll, and benefits during disruptions.

### 8. Testing and Training

**Objective:** Ensure that the BCP is effective and that employees are prepared.

#### 1. Plan Testing:

- **Type:** Tabletop exercises, simulation drills.
- **Frequency:** At least annually.

#### 2. Training:

- **Content:** Emergency procedures, use of remote work tools, data protection.
- **Frequency:** Initial training upon plan implementation and refresher courses annually.

### 9. Plan Maintenance and Review

**Objective:** Keep the BCP up-to-date and relevant.

#### 1. Regular Reviews:

- **Frequency:** Annually or after significant changes to business operations or risk environment.

#### 2. Update Procedures:

- **Responsibility:** Business Continuity Manager
- **Action:** Update the plan based on lessons learned from tests, actual incidents, or changes in business processes.

#### 3. Document Changes:

- **Deliverable:** Updated BCP Document.

This plan is approved by Mark Lewis – Operations Director



Mark Lewis

This policy was approved by: Mark Lewis – 20<sup>th</sup> December 2025

Review Due 24 months from approval – 20<sup>th</sup> December 2027

## Environmental Management Policy

**Purpose:** Evolution Safety Solutions is committed to minimizing its environmental impact and continuously improving its environmental performance. We recognize that our operations have an impact on the environment and are dedicated to reducing that impact through responsible practices and proactive measures.

**Policy Statement:** At Evolution Safety Solutions, we are committed to:

1. **Compliance:** Adhering to all relevant environmental laws, regulations, and standards to ensure that we operate within legal boundaries and meet our environmental obligations.
2. **Environmental Impact:** Identifying, evaluating, and managing the environmental impacts associated with our activities, products, and services to minimize our ecological footprint.
3. **Objectives and Targets:** Establishing clear environmental objectives and targets to drive our performance and guide our efforts toward sustainable practices. These objectives will be periodically reviewed and updated to reflect our ongoing commitment to improvement.
4. **Resource Efficiency:** Promoting the efficient use of resources, including energy, water, and materials, and reducing waste through practices such as recycling, reusing, and reducing consumption.
5. **Training and Awareness:** Providing training and raising awareness among our employees about environmental issues and our policies to ensure that everyone understands their role in supporting our environmental goals.
6. **Continuous Improvement:** Regularly reviewing and improving our environmental management system (EMS) to enhance our performance and address any areas for improvement identified through audits and assessments.
7. **Stakeholder Engagement:** Communicating openly with our stakeholders, including customers, suppliers, and the local community, about our environmental practices and performance.
8. **Monitoring and Reporting:** Implementing processes to monitor our environmental performance, measure progress against our objectives and targets, and report on our achievements and challenges.

**Commitment:** Our management team is fully committed to providing the necessary resources and support to achieve our environmental goals. We will lead by example and ensure that environmental considerations are integrated into our decision-making processes.

**Review:** This policy will be reviewed annually or as needed to ensure its continued relevance and effectiveness. Any changes will be communicated to all employees and stakeholders.



Signed by Mark Lewis  
Operations Director

This policy was reviewed by: Mark Lewis – 20<sup>th</sup> December 2025

Next Review Due 24 months – 20<sup>th</sup> December 2027

## Environmental Processes

### 1. Environmental Impact Assessment Process

**Objective:** Identify and assess the environmental impacts of operations to minimize adverse effects.

**Steps:**

1. **Initial Review:**

- **Responsibility:** Environmental Manager
- **Action:** Conduct a comprehensive review of all operational activities, including facilities, processes, and products/services.
- **Deliverable:** List of operational activities and their potential environmental impacts.

2. **Impact Identification:**

- **Responsibility:** Environmental Team
- **Action:** Identify potential environmental impacts (e.g., waste generation, energy consumption, emissions).
- **Deliverable:** Impact Identification Report.

3. **Impact Assessment:**

- **Responsibility:** Environmental Team
- **Action:** Assess the significance of identified impacts based on criteria such as severity, frequency, and regulatory requirements.
- **Deliverable:** Environmental Impact Assessment Report.

4. **Mitigation Strategies:**

- **Responsibility:** Environmental Manager with relevant departments
- **Action:** Develop and implement strategies to mitigate significant impacts.
- **Deliverable:** Mitigation Action Plan.

5. **Review and Update:**

- **Responsibility:** Environmental Manager
- **Action:** Review and update the impact assessment annually or when there are significant changes in operations.
- **Deliverable:** Updated Impact Assessment Report.

### 2. Setting and Reviewing Environmental Objectives and Targets

**Objective:** Establish and review environmental objectives and targets to drive performance improvements.

**Steps:**

1. **Objective and Target Setting:**

- **Responsibility:** Senior Management with Environmental Manager
- **Action:** Set SMART (Specific, Measurable, Achievable, Relevant, Time-bound) objectives and targets based on the impact assessment.
- **Deliverable:** Objectives and Targets Document.

2. **Action Plans:**

- **Responsibility:** Environmental Manager
- **Action:** Develop action plans for achieving each objective and target, including resource allocation and timelines.
- **Deliverable:** Action Plan Document.



### 3. Implementation:

- **Responsibility:** Department Heads
- **Action:** Implement action plans and integrate objectives into departmental activities.
- **Deliverable:** Implementation Records.

### 4. Performance Monitoring:

- **Responsibility:** Environmental Manager
- **Action:** Monitor progress against objectives and targets through regular reviews and performance metrics.
- **Deliverable:** Performance Monitoring Report.

### 5. Review and Revision:

- **Responsibility:** Senior Management with Environmental Manager
- **Action:** Review objectives and targets annually or as needed, and revise based on performance and changes in operations.
- **Deliverable:** Revised Objectives and Targets Document.

## 3. Training and Awareness Program

**Objective:** Ensure employees are informed and understand their roles in achieving environmental objectives.

### Steps:

#### 1. Develop Training Program:

- **Responsibility:** Environmental Manager with HR
- **Action:** Create a training program covering environmental policies, procedures, and best practices.
- **Deliverable:** Training Program Document.

#### 2. Schedule Training:

- **Responsibility:** HR
- **Action:** Schedule and organize regular training sessions for all employees.
- **Deliverable:** Training Schedule.

#### 3. Conduct Training:

- **Responsibility:** Environmental Manager or External Trainers
- **Action:** Deliver training sessions and workshops.
- **Deliverable:** Training Attendance Records.

#### 4. Evaluate Effectiveness:

- **Responsibility:** Environmental Manager
- **Action:** Evaluate the effectiveness of training through feedback and assessments.
- **Deliverable:** Training Evaluation Report.

#### 5. Update Training:

- **Responsibility:** Environmental Manager with HR
- **Action:** Update the training program based on feedback, changes in environmental policies, and new regulations.
- **Deliverable:** Updated Training Program Document.

## 4. Monitoring and Reporting

**Objective:** Track environmental performance and report progress to stakeholders.

### Steps:

#### 1. Implement Monitoring Procedures:

- **Responsibility:** Environmental Manager



- **Action:** Develop and implement procedures for monitoring key environmental aspects such as waste, energy use, and emissions.
- **Deliverable:** Monitoring Procedures Document.
- 2. **Collect Data:**
  - **Responsibility:** Designated Staff
  - **Action:** Collect data according to monitoring procedures.
  - **Deliverable:** Data Collection Logs.
- 3. **Analyze Performance:**
  - **Responsibility:** Environmental Manager
  - **Action:** Analyze collected data to assess performance against objectives and targets.
  - **Deliverable:** Performance Analysis Report.
- 4. **Prepare Reports:**
  - **Responsibility:** Environmental Manager
  - **Action:** Prepare regular environmental performance reports for internal and external stakeholders.
  - **Deliverable:** Environmental Performance Report.
- 5. **Communicate Results:**
  - **Responsibility:** Environmental Manager
  - **Action:** Communicate performance results to stakeholders and address any concerns.
  - **Deliverable:** Stakeholder Communication Records.

## 5. Internal Audits

**Objective:** Assess the effectiveness of the EMS and ensure compliance with policies and procedures.

### Steps:

1. **Develop Audit Plan:**
  - **Responsibility:** Environmental Manager
  - **Action:** Create an audit plan outlining the scope, schedule, and criteria for internal audits.
  - **Deliverable:** Audit Plan Document.
2. **Conduct Audits:**
  - **Responsibility:** Internal Auditors (could be internal staff or external consultants)
  - **Action:** Perform audits according to the plan, reviewing compliance with environmental policies and procedures.
  - **Deliverable:** Audit Findings Report.
3. **Document Findings:**
  - **Responsibility:** Internal Auditors
  - **Action:** Document audit findings, including any non-conformities and areas for improvement.
  - **Deliverable:** Non-Conformity Report.
4. **Develop Corrective Actions:**
  - **Responsibility:** Relevant Departments with Environmental Manager
  - **Action:** Develop corrective action plans to address identified issues.
  - **Deliverable:** Corrective Action Plan.
5. **Monitor Corrective Actions:**
  - **Responsibility:** Environmental Manager
  - **Action:** Monitor the implementation of corrective actions and review their

effectiveness.

- **Deliverable:** Corrective Action Review Report.

**6. Review and Improve:**

- **Responsibility:** Senior Management with Environmental Manager
- **Action:** Review audit outcomes and update the EMS to enhance effectiveness.
- **Deliverable:** Updated EMS Procedures.

## Anti-Bribery & Corruption Policy

### 1. Introduction

Evolution Safety Solutions is committed to conducting its business ethically and with integrity. This Anti-Bribery & Corruption Policy outlines our zero-tolerance approach towards bribery and corruption in any form, whether direct or indirect, by or toward any employee, agent, contractor, or third party acting on behalf of the company.

### 2. Policy Statement

1. **Prohibition:** Evolution Safety Solutions prohibits the offering, giving, solicitation, or acceptance of any bribe, whether cash or other inducement, to or from any person or company, wherever they are situated and whether they are a public official or body, private sector business or individual.
2. **Gifts and Hospitality:** It is permissible to offer or receive gifts and hospitality as long as they are modest, appropriate, and do not influence business decisions or actions. Employees must always exercise judgment and discretion in giving or receiving gifts and hospitality.
3. **Facilitation Payments:** The company strictly prohibits facilitation payments, which are small payments or gifts made to expedite routine governmental actions.
4. **Donations:** All charitable donations and contributions made by Evolution Safety Solutions must be transparent and in compliance with applicable laws and ethical standards.
5. **Political Contributions:** The company does not make contributions to political parties or organizations, except as allowed by law and approved by senior management.

### 3. Responsibilities

1. **Senior Management:** Senior management is responsible for the implementation and oversight of this policy, ensuring that adequate resources and training are provided to all employees.
2. **Employees:** All employees are expected to familiarize themselves with this policy and act in accordance with its provisions. Employees must report any concerns or suspected breaches of this policy to their line manager or through the company's whistleblowing procedure.

### 4. Training and Awareness

Evolution Safety Solutions provides training on anti-bribery and corruption measures to all employees on a regular basis. This training covers the policy's requirements, scenarios demonstrating potential bribery and corruption risks, and guidance on how to handle such situations.

### 5. Monitoring and Compliance

The company regularly monitors the effectiveness of this policy and reviews its content to ensure it remains relevant and effective. Compliance with this policy forms part of employees' contractual obligations, and breaches will be subject to disciplinary action, up to and including termination of employment.

## **6. Reporting**

Employees are encouraged to report any suspected or actual breach of this policy immediately to their line manager or through the company's whistleblowing procedure. Reports will be investigated promptly and confidentially.

## **7. Conclusion**

This Anti-Bribery & Corruption Policy reflects Evolution Safety Solutions' commitment to ethical business conduct and compliance with all applicable laws and regulations. By adhering to this policy, we uphold our reputation as a responsible corporate citizen and ensure the trust of our stakeholders.

Approved by:



Mark Lewis  
Operations Director

This policy was approved by: Mark Lewis – 20<sup>th</sup> December 2025  
Review Due 24 months from approval – 20<sup>th</sup> December 2027



# Appeals Policy

## Introduction

Evolution Safety Solutions Ltd is a progressive training organisation providing mandatory training to a range of organisations. We provide a range of First Aid, Health and Safety, Food Safety, Education and Training, and Assessing qualifications through Qualifications Network (QNUK), EUSR, Nuco, ProQual and ProTrainings.

At Evolution Safety Solutions Ltd, we are committed to providing high-quality training and qualifications and ensuring that equality of opportunity underpins all aspects of our work. This policy relates to appeals from our customers, students, and suppliers, outlining our formal procedure for handling appeals. All appeals must be raised directly with Evolution Safety Solutions Ltd.

Our appeals policy follows a four-stage process. Most issues are resolved at stage one.

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### Stage 1 – Informal Resolution (Initial Discussion with Assessor)

- Learners who are dissatisfied with an assessment outcome should speak directly with their assessor within 5 working days of receiving the decision.
- The assessor will review the decision, provide a clear explanation, and re-check the evidence against the relevant criteria.
- The learner may be offered the opportunity to provide additional evidence or clarification if appropriate.
- If the assessor agrees that an error has occurred, the assessment decision may be revised, and the IQA will be informed.
- If the learner remains dissatisfied, they may proceed to Stage Two.
- A brief record of the discussion and outcome should be retained using the Appeals and Complaints Log.

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### Stage 2 – Formal Appeal to Centre (Investigation and Internal Review)

- Learners must submit a written appeal to the Operations Director within 10 working days of the informal discussion.
- The appeal must include:
  - Candidate name and contact details
  - Course and unit(s) in question
  - Assessment date(s)
  - Grounds for appeal (e.g. unfair assessment, inconsistent feedback, procedural error)
- The appeal will be acknowledged within 3 working days and reviewed by a senior staff member who was not involved in the original assessment decision.
- All relevant evidence, including assessment records, IQA sampling, and feedback will be reviewed.
- Additional statements may be requested from the assessor, IQA, or learner.
- A formal written decision will be issued within 10 working days, including the outcome and rationale.

For procedural fairness, this stage follows the framework outlined in our Complaints Policy – including documentation, timescales, and escalation guidance.

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**Stage Three:**

- If the complaint remains unresolved, the candidate can escalate it to the relevant awarding body:
  - Qualifications Network (QNUK): Tel: 020 3795 0559
  - EUSR: Contact the EUSR through their Support Team at [www.eusr.co.uk](http://www.eusr.co.uk)
  - Nuco: Refer appeals via [support@nucoplus.com](mailto:support@nucoplus.com)
  - ProTrainings: Appeals to be sent to ProTrainings Support via [info@protrainings.uk](mailto:info@protrainings.uk)
  - ProQual: Appeals to be sent to [centralsupport@proqualab.com](mailto:centralsupport@proqualab.com)
- The awarding body will conduct an investigation and contact the complainant with the results.

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**Stage Four:**

- If the appeal remains unresolved after Stage Three, the candidate may refer the appeal to the appropriate regulator:
  - Ofqual, CCEA Regulation, or Qualifications Wales.
  - The regulators will require detailed information, including your candidate number, the training provider's details, and copies of any relevant supporting documents.

**Contact Information for Regulators:**

- Ofqual  
Earlsdon Park, 53-55 Butts Road, Coventry, CV1 3BH  
Tel: 0300 303 3346 | Email: [info@ofqual.gov.uk](mailto:info@ofqual.gov.uk)
- Qualifications Wales  
Q2 Building, Pencarn Lane, Coedkernew, Newport NP10 8AR  
Email: [contact@qualificationswales.org](mailto:contact@qualificationswales.org)
- CCEA Regulation  
29 Clarendon Road, Clarendon Dock, Belfast, BT1 3BG  
Tel: +44 (0)2890 261407 | Email: [mgetgood@ccea.org.uk](mailto:mgetgood@ccea.org.uk)

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**Record-Keeping**

Evolution Safety Solutions Ltd will maintain a written record of all appeals and their outcomes. These records will be available for inspection by auditors or other organisations conducting quality assurance checks.



This policy was approved by: Mark Lewis – 20<sup>th</sup> December 2025

Review Due 24 months from approval – 20<sup>th</sup> December 2027



# Invigilation Policy

## 1. Introduction

Evolution Safety Solutions is committed to ensuring the integrity and security of assessments and examinations for all qualifications provided through our awarding bodies. This Invigilation Policy outlines the procedures for conducting examinations and assessments in a secure and controlled environment, ensuring compliance with the requirements of EUSR, NucoPlus, ProTrainings, ProQual and Qualifications Network.

## 2. Purpose and Scope

This policy applies to all staff members, trainers, and invigilators involved in overseeing assessments at Evolution Safety Solutions. It outlines the roles, responsibilities, and procedures to be followed to maintain the integrity of examinations and assessments, whether delivered in person or online.

## 3. Key Principles

- Exams and assessments must be conducted in a fair, transparent, and secure manner.
- The confidentiality and security of exam materials must be maintained at all times.
- All learners must have equal access to assessment opportunities without any form of discrimination.
- Evolution Safety Solutions will comply with all relevant regulations set by awarding bodies regarding invigilation.

## 4. Roles and Responsibilities

- **Invigilators:** Responsible for overseeing exams and assessments, ensuring compliance with the awarding body's rules, and preventing misconduct. Invigilators must maintain a calm, controlled environment, enforce exam protocols, and report any incidents of malpractice or misconduct immediately.
- **Head of Centre:** Responsible for appointing invigilators and ensuring they are adequately trained and familiar with invigilation procedures. They are also responsible for ensuring the security of assessment materials before, during, and after the examination.
- **Examination Candidates:** Responsible for following all instructions provided by the invigilators and adhering to examination regulations.

## 5. Invigilator Requirements

- Invigilators must be fully trained on the specific requirements of the awarding bodies (EUSR, NucoPlus, ProTrainings, ProQual Qualifications Network).
- Invigilators must not be involved in the training or assessment of the candidates they are invigilating.
- Invigilators must ensure that no unauthorised materials are present during the exam, such as mobile phones, reference materials, or electronic devices.
- Invigilators must remain vigilant at all times and ensure that the examination environment is secure, free from distractions, and appropriate for conducting assessments.



## 6. Examination Venue Requirements

- The examination venue must be suitable and fit for purpose. This includes appropriate lighting, ventilation, seating, and spacing to prevent candidates from communicating or accessing unauthorised materials.
- The venue should be arranged to allow invigilators full visibility of all candidates at all times.
- Examination rooms must be free from any materials or displays that could provide assistance to candidates.

## 7. Examination Procedures

- **Before the Exam:**
  - Invigilators must check the identity of each candidate using valid identification documents.
  - Ensure that all necessary materials (e.g., exam papers, answer sheets) are available and securely handled.
  - Explain the rules and procedures of the examination to candidates, including the duration, permitted materials, and any relevant instructions.
- **During the Exam:**
  - Invigilators must monitor candidates throughout the examination, ensuring no misconduct occurs.
  - Any incidents, such as suspected cheating or disturbances, must be reported immediately to the Head of Centre.
  - No candidate should be allowed to leave the exam room without supervision, and any necessary breaks must be managed according to the rules of the awarding body.
- **After the Exam:**
  - Invigilators must collect all examination materials, ensuring that no unauthorised materials are removed from the room.
  - Examination papers and answer sheets must be securely stored and handed over to the appropriate person for submission to the awarding body.

## 8. Dealing with Malpractice

- **Suspected Malpractice:** If an invigilator suspects any form of malpractice (e.g., cheating, use of unauthorised materials), they must:
  - Discreetly alert the Head of Centre or a senior staff member.
  - Document the incident in detail, noting the time, nature of the malpractice, and individuals involved.
  - The candidate should be allowed to continue the examination unless the breach is severe.
- **Reporting Malpractice:** All suspected cases of malpractice must be reported to the relevant awarding body in accordance with their guidelines. Full documentation, including any evidence collected, must be submitted to support the report.

## 9. Candidate Conduct

- Candidates are required to follow all instructions provided by the invigilators.
- Misconduct, including talking, using unauthorised materials, or attempting to communicate with other candidates, is strictly prohibited.

- Candidates must not bring mobile phones, smartwatches, or any other electronic devices into the examination room unless explicitly permitted by the invigilator or awarding body.

#### **10. Special Considerations**

- Evolution Safety Solutions is committed to providing reasonable adjustments for candidates with additional needs, as long as these adjustments are pre-approved by the awarding body.
- Invigilators must be aware of any special arrangements required for individual candidates, such as extra time, scribes, or adapted materials, and ensure they are implemented effectively.

#### **11. Training and Monitoring**

- Invigilators must complete training to ensure they are familiar with the procedures and expectations of the awarding bodies.
- Evolution Safety Solutions will regularly review and update invigilation procedures to ensure compliance with any changes in awarding body guidelines.
- Regular audits and observations will be conducted to ensure that invigilators are performing their duties in accordance with this policy.

#### **12. Policy Monitoring and Review**

This policy will be reviewed annually by the Head of Centre or earlier if there are changes to awarding body regulations. Updates will be communicated to all invigilators and relevant staff members.

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This policy was approved by: Mark Lewis – 20<sup>th</sup> December 2025

Review Due 24 months from approval – 20<sup>th</sup> December 2027

## Procedures for Managing Internal & External Assessment, Examinations and Invigilation

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### Purpose

This policy outlines the full procedures for managing internal and external assessments, examinations, and invigilation across all qualifications delivered by Evolution Safety Solutions Ltd. It ensures consistency, integrity, and compliance with awarding body regulations (e.g. QNUK, ProQual, Nuco, EUSR, Proqual ProTrainings) and Ofqual's General Conditions of Recognition.

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### Scope

This policy applies to:

- All assessments (written, practical, multiple-choice) administered by Evolution Safety Solutions Ltd.
- All staff involved in the planning, delivery, invigilation, and quality assurance of exams and assessments.
- All learners enrolled on qualifications.
- Both face-to-face and remote/online assessments.

This policy includes:

- Assessment preparation and storage
  - Room and invigilation standards
  - Learner conduct, identification, and seating
  - Multiple-choice and practical assessment procedures
  - Recording and storing of assessment decisions
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### Responsibilities

- **Exams Officer:** Downloads and securely stores assessment materials, coordinates scheduling and delivery logistics.
  - **Trainers/Assessors:** Deliver assessments, mark learner work, and ensure assessment integrity.
  - **Invigilators:** Monitor exam conditions, maintain order and compliance.
  - **Internal Quality Assurers (IQA):** Verify assessments, ensure marking consistency, and report irregularities.
  - **Head of Centre:** Ensures appropriate policies and secure systems are in place, including ID verification and staff training.
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## **Policy Availability and Review**

- This policy is available to all employees via the internal compliance manual and can be issued on request.
  - It is reviewed annually or following significant updates in regulation or internal procedures.
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## **Assessment Preparation and Paper Management**

### **Downloading and Transporting Materials**

- Materials must only be downloaded by the Exams Officer, in a secure location.
- Printed materials must be sealed in non-windowed envelopes and labelled appropriately.
- Where materials are transported to trainers, this must be via secure postal/courier service or personally in a locked case.

### **Storage of Assessment Materials**

- Materials must be securely stored in a locked cabinet or safe.
  - Electronic files must not be stored on local devices and should be kept only in secure cloud-based systems (e.g. iCloud, Dropbox with restricted access).
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## **Assessment Room Setup**

- Rooms must be quiet, well-lit, ventilated, and comply with health and safety regulations.
  - Signage should indicate that an assessment is in progress.
  - Only authorised individuals (learners, assessors, IQAs, external verifiers, regulators) may enter.
  - Centre name, centre number, exam date, and start/finish times must be displayed.
  - A working clock must be visible.
  - All visual materials that could support learner responses must be removed or covered.
- 

## **Seating and Conduct**

- Paper-based assessments must have desks and appropriate seating.
  - Learners must be seated at least 1.25 metres apart, all facing the same direction where possible.
  - Learners must not communicate once assessment conditions begin.
- 

## **Learner Identification**

- ID checks must be completed before assessments begin and recorded.
  - Acceptable ID: Valid, original photographic documents (e.g. passport, driving licence).
  - If religious clothing prevents visual ID, a private check by a female staff member must be arranged.
  - Records of ID checks must be retained for 3 years.
- 

## **Multiple Choice Assessments**

- No unauthorised materials (phones, notes) are allowed.
  - Learners may only have black pens and, where permitted, a bilingual dictionary.
  - Once assessments begin, strict exam conditions apply.
  - Trainers may distribute papers only once conditions have been declared.
  - Upon completion, learners must hand in papers before leaving.
  - All papers must be checked for completion, signed, and stored securely.
- 

## **Marking of Multiple Choice Papers**

- Ideally, someone other than the trainer should mark the assessments using the approved marking guide.
  - Trainers may mark papers if necessary, but must be subject to regular internal verification.
  - The pass mark must be based on awarding body requirements and consistently applied.
  - Results must be documented and submitted to the Exams Officer.
- 

## **Observation and Practical Assessments**

- Can be conducted by the trainer or an independent assessor.
  - Learners must be told when the assessment begins; no hints or coaching may be given.
  - Only summative assessments may contribute to final grading.
  - Evidence must be recorded on official forms.
  - Assessments should be verified in line with IQA procedures.
- 

## **Assessment Decisions and Record Keeping**

- Assessment decisions must be supported by written or digital records.
- These include registration forms, observation checklists, answer sheets, and feedback records.
- Materials must be submitted securely to the Exams Officer and stored for 3 years.
- The Exams Officer is responsible for ensuring candidate achievement is registered with awarding bodies.

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## Remote Assessment and Invigilation

- Must be conducted using approved digital platforms.
- Learners must complete pre-checks, including ID verification.
- Live or recorded monitoring is required based on awarding body rules.
- Trainers/invigilators must maintain a clear log of attendance and incidents.
- Contingency procedures must be in place in case of technical failure.

---

## Malpractice and Irregularities

- Any suspected malpractice or breach must be reported immediately.
- An incident log should be completed and passed to the Compliance Manager.
- All incidents are handled under the Malpractice and Maladministration Policy.
- Serious breaches will be reported to the awarding organisation.

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## Monitoring and Quality Assurance

- IQAs will sample and review all forms of assessment delivery and records.
- Standardisation activities will ensure marking is consistent across trainers and centres.
- Feedback will be used to improve practice and meet awarding body expectations.

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## Approval and Review

This policy has been approved by the board of directors and is reviewed annually.

**Approved by:** Laura Chisholm – Managing Director



This policy was approved by: Laura Chisholm – 20<sup>th</sup> December 2025  
Review Due 24 months from approval – 20<sup>th</sup> December 2027



# EUSR Notification Policy

## Process for Notifying EUSR of Planned Changes to Training Materials or Assessments for UE Cat1 Training

### 1. Identify Changes

- Review the proposed changes to the UE Cat1 (HSG47) training materials or assessment methods.
- Ensure the changes align with EUSR standards and the requirements of the HSG47 guidelines.

### 2. Prepare Documentation

- Draft a detailed description of the changes, including:
  - The specific training materials or assessments being updated.
  - The rationale for the changes (e.g., updates in technology, improved learning outcomes).
  - Any impact on the delivery or assessment process (e.g., changes in duration, assessment method).

### 3. Internal Review

- Have the proposed changes reviewed and approved internally by the relevant stakeholders, such as the lead trainer or quality assurance team.
- Ensure that all potential impacts on training delivery or assessment have been considered.

### 4. Submit Notification to EUSR

- Contact EUSR via their designated Training Provider Support channels (email or online portal).
- Provide the following information in your notification:
  - Full description of the planned changes.
  - Proposed implementation date.
  - Any supporting documentation (e.g., revised training materials, updated assessment criteria).
- Ensure the subject line clearly states: "Notification of Planned Changes to Cat1 (HSG47) Training Materials/Assessment".

### 5. Await Confirmation or Feedback

- Wait for EUSR to acknowledge receipt of your notification.
- If EUSR requests additional information or adjustments, promptly address any feedback.

### 6. Implement Changes

- Once EUSR has confirmed that the changes can proceed, update your training materials and assessment processes as planned.
- Ensure all instructors and assessors are briefed on the approved changes.



## **7. Maintain Records**

- Keep records of the notification, EUSR's response, and the final approved materials.
  - Ensure that any future audits or quality assurance checks can reference these records.
- 

A handwritten signature in black ink, appearing to read 'Mark Lewis', is positioned above the approval text.

This policy was approved by: Mark Lewis – 20<sup>th</sup> December 2025

Review Due 24 months from approval – 20<sup>th</sup> December 2027



# Reasonable Adjustment Policy

## Introduction

Evolution Safety Solutions Ltd and the awarding bodies we work with, including Qualifications Network (QNUK), EUSR, Nuco, ProQual and ProTrainings, believe that every learner's individual characteristics and circumstances should be considered to ensure appropriate access to training and assessment.

We are committed to providing reasonable adjustments to learners with identified special assessment needs to support their learning journey and ensure fair access to assessments.

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## Identifying and Supporting Learners

- Evolution Safety Solutions Ltd will assess individual learner needs upon registration or attendance.
  - Where a learner has been identified as requiring additional support, we will create an Individual Learning Plan (ILP), detailing the necessary advice, guidance, and support.
  - This plan will ensure that any reasonable adjustments are made in consultation with the learner, maintaining both the learner's access to the assessment and the integrity of the qualification.
- 

## Reasonable Adjustments

Reasonable adjustments may include, but are not limited to, the following:

- Allowing additional time for completing written tests or tasks.
  - Providing the use of a scribe for written tests.
  - Accepting verbal responses to written questions, ensuring these are recorded as evidence.
  - Permitting the use of transcribed materials to prepare or support a learner during assessment.
  - Using visual aids such as videos to support learners in answering formal questions (e.g., identifying medical conditions).
  - Allowing the use of a translator (including sign language) to support learners through the assessment.
  - Adapting the layout or venue of the assessment area to improve accessibility for learners.
- 

## Ensuring Standards

All reasonable adjustments will be implemented in a way that ensures the assessment criteria are still met and that the awarding body standards are upheld.

If Evolution Safety Solutions Ltd is unable to accommodate reasonable adjustments, we will consult with the appropriate awarding body (such as QNUK, EUSR, Nuco, ProQual or ProTrainings) to seek further advice or guidance.

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### **Consulting Awarding Bodies**

In cases where reasonable adjustments cannot be agreed upon, Evolution Safety Solutions Ltd will reach out to the relevant awarding body for further guidance. The awarding bodies provide specific policies on reasonable adjustments:

- Qualifications Network (QNUK): Contact QNUK for detailed guidance on reasonable adjustments via their website or support team.
- EUSR: Guidance on reasonable adjustments can be accessed through EUSR's Support Team at [www.eusr.co.uk](http://www.eusr.co.uk).
- Nuco: Contact Nuco at support@nucoplus.com for assistance with reasonable adjustments.
- ProTrainings: For specific adjustments, reach out to ProTrainings via info@protrainings.uk for support.



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Signed on behalf of Evolution Safety Solutions Ltd

This policy was approved by: Mark Lewis – 20<sup>th</sup> December 2025

Review Due 24 months from approval – 20<sup>th</sup> December 2027



# Safeguarding Policy

## 1. Introduction

Evolution Safety Solutions is committed to the highest standards of safeguarding to protect children, young people, and vulnerable adults involved in our training and consultancy services. We acknowledge our responsibility in ensuring a safe and supportive environment for all individuals who engage with us. This policy is designed to meet the safeguarding requirements of EUSR, Nuco, ProTrainings, ProQual and Qualifications Network.

## 2. Purpose and Scope

This policy applies to all employees, contractors, volunteers, and partners of Evolution Safety Solutions, as well as anyone acting on behalf of the company. It outlines procedures to ensure that we identify, report, and manage any safeguarding concerns appropriately, in compliance with UK legislation, including the Children Act 1989 and 2004, the Care Act 2014, and the Safeguarding Vulnerable Groups Act 2006.

## 3. Definitions

- **Safeguarding:** Protecting individuals' health, well-being, and rights, and ensuring they are safe from abuse, harm, and neglect.
- **Vulnerable Adults:** An adult who may be unable to take care of themselves or protect themselves from harm or exploitation.
- **Children and Young People:** Individuals under the age of 18.

## 4. Key Principles

- Evolution Safety Solutions adopts a zero-tolerance approach to abuse, exploitation, or harm of any kind.
- We are committed to ensuring the rights of individuals to live and work in an environment free from harm.
- Confidentiality will be maintained, but concerns about safeguarding will always take priority over confidentiality if there is a risk of harm.

## 5. Roles and Responsibilities

### **Designated Safeguarding Lead (DSL): Laura Chisholm – Managing Director**

- Acts as the primary contact for all safeguarding concerns.
- Ensures policies and procedures are implemented and reviewed.
- Reports to external agencies where necessary (e.g. local authority, police, awarding bodies).
- Provides support and guidance to staff handling safeguarding issues.
- Oversees staff training compliance and safeguarding awareness.

### **Deputy Safeguarding Officer: Mark Lewis – Operations Director**

- Supports the DSL in managing safeguarding reports.
- Assumes responsibility in the absence of the DSL.
- Supports staff and learners in understanding safeguarding procedures.
- Assists in delivering or coordinating staff safeguarding training and updates.

### **All Staff and Contractors**

- **Must complete initial safeguarding training during induction and attend annual safeguarding refresher training.**
- Have a duty to report safeguarding concerns immediately to the DSL or Deputy.
- Must follow the code of conduct and uphold safeguarding principles at all times.
- Are expected to maintain professional boundaries and foster safe, respectful learning environments.

## 6. Safeguarding Procedures

- **Recognising Abuse:** All staff will be trained to recognise signs of abuse, including physical, emotional, sexual abuse, neglect, and financial exploitation.
- **Reporting Concerns:** Concerns must be reported to Laura Chisholm or a designated deputy. Reports can also be made to external authorities such as the local safeguarding board, if necessary.
- **Recording:** Accurate and confidential records will be maintained regarding all concerns, actions, and outcomes.
- **Investigation:** The DSO will ensure that all concerns are investigated promptly, in line with legal requirements and organisational procedures.

## 7. Safe Recruitment

- Evolution Safety Solutions ensures that all staff, contractors, and volunteers undergo rigorous vetting processes, including DBS checks, in line with safeguarding legislation.
- Employees are required to disclose any convictions or allegations that might affect their suitability for working with vulnerable individuals.

## 8. Code of Conduct

- Staff are expected to adhere to professional boundaries and refrain from any behaviour that could be perceived as inappropriate.
- Interaction with vulnerable individuals should always promote dignity and respect.

## 9. Responding to Allegations

- **Immediate Action:** Any allegation or suspicion of abuse must be reported immediately to Laura Chisholm.
- **Investigation:** Allegations will be investigated with due care and urgency. Where necessary, the matter will be escalated to the appropriate safeguarding authorities.
- **Support:** Evolution Safety Solutions will ensure that individuals who have raised concerns, or those affected by safeguarding issues, receive appropriate support.

## 10. Training and Awareness

- **Staff Training:** All staff will receive regular safeguarding training, which includes how to recognise signs of abuse, how to respond appropriately, and how to report concerns.
- **Raising Awareness:** Safeguarding is embedded within the organisational culture. Regular workshops and updates will be provided to ensure that safeguarding remains a priority.

## 11. Monitoring and Review

This policy will be reviewed annually or sooner if there are changes in legislation, guidance, or organisational processes. Laura Chisholm, as the DSO, is responsible for ensuring that the policy is up to date and fit for purpose.

## **12. Contact Information**

- **Designated Safeguarding Officer (DSO):**  
Laura Chisholm  
Email: [laura@evolutionsafety solutions.co.uk](mailto:laura@evolutionsafety solutions.co.uk)  
Phone: 03333 399 037
- **External Reporting Contacts:**
  - Local Safeguarding Board
  - The Police: 101 for non-emergencies or 999 for emergencies
  - NSPCC: 0808 800 5000



This policy was approved by: Mark Lewis – 20<sup>th</sup> December 2025

Review Due 24 months from approval – 20<sup>th</sup> December 2027



# Work Verification Policy

## 1. Purpose

This policy outlines the procedures and standards used by Evolution Safety Solutions to verify that all work undertaken by or on behalf of the company meets the relevant contractual, regulatory, and quality requirements. It ensures that work is delivered to a high standard, compliant with UK Health, Safety, and Environmental (HSE) legislation, and aligned with client expectations.

## 2. Scope

This policy applies to all services delivered by Evolution Safety Solutions, including:

- Health and Safety consultancy
- Environmental compliance assessments
- Workplace audits and inspections
- Development of policies, risk assessments, and safe systems of work

It applies to all employees, contractors, and subcontractors engaged by Evolution Safety Solutions.

## 3. Responsibilities

- Managing Director – Ensures this policy is implemented, maintained, and reviewed.
- Consultants and Auditors – Responsible for ensuring that all services are verified in accordance with this policy.
- Administrative Support – Assists in documentation control and retention of verification records.

## 4. Verification Procedures

### 4.1 Pre-Work Planning and Documentation

- A scope of work is defined and agreed with the client.
- A Service Delivery Plan is prepared where appropriate, detailing objectives, deliverables, timelines, and verification checkpoints.
- Relevant UK legislation and standards are identified prior to service delivery.

### 4.2 Ongoing Work Verification

- Consultants follow documented processes and checklists tailored to the type of service provided.
- Peer review or internal QA checks are carried out for critical reports, risk assessments, and compliance documents.
- Site visits and audits include photographic evidence, client sign-off, and verification against a standardised checklist.

### 4.3 Final Review and Sign-Off

- Completed work is reviewed by a senior consultant or the Managing Director to confirm:
  - Accuracy



- Legal compliance (e.g., with HSWA 1974, Management of Health and Safety at Work Regulations 1999, etc.)
- Client satisfaction
- Where appropriate, clients are required to sign a Project Completion Confirmation Form.

#### **4.4 Non-Conformance and Corrective Action**

- Any non-conforming work is logged using the Corrective Action Log.
- Root causes are identified and appropriate remedial actions taken.
- Lessons learned are documented for future improvement.

#### **5. Documentation and Records**

All verification records are retained for a minimum of 5 years and include:

- Checklists
- Audit notes
- Peer review forms
- Client sign-offs
- Corrective action records

Records are stored electronically and are subject to internal audit.

#### **6. Training**

All staff involved in verification procedures will receive initial and refresher training on:

- Quality assurance processes
- Legal compliance requirements
- Documentation standards

#### **7. Review and Continuous Improvement**

This policy is reviewed annually or sooner if required due to:

- Changes in legislation
- Lessons learned from incidents or audits
- Client feedback or contractual requirements



This policy was approved by: Mark Lewis – 20<sup>th</sup> December 2025

Review Due 24 months from approval – 20<sup>th</sup> December 2027

## Artificial Intelligence (AI) Policy

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### Purpose

The purpose of this policy is to outline the acceptable and responsible use of Artificial Intelligence (AI) technologies within the operations, training, assessment, and administration of Evolution Safety Solutions Ltd. This ensures AI is used ethically, transparently, and in accordance with regulatory requirements, including those set by Ofqual, and awarding organisations such as ProQual, QNUK, Nuco, EUSR, and ProTrainings.

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### Scope

This policy applies to:

- All staff, trainers, assessors, IQAs, and administrative personnel.
  - Subcontracted centres and partner organisations acting on behalf of Evolution Safety Solutions Ltd.
  - All learners engaging with Evolution Safety Solutions Ltd through face-to-face, blended, or remote delivery.
  - Any use of AI technologies in training materials, assessment processes, learner support, marketing, or administration.
- 

### Policy Statement

Evolution Safety Solutions Ltd recognises the potential benefits of AI to enhance learning experiences, improve operational efficiency, and support decision-making. However, the use of AI must be balanced with our responsibility to uphold quality, integrity, fairness, and regulatory compliance in all activities.

We are committed to:

- Ensuring that all AI use is ethical, transparent, and compliant with relevant guidance and legislation.
  - Protecting learners, clients, and stakeholders from potential bias, misinformation, or disadvantage resulting from AI.
  - Preventing the misuse of AI in assessment and certification.
  - Maintaining human oversight in all decisions that may affect learner outcomes or organisational integrity.
- 

### Acceptable Use of AI

Examples of acceptable use of AI include:

- Spell-checking and grammar tools for course materials or learner submissions.
  - Automated scheduling or booking systems.
  - AI-powered chatbots or assistants for customer service (under supervision).
  - Accessibility tools, such as automated transcription or text-to-speech systems.
  - Generative tools (e.g. ChatGPT) used for drafting content or research support, with appropriate human editing and validation.
- 

## **Unacceptable Use of AI**

The following uses of AI are strictly prohibited within Evolution Safety Solutions Ltd and its delivery centres:

- Use of AI-generated content to replace learner-generated evidence in assessments (e.g., using AI to write portfolio work, exam responses).
  - Assessors or IQAs using AI tools to make automated judgements about learner competence without professional review.
  - Submitting AI-generated content in regulated assessments as original learner work.
  - Use of AI tools that generate or promote inaccurate, biased, or misleading information.
  - Uploading confidential or personal data into public AI tools without explicit authorisation and data protection assessment.
- 

## **Learner Declaration**

All learners must:

- Confirm that all assessment work submitted is their own and not generated by AI tools.
  - Acknowledge that submission of AI-generated content may be considered malpractice and investigated in accordance with our Malpractice and Maladministration Policy.
  - Use AI tools responsibly for non-assessed tasks and only where explicitly allowed.
- 

## **Staff Responsibilities**

### **Trainers and Assessors**

- Should remain informed about AI tools relevant to their roles.
- Must ensure AI is not used in ways that compromise assessment integrity or learner outcomes.
- Should educate learners about acceptable and responsible AI use.

### **Internal Quality Assurers (IQAs)**

- Must be vigilant in identifying signs of AI misuse in learner submissions.
- Should advise assessors on how to validate authenticity where AI use is suspected.

### **Operations Director (Mark Lewis)**

- Oversees the implementation of this policy.
- Ensures AI-related concerns are investigated promptly.
- Liaises with awarding organisations and regulators where AI breaches affect assessment integrity.

### **Managing Director (Laura Chisholm)**

- Approves this policy and ensures strategic oversight of AI risk management.
- Ensures staff receive appropriate training and guidance on the ethical use of AI.

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### **Monitoring and Investigation**

- Suspected use of AI in breach of this policy will be investigated under our Malpractice and Maladministration Policy.
- Where necessary, concerns will be escalated to the relevant awarding body (e.g. ProQual, QNUK) or regulator (e.g. Ofqual).
- Systems may be used to identify AI-generated content, but final judgements will always involve human oversight.

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### **Related Policies**

This policy should be read in conjunction with:

- **Malpractice and Maladministration Policy**
- **Fair Assessment Policy**
- **Data Protection Policy**
- **Learner Agreement / Code of Conduct**
- **Internal Quality Assurance Policy**

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### **Monitoring and Review**

This policy will be reviewed annually or earlier in response to:

- Changes in technology and industry guidance.
- Regulatory updates from Ofqual or awarding organisations.
- Internal quality assurance findings or learner feedback.

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### **Approval and Review**

This policy has been approved by the board of directors of Evolution Safety Solutions Ltd and will be reviewed annually to ensure continued relevance and compliance.

**Effective Date:** 24th March 2025

**Review Date:** 24th March 2027

**Approved by:** Laura Chisholm – Managing Director

## **Candidate Agreement**

### **Applicable to all training and assessment services**

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#### **1. Introduction**

This agreement sets out the expectations and responsibilities for all candidates enrolled on training and assessment programmes with Evolution Safety Solutions Ltd. It applies to all delivery modes, including:

- Face-to-face training
- Remote/online live training
- Remote NVQ and portfolio-based assessment
- Blended delivery (a combination of the above)

By signing this agreement, you confirm that you understand and agree to comply with the policies and procedures that support regulated qualification delivery and assessment.

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#### **2. Centre Responsibilities**

We will:

- Provide clear information about your course, assessment requirements, timelines, and expectations.
  - Deliver training and assessment in line with awarding body and regulatory standards.
  - Ensure you are treated fairly and supported appropriately.
  - Apply reasonable adjustments or special considerations as needed.
  - Confirm your identity before assessments using valid photographic ID such as a driving licence or passport.
  - Protect your personal data as outlined in our Data Protection Policy.
  - Issue certification upon successful completion and verification.
  - Respond to complaints and appeals in line with our published policies.
- 

#### **3. Candidate Responsibilities**

You agree to:

- Provide accurate and current information during enrolment and registration.
- Engage with your learning and complete all activities and assessments honestly.
- Attend sessions as scheduled (remote or in person) and inform us if you cannot attend.
- Treat all staff, trainers, assessors, and other learners with respect.
- Not submit work generated by artificial intelligence (AI) or another person as your own.

- Provide valid photographic ID (e.g. a current driving licence or passport) prior to assessments as requested by your trainer or invigilator.
  - Follow all applicable policies including our:
    - Malpractice and Maladministration Policy
    - Complaints Policy
    - Appeals Policy
    - Safeguarding Policy
- 

#### **4. Fees and Refunds**

- Course fees must be paid as agreed.
  - Failure to pay may result in suspension or withholding of certification.
  - Refunds are available in line with our Cancellation and Refund Policy.
- 

#### **5. Assessment Conduct and Plagiarism**

You must:

- Ensure all assessment submissions are your own original work.
  - Not use AI tools (e.g. ChatGPT) to generate answers for assessments unless permitted.
  - Avoid any behaviour that could be seen as gaining an unfair advantage.
  - Understand that suspected malpractice will be investigated and may be reported to the awarding body.
- 

#### **6. Identification and Data Use**

- You agree to provide valid photo ID before assessments begin.
  - Your information will be processed securely in line with GDPR and our Data Protection Policy.
  - You consent to the use of your data for the purposes of registration, assessment, certification, and quality assurance.
- 

#### **7. Complaints and Appeals**

You may raise concerns at any time:

- Speak to your trainer or assessor first.
  - If unresolved, contact our team through the channels in our Complaints Policy.
  - If you wish to challenge an assessment decision, follow the steps in our Appeals Policy.
-

## 8. Course Withdrawal and Cancellation

- If you withdraw from the course, let us know in writing as soon as possible.
  - Refunds (if applicable) are calculated based on how much of the course has been completed.
  - We may reschedule or cancel a course due to unforeseen circumstances.
- 

## 9. Declaration

By signing this form, you confirm that:

- You have read and understood this agreement.
  - You agree to follow the rules, expectations, and policies of Evolution Safety Solutions Ltd.
  - You understand that breaches may result in removal from the course or notification to awarding bodies.
  - You consent to the use of your data for certification and quality assurance purposes.
- 

**Candidate Name:** \_\_\_\_\_

**Course Title:** \_\_\_\_\_

**Delivery Type** (circle): Face-to-Face / Remote / NVQ / Blended

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

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**On behalf of Evolution Safety Solutions Ltd**

**Signed:** \_\_\_\_\_

**Name:**

**Role:**

**Date:** \_\_\_\_\_

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## **Review and Approval**

This agreement is reviewed annually or earlier if required due to legislative, regulatory, or policy changes.

**Effective Date:** 24th March 2025

**Review Date:** 24th March 2027

**Approved by:** Laura Chisholm – Managing Director

## Complaints Policy

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### Purpose

The purpose of this policy is to provide a clear and transparent process for managing complaints received by Evolution Safety Solutions Ltd. We are committed to resolving all complaints quickly, fairly, and professionally, in accordance with the standards set by our awarding bodies and the requirements of Ofqual's General Conditions of Recognition.

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### Scope

This policy applies to:

- All staff employed by Evolution Safety Solutions Ltd, including trainers, assessors, internal quality assurers (IQAs), and administrative personnel.
- Learners enrolled on any qualification or training delivered through Evolution Safety Solutions Ltd.
- Subcontracted centres, assessors, and contractors delivering services on our behalf.
- Stakeholders engaging with Evolution Safety Solutions Ltd, including clients, awarding organisations, and regulators.

Complaints may relate to customer service, training delivery, assessment conduct, administrative processes, communication issues, or the behaviour of staff and delivery personnel. This policy also applies where complaints overlap with related procedures (e.g. appeals, data concerns, malpractice).

---

### Policy Statement

We are committed to ensuring that:

- All complaints are taken seriously and handled with fairness and confidentiality.
  - Complaints are acknowledged, investigated, and resolved in a timely manner.
  - Complainants are kept informed throughout the process.
  - Records of complaints are maintained securely in line with our Data Protection Policy.
  - Complaints are reviewed regularly to support continuous improvement.
- 

### Complaints Principles

All complaints will be handled in accordance with the following principles:

- **Fairness** – All complaints will be investigated impartially and without bias.

- **Accessibility** – The complaints process is clear, open, and available to all.
  - **Timeliness** – Complaints are acknowledged within 3 working days and resolved within 10 working days where possible.
  - **Confidentiality** – Personal data and complaint details will be handled sensitively and in accordance with GDPR.
  - **Responsiveness** – We aim to resolve complaints promptly and use the outcomes to improve our services.
- 

## **Responsibilities**

### **Operations Director (Mark Lewis)**

- Acts as the central point of contact for formal complaints.
- Oversees the investigation and resolution of complaints.
- Maintains the complaints log and reports trends to senior management.

### **Managing Director (Laura Chisholm)**

- Provides strategic oversight of complaints handling and ensures compliance with Ofqual and awarding body requirements.
- Reviews unresolved or escalated complaints.

### **All Staff and Centre Personnel**

- Are responsible for responding professionally to concerns or issues raised during service delivery.
  - Must escalate any unresolved or serious complaints to the Operations Director.
- 

## **Complaints Procedure**

### **Stage 1 – Informal Resolution**

- Attempt to resolve the issue at the point it arises with the relevant staff member or trainer.
- If resolved, no further action is needed.

### **Stage 2 – Formal Complaint**

- Submit the complaint in writing to:  
Mark Lewis – Operations Director  
Email: [info@evolutionsafety solutions.co.uk](mailto:info@evolutionsafety solutions.co.uk)
- Complaint will be acknowledged within 3 working days.
- A full written response will be provided within 10 working days.

### **Stage 3 – Escalation to Awarding Organisation**

- If dissatisfied with the response, the complaint can be escalated to the relevant awarding body (e.g. QNUK, EUSR, Nuco, Proqual ProTrainings).
- Contact details are available upon request or outlined in the Appeals Policy.

#### Stage 4 – Referral to Regulator

- If the awarding organisation does not resolve the complaint, it may be referred to the appropriate regulator:
  - Ofqual
  - Qualifications Wales
  - CCEA Regulation

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#### Related Policies

This policy works in conjunction with:

- Appeals Policy – For assessment-related disputes.
- Maladministration and Malpractice Policy – For concerns about misconduct or exam irregularities.
- Equality and Diversity Policy – For complaints involving discrimination or harassment.
- Data Protection Policy – For issues related to personal data use or access.
- Customer Service Policy – For day-to-day service issues and initial responses.

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#### Monitoring and Review

- All complaints are logged and reviewed regularly by the Operations Director.
- Complaint trends are discussed at senior management level to identify areas for improvement.
- This policy will be reviewed annually or following any major changes in guidance or operations.

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#### Approval and Review

This policy has been approved by the board of directors of Evolution Safety Solutions Ltd and will be reviewed annually to ensure continued compliance with regulatory expectations.

**Effective Date:** 24th March 2025

**Review Date:** 24th March 2027

**Approved by:** Laura Chisholm – Managing Director

## **Conflicts of Interest Policy Statement**

### **Introduction**

Evolution Safety Solutions Ltd is committed to maintaining transparency and integrity in all our business dealings. To ensure that we continue to operate with the highest ethical standards, we take active steps to identify and manage conflicts of interest that could affect our decision-making or the credibility of the qualifications we deliver.

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### **What is a Conflict of Interest?**

A conflict of interest occurs when personal interests or loyalties, whether direct or indirect, have the potential to influence decision-making. For example, when a person involved in the development, delivery, or assessment of qualifications stands to gain financially or personally from the outcome.

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### **Examples of Conflicts of Interest**

Conflicts can arise in various forms, including:

- A shareholder in Evolution Safety Solutions also being a shareholder in another training provider or supplier.
  - A committee member or assessor with connections to other training organisations.
  - An employee having personal relationships with a learner or staff involved in assessments.
  - Personal benefit or financial gain affecting decision-making.
- 

### **How We Identify and Manage Conflicts**

We rely on multiple channels to identify potential conflicts:

- Disclosures: Staff, contractors, and third parties must disclose potential conflicts as soon as they are identified.
  - Third-Party Reports: Conflicts can also be identified through feedback from learners, centres, or regulators.
  - Internal Monitoring: Regular internal assessments, including risk evaluations, help us detect conflicts early.
- 

### **Reporting Conflicts**

All conflicts, actual or potential, should be reported to the Compliance Manager using the designated process. Reports can be made via email at [info@evolutionsafety.com](mailto:info@evolutionsafety.com).

We maintain a Register of Interests to record and monitor all conflicts of interest and actions taken to mitigate risks.

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## **Managing Conflicts**

Depending on the severity, conflicts of interest may require actions such as:

- Removing individuals from decision-making or assessment processes.
- Involving third parties to oversee decisions.
- Temporary suspension of duties or activities until the conflict is resolved.

Where a conflict cannot be managed, steps will be taken to find alternative solutions in consultation with the Governance Committee or senior management.

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## **Responsibilities**

All staff, contractors, and centres are responsible for identifying and declaring conflicts of interest. The Compliance Manager oversees the investigation and resolution of conflicts, ensures proper recording in the Register of Interests, and implements action plans to manage any identified risks.

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## **Review and Continuous Improvement**

We review this policy biennially and update our approach to conflict management to ensure ongoing compliance and improvement. Conflicts of interest provide opportunities for reflection and enhancing our processes, ensuring that our operations remain fair, transparent, and free from bias.

Approved by:



Mark Lewis  
Operations Director

This policy was approved by: Mark Lewis – 20<sup>th</sup> December 2025  
Review Due 24 months from approval – 20<sup>th</sup> December 2027

## **Contingency Policy - Training**

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### **Purpose**

The purpose of this policy is to outline the contingency arrangements in place to ensure the continued operation of Evolution Safety Solutions Ltd in the event that the Head of Centre is unavailable for any extended period of time due to illness, leave, or other unforeseen circumstances. This policy supports business continuity and ensures compliance with the requirements of Ofqual's General Conditions of Recognition and our awarding organisations including ProQual, QNUK, EUSR, Nuco, and ProTrainings.

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### **Scope**

This policy applies to:

- The management and delivery of regulated qualifications.
  - All staff, contractors, and stakeholders associated with Evolution Safety Solutions Ltd.
  - Business-critical functions including learner registration, certification, centre management, and compliance reporting.
- 

### **Policy Statement**

Evolution Safety Solutions Ltd recognises the importance of having robust contingency arrangements to safeguard the quality and continuity of qualification delivery and centre operations. In the event of the absence of the Head of Centre, we will ensure that:

- Learner assessment and certification continue without disruption.
  - Compliance with awarding body and regulatory requirements is maintained.
  - Leadership responsibilities are reassigned to qualified personnel.
  - Stakeholders remain informed and supported throughout any period of transition.
- 

### **Responsibilities**

#### **Head of Centre – Laura Chisholm (Managing Director)**

- Holds primary responsibility for all regulated centre operations.
- Delegates temporary authority to designated senior managers in the event of absence.

## **Contingency Lead – Mark Lewis (Operations Director)**

In the event that the Head of Centre is unavailable, Mark Lewis will:

- Assume the role of Acting Head of Centre.
- Liaise with awarding organisations and regulators to confirm continuity arrangements.
- Oversee qualification delivery, assessment, internal quality assurance, and learner support.
- Authorise centre communications, certification claims, staff deployment, and policy decisions.
- Ensure ongoing compliance with all regulatory and contractual obligations.

## **Deputy Support – Natalie Robinson**

If both the Head of Centre and Operations Director are unavailable:

- Natalie Robinson will support the centre's administrative and remote operations.
- She will maintain communication between freelance staff, clients, and awarding bodies for continuity.

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## **Contingency Scenarios**

### **Scenario 1: Short-Term Absence (1–14 days)**

- The Operations Director (Mark Lewis) will step in as Acting Head of Centre.
- No changes will be made to centre registration with awarding bodies unless extended.

### **Scenario 2: Medium-Term Absence (15–60 days)**

- Awarding bodies will be informed of the temporary change in leadership.
- A review of workload and delegated responsibilities will be carried out.
- Any changes to operational procedures will be documented and circulated.

### **Scenario 3: Long-Term or Permanent Absence (60+ days or resignation)**

- The Board of Directors will meet to formally appoint a new Head of Centre.
- Awarding bodies will be informed and updated centre contact details provided.
- Internal communications and continuity plans will be adjusted to reflect new leadership.

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## **Communication Plan**

In the event of contingency activation:

- A notification will be sent to awarding organisations within 5 working days.
- Internal communications will be issued to all staff and contractors outlining interim roles and contact points.



- External communications will be handled via the Operations Director.
- 

## Continuity of Learner Experience

To ensure that learners are not disadvantaged, the following arrangements will be maintained:

- Access to assessors, IQAs, and training materials.
- Continuation of assessment and feedback cycles.
- Processing of results and certificates within normal timeframes.
- Clear point of contact for learner queries.

These functions will be overseen by the Operations Director and supported by internal systems such as the IQA calendar, certification log, and shared team platforms.

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## Related Policies

This policy works alongside:

- **Business Continuity Plan** – For wider operational risk and emergency preparedness.
  - **Malpractice and Maladministration Policy** – For investigations or compliance issues.
  - **Customer Service Policy** – To ensure clear communication during disruptions.
  - **Data Protection Policy** – For secure access and handover of sensitive information.
- 

## Monitoring and Review

Contingency arrangements are reviewed annually by the Managing Director and Operations Director. Mock scenarios may be tested periodically to assess preparedness. Updates will be made in line with organisational changes or external regulatory guidance.

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## Approval and Review

This policy has been approved by the board of directors of Evolution Safety Solutions Ltd and will be reviewed annually to ensure it remains effective and compliant.

**Approved by:** Laura Chisholm – Managing Director

This policy was approved by: Laura Chisholm – 20<sup>th</sup> December 2025  
Review Due 24 months from approval – 20<sup>th</sup> December 2027

## Customer Service Policy

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### Purpose

The purpose of this policy is to ensure that all clients, learners, and stakeholders receive a consistently high level of customer service from Evolution Safety Solutions Ltd. We are committed to delivering a professional, timely, and respectful service that reflects the values and standards expected by our clients and our awarding organisations, including QNUK, EUSR, Nuco, Proqual and ProTrainings.

---

### Scope

This policy applies to:

- All staff employed by or working on behalf of Evolution Safety Solutions Ltd.
  - All learners and clients engaging with our training, consultancy, or support services.
  - All subcontracted centres, instructors, and assessors representing Evolution Safety Solutions Ltd.
- 

### Policy Statement

We aim to ensure that every interaction with Evolution Safety Solutions Ltd is:

- Prompt, courteous, and respectful.
  - Delivered with professionalism and integrity.
  - In line with agreed service standards and regulatory expectations.
  - Responsive to feedback, complaints, and suggestions for improvement.
  - Consistently monitored for quality and customer satisfaction.
- 

### Customer Service Principles

We are committed to the following principles:

- **Responsiveness** – We aim to respond to all enquiries, complaints, and requests for information in a timely and effective manner.
- **Clarity** – All information about our services, fees, qualifications, and procedures will be communicated clearly and accessibly.
- **Respect** – All individuals will be treated with courtesy and respect, regardless of their background, role, or enquiry.
- **Efficiency** – We strive to provide accurate information and complete actions correctly the first time.

- **Feedback** – We value feedback and use it to drive improvement in the services we provide.
  - **Accountability** – We take responsibility for our actions and ensure that issues are resolved quickly and transparently.
- 

## **Responsibilities**

### **Head of Administration (Natalie Robinson)**

- Oversees the delivery of customer service standards across the organisation, particularly in relation to remote working and client engagement.

### **Operations Director (Mark Lewis)**

- Responsible for managing customer service processes, ensuring all staff respond professionally to enquiries and complaints.
- Leads the resolution of complex client issues or escalated service matters.
- Monitors service standards across centres and training delivery.

### **Managing Director (Laura Chisholm)**

- Provides leadership and resources to maintain high levels of customer care.
- Reviews customer service trends and feedback for strategic development.

### **All Staff**

- Represent the company professionally in all communications and conduct.
  - Respond to customer queries within specified timeframes.
  - Provide clear, accurate, and courteous responses to all clients and learners.
  - Escalate any complex or unresolved matters to the appropriate line manager.
- 

## **Service Standards**

We aim to meet the following standards:

- Respond to general enquiries within 2 working days.
  - Acknowledge complaints within 3 working days and provide a full response within 10 working days.
  - Provide clear pre-course information within 5 working days of registration.
  - Issue certificates within 10 working days of successful course completion and receipt of results.
- 

## **Feedback and Complaints**

We welcome all forms of feedback and use it to improve the quality of our services. Learners and clients can submit feedback via:

- Post-course evaluation forms.
- Direct contact with our team.
- Written communication (email or letter).
- Online contact form or phone.

Complaints are handled under our Complaints Policy, which includes clear escalation routes and timelines for resolution.

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## **Monitoring and Review**

Customer service performance is monitored through:

- Feedback from learners and clients.
- Internal audits and spot checks.
- Regular review of communication logs and response times.

We regularly review customer service delivery to ensure ongoing compliance with best practice, internal expectations, and awarding body requirements.

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## **Approval and Review**

This policy has been approved by the board of directors of Evolution Safety Solutions Ltd and will be reviewed annually to ensure alignment with customer service expectations and industry best practice.

**Approved by:** Laura Chisholm – Managing Director

This policy was approved by: Laura Chisholm – 20<sup>th</sup> December 2025  
Review Due 24 months from approval – 20<sup>th</sup> December 2027

## Data Protection Policy (GDPR Compliant)

### Introduction

Evolution Safety Solutions Ltd is committed to safeguarding the personal data of our learners, staff, and partners. We comply with the UK GDPR and the Data Protection Act 2018, ensuring personal data is handled responsibly, securely, and in compliance with the standards required by our awarding bodies, including QNUK, EUSR, Nuco, Proqual and ProTrainings.

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### Data Protection Principles

We follow the key data protection principles, which are:

- **Lawfulness, Fairness, and Transparency:** We process data lawfully and explain to individuals how their data will be used.
- **Purpose Limitation:** We only use personal data for specific, clear purposes.
- **Data Minimisation:** We collect only the personal data we need.
- **Accuracy:** We ensure personal data is accurate and kept up to date.
- **Storage Limitation:** We only keep personal data for as long as necessary.
- **Security:** We protect personal data with appropriate security measures.

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### Scope

This policy applies to all personal data collected by Evolution Safety Solutions Ltd, covering learners, staff, and contractors. We act as the Data Controller, ensuring that data is handled in line with GDPR requirements and our partnerships with awarding bodies such as QNUK, EUSR, Nuco, Proqual and ProTrainings.

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### Data Security

We take steps to ensure that all personal data is protected from loss, misuse, or unauthorised access. This includes:

- **Encryption** of data.
- **Secure storage** on cloud servers and restricted access to personal data.
- Regular checks and updates to ensure compliance with data protection requirements.

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### Sharing Information

Personal data is only shared with:

- Awarding bodies for certification purposes (e.g., QNUK, EUSR, Nuco, Proqual and ProTrainings).
- Legal or regulatory authorities when required by law.

We do not share personal data with third parties for marketing or other purposes without explicit consent.

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## Data Subject Rights

Individuals have the following rights under the UK GDPR:

- Access to their personal data.
- Correction of inaccurate data.
- Erasure of data (where applicable).
- Restriction or objection to data processing.
- Data portability.

To exercise any of these rights, individuals can contact us at:

**Email:** [info@evolutionsafety solutions.co.uk](mailto:info@evolutionsafety solutions.co.uk)

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## Data Retention

We only retain personal data for as long as necessary to fulfil the purposes for which it was collected, such as certification or regulatory compliance. Data that is no longer needed is securely deleted.

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## Ongoing Review

This policy will be reviewed annually, or when necessary, to ensure ongoing compliance with data protection laws and the standards of our awarding bodies.

Approved by:



Mark Lewis  
Operations Director

This policy was approved by: Mark Lewis – 20<sup>th</sup> December 2025  
Review Due 24 months from approval – 20<sup>th</sup> December 2027



# Equality and Diversity Policy

## Introduction

Evolution Safety Solutions Ltd is a progressive training organisation providing mandatory training to a range of organisations. We provide First Aid, Health and Safety, Food Safety, Education and Training, and Assessing qualifications through multiple Awarding Organisations (AO), including Qualifications Network (QNUK), EUSR, Nuco, ProQuals and ProTrainings.

At Evolution Safety Solutions Ltd, we are committed to providing high-quality training and qualifications, and to ensuring that equality of opportunity underpins all aspects of our work.

This policy outlines our commitment to equality and diversity in all areas of our work, and it is important that any complaints or concerns regarding discrimination are raised directly with Evolution Safety Solutions Ltd.

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## Policy Statement

Evolution Safety Solutions Ltd recognises its responsibility to eliminate unlawful discrimination, challenge anti-discriminatory practices, and promote equality of opportunity and diversity in all aspects of its activities, both as an employer and as a provider of training and consultancy.

We are committed to promoting equal opportunity and to proactively addressing discrimination in the execution of our services. This commitment is reflected in our compliance with the awarding bodies we work with, including QNUK, EUSR, Nuco, ProQual and ProTrainings, ensuring their standards are upheld.

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## Key Principles

Evolution Safety Solutions Ltd will ensure that equality of opportunity is prominent in all aspects of our work. This includes policy-making, business management, training and consultancy service delivery, assessment, and employment practices, in accordance with UK regulations.

Our commitment extends to ensuring a working environment that is free from harassment, victimisation, or discrimination on grounds of nationality, race, gender, sexual orientation, disability, marital status, age, and more.

## Responsibilities

All Evolution Safety Solutions Ltd directors and staff are responsible for ensuring that the Equality and Diversity Policy is implemented, with specific duties to:

- Challenge all forms of discrimination.
  - Eliminate unlawful discrimination.
  - Promote equality of opportunity.
-

## Scope of Policy

In line with UK legislation, Evolution Safety Solutions Ltd ensures that no staff members, clients, or learners face discrimination in the following areas:

- **Direct Discrimination:** Treating individuals less favourably based on characteristics such as race, gender, or disability.
- **Indirect Discrimination:** Imposing conditions that disadvantage certain groups without justification.
- **Harassment:** Offensive or intimidating behaviour.
- **Victimisation:** Less favourable treatment due to complaints of discrimination.

We adhere to the requirements of awarding bodies like QNUK, EUSR, Nuco, ProQual and ProTrainings, ensuring that all learners have equal access to assessment and qualification opportunities.

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## Making an Equality and Diversity Complaint

Anyone who feels they have been treated unfairly under the scope of this policy can raise the issue through our Grievance and Disciplinary Procedure.

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## Annual Review and Feedback

Evolution Safety Solutions Ltd will review its Equality and Diversity Policy every 12 months, or earlier if necessary, and we will gather feedback from:

- Learners
- Clients
- Staff
- Awarding Bodies (QNUK, EUSR, Nuco, ProTrainings)

This feedback will be included in the policy review to ensure continuous improvement.

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## Organisation and Responsibilities

Directors of Evolution Safety Solutions Ltd are responsible for the following:

- Developing and delivering staff training on equality and diversity matters.
- Ensuring that all HR policies meet legal standards for equal opportunity.
- Advising staff on equality and diversity-related procedures.

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## Consulting Awarding Bodies

If required, Evolution Safety Solutions Ltd will consult with relevant awarding bodies, such as:

- **Qualifications Network (QNUK):** Guidance available at [www.qualifications-network.co.uk](http://www.qualifications-network.co.uk).
- **EUSR:** Support at [www.eusr.co.uk](http://www.eusr.co.uk).
- **Nuco:** Assistance via [support@nucoplus.com](mailto:support@nucoplus.com).
- **ProTrainings:** Contact [info@protrainings.uk](mailto:info@protrainings.uk) for support with equality and diversity-related matters.
- **ProQual:** [centralsupport@proqualab.com](mailto:centralsupport@proqualab.com)

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## Conclusion

We are committed to providing equal opportunities in all aspects of our work, including



compliance with awarding body requirements, and will take disciplinary action against any breaches of this policy.

A handwritten signature in black ink, appearing to be 'Mark Lewis', written in a cursive style.

This policy was approved by: Mark Lewis – 20<sup>th</sup> December 2025  
Review Due 24 months from approval – 20<sup>th</sup> December 2027

## Examination and Assessment Procedures

### 1 Introduction

- 1.1 Evolution Safety Solutions is a forward looking training organisation. We want to ensure that our examination and assessment qualifications are comparable to other training organisations, whilst maintaining the integrity of regulated qualifications.

### 2 Procedures review

- 2.1 Our procedure is reviewed on an annual basis.
- 2.2 This procedure will also be reviewed as required due to feedback from stakeholders or in line with changes in legislation or best practice.
- 2.3 The next review date for this policy is Jan 2024.

### 3 Procedure audience

- 3.1 This procedure is intended for Evolution Safety Solutions centre staff. Centre staff undertaking and moderating Evolution Safety Solutions assessment should be made aware of these procedures.

### 4 Scope

- 4.1 This procedure covers how Evolution Safety Solutions should administer and undertake assessments.
- 4.2 The procedure includes:
  - Downloading, transporting and storing of assessment materials.
  - Undertaking multiple choice assessment papers.
  - Undertaking practical assessments.

### 5 Policy availability

- 5.1 The exam and assessment procedures are available to all direct employees via our compliance manual.
- 5.2 The exam and assessment procedures are available upon request from Evolution Safety Solutions.

### 6 Downloading assessment materials

- 6.1 The exams officer for Evolution Safety Solutions is responsible for downloading assessment paperwork.
- 6.2 Assessment materials should be downloaded in a secure area.
- 6.3 Once downloaded, assessment materials should be placed in a sealed, windowless envelope.
- 6.4 Assessment materials should then be stored as outlined in section 8.

### 7 Sending assessment materials to delivery staff

- 7.1 Where assessment materials need to be sent to a trainer this should be done using a secure postal or courier service.
- 7.2 Trainers should inform their exams officer immediately if assessment papers do not arrive, are damaged or there appears to have been a security breach.
- 7.3 Where assessment materials have not arrived or have been damaged etc the exams officer should report this immediately to Evolution Safety Solutions.

### 8 Storage of assessment materials

- 8.1 Assessment materials should be securely stored at all times. Where a safe is not available a non- portable lockable filing cabinet should be used.

- 8.2 Downloadable materials should not be stored on a computer hard-drive or similar device.
- 8.3 During transportation, assessment materials should be transported using a secure postal or courier service. If staff are transporting documents, the materials should be transported in a case with a suitable lock.

### 9 The assessment room

- 9.1 Rooms used for assessments should provide adequate light, heat and ventilation and comply with the appropriate health and safety legislation.
- 9.2 Rooms should be as quiet as possible, where appropriate, a sign should be placed on the outside of the door to ensure others are aware that assessments are taking place.
- 9.3 Only the following should be allowed to enter assessment rooms:
- Learners being assessed at the time,
  - Assessors,
  - Invigilators,
  - Verifiers; both internal and external,
  - Representatives from the regulatory authorities.
- 9.4 There should be a display identifying the centre name, centre number, assessment date and start and finish times of the appropriate assessments. This should be visible to all learners.
- 9.5 For timed assessments, a working clock should be on display and visible to all learners.
- 9.6 Any materials, displays or content that could assist learners whilst being assessed should be removed or covered.

### 10 Seating arrangements

- 10.1 Whilst undertaking paper-based assessments learners should be provided with suitable seating and, where possible, a desk.
- 10.2 Learners should be seated at least 1.25 m away for other learners, and, at a suitable distance in order for them not to be able to overlook each other's work.
- 10.3 All learners should, where possible be seated so that they are facing in the same direction.

### 11 Identification checks

- 11.1 The head of centre is responsible for ensuring that the centre has suitable procedures in place to identify those undertaking assessments. These checks should be recorded and maintained for 3 years.
- 11.2 I.D checks should be undertaken prior to assessments. Ideally the attendance register will be taken once I.D checks have been taken.
- 11.3 The I.D should be photographic and be:
- Original,
  - Valid and,
  - Officially issued; i.e. Driving license or passport.
- 11.4 Where it is impossible for a member of staff to identify a learner due to the wearing of a veil or similar religious garment, a female member of staff should take the learner to a private room and ask that the garment be removed for the purpose of identification.

### 12 Multiple choice question papers

- 12.1 The assessment room should be set up as described in sections 9 and 10.
- 12.2 Learners should have a black pen. No electronic devices are allowed on desks or within reach of learners.
- 12.3 Dictionaries are not allowed except for bi-lingual dictionaries.

- 12.4 Once learners are all seated, the trainer/assessor should inform learners that they are now subject to exam conditions. There should be no communication between learners.
- 12.5 The trainer can open the assessment package and issue assessment papers and answer sheets.
- 12.6 Learners should ensure the correct answer sheet has been issued and that this matches the question paper issued.
- 12.7 Once learners have completed their papers, they should hand these into the trainer/ assessor. The trainer should check that the correct details; such as names and assessment dates, have been entered.
- 12.8 Once learners have left the assessment room, they cannot re-enter until all papers have been completed and handed in.
- 12.9 The trainer/assessor should ensure that they collect all assessment papers. These should be securely stored.

### 13 Marking Multiple choice answer sheets

- 13.1 It is preferable that papers are marked by someone other than the trainer.
- 13.2 A marking guide has been provided to enable other centre staff to undertake the marking of exam papers.
- 13.3 The marking guide provides a minimum mark that learners should achieve in order to pass that assessment task.
- 13.4 Where trainers are marking papers, the process should be subject to regular internal verification.

### 14 Observation assessments

- 14.1 Observation assessments can be undertaken by trainers, however independent assessors are equally acceptable.
- 14.2 Where trainers are undertaking practical assessments these should be subject to regular internal verification.
- 14.3 Prior to undertaking assessments learners should be informed that they are about to be assessed.
- 14.4 Learners should not be given any prompts during the assessment that may unduly assist them.
- 14.5 Formative assessments cannot count towards summative assessment decisions.
- 14.6 Assessments should be recorded on the appropriate assessment records.

### 15 Recording assessment decisions

- 15.1 Decisions related to the outcome of an assessment should be recorded on cohort registration forms.
- 15.2 Assessment decisions should be supported by auditable assessment paperwork.
- 15.3 Assessment paperwork should be securely returned to the exams officer at the centre.
- 15.4 The exams officer should register learners online for their units and qualifications as appropriate.
- 15.5 Assessment paperwork should be stored for a minimum of 3 years.



# Complaints Policy

## Introduction

Evolution Safety Solutions Ltd is a progressive training organisation providing mandatory training to a range of organisations. We provide First Aid, Health and Safety, Food Safety, Education and Training, and Assessing qualifications through multiple Awarding Organisations (AO), including Qualifications Network (QNUK), EUSR, Nuco, ProQuals and ProTrainings.

At Evolution Safety Solutions Ltd, we are committed to providing high-quality training and qualifications, ensuring that equality of opportunity underpins all aspects of our work. This policy outlines the process for addressing complaints from customers, students, and suppliers. All complaints should be raised directly with Evolution Safety Solutions Ltd. Our complaints policy follows a four-stage process. Most complaints will be resolved satisfactorily at Stage One.

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## Stage One

- Complaints should be raised directly with the trainer/assessor conducting the course, who will address the complaint as soon as it is raised.
- If the complaint concerns another aspect of the business, it should be raised with the staff member the customer is in communication with.

---

## Stage Two

- If unresolved at Stage One, the complaint should be referred to Evolution Safety Solutions Ltd head office:  
Mark Lewis  
Evolution Safety Solutions Ltd  
Ty Menter, Navigation Park, Abercynon, RCT CF45 4SN, Wales  
Tel: 03333 399 037  
Email: [info@evolutionsafetyolutions.co.uk](mailto:info@evolutionsafetyolutions.co.uk)  
Website: [www.evolutionsafetyolutions.co.uk](http://www.evolutionsafetyolutions.co.uk)
- We aim to resolve all complaints within 10 working days in writing.

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## Stage Three

- If still unresolved, the complaint can be referred to the relevant Awarding Organisation (AO), including:
    - Qualifications Network (QNUK): Tel: 020 3795 0559
    - EUSR: Contact the Support Team at [www.eusr.co.uk](http://www.eusr.co.uk)
    - Nuco: Reach [support@nucoplus.com](mailto:support@nucoplus.com) for complaints
    - ProTrainings: Contact [info@protrainings.uk](mailto:info@protrainings.uk) for complaint resolution
    - ProQuals: [centralsupport@proqualab.com](mailto:centralsupport@proqualab.com)
  - The awarding body will carry out an investigation and inform the complainant of the results.
-

#### **Stage Four**

- If the complaint is still unresolved, you can escalate it to Ofqual, Qualifications Wales, or CCEA Regulation.

#### **Contact Information for Regulators:**

- Ofqual  
Earlsdon Park, 53-55 Butts Road, Coventry, CV1 3BH  
Tel: 0300 303 3346 | Email: [info@ofqual.gov.uk](mailto:info@ofqual.gov.uk)
  - Qualifications Wales  
Q2 Building, Pencarn Lane, Coedkernew, Newport NP10 8AR  
Email: [contact@qualificationswales.org](mailto:contact@qualificationswales.org)
  - CCEA Regulation  
29 Clarendon Road, Clarendon Dock, Belfast, BT1 3BG  
Tel: +44 (0)2890 261407 | Email: [mgetgood@ccea.org.uk](mailto:mgetgood@ccea.org.uk)
- 

#### **Required Information for Regulators**

When raising a complaint with a regulator, provide the following:

- Details of the complaint
  - Your full name and candidate number (if applicable)
  - Training provider's name and number
  - Awarding organisation or exam board name
  - Qualification or unit title and code number
  - Relevant supporting documents
- 

#### **Regulator Commitments**

- Acknowledge receipt of complaints within 2 working days
  - Provide a full response within 30 working days
- 

#### **Record-Keeping**

Evolution Safety Solutions Ltd will maintain a written record of all complaints and compliments. This record will be available for inspection during Quality Assurance audits or by any relevant inspectors.



This policy was approved by: Mark Lewis – 20<sup>th</sup> December 2025  
Review Due 24 months from approval – 20<sup>th</sup> December 2027



## **Evolution Safety Solutions Ltd - Health and Safety Roles and Responsibilities Document**

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### **1. Introduction**

At Evolution Safety Solutions Ltd, we are committed to ensuring the health, safety, and wellbeing of all our employees, contractors, clients, and visitors. This document outlines the roles and responsibilities of key personnel within the company in relation to health and safety.

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## **2. Key Roles and Responsibilities**

### **2.1 Managing Director – Laura Chisholm**

- Overall responsibility for Health and Safety management within the company.
- Ensures compliance with all relevant health and safety legislation, industry best practices, and company policies.
- Approves all health and safety policies and procedures.
- Oversees the regular review and update of health and safety arrangements to reflect changes in legislation, work practices, and company operations.
- Ensures adequate resources are available for health and safety management, including staff training and safety equipment.

### **2.2 Operations Director – Mark Lewis**

- Manages the day-to-day health and safety operations within the company.
- Responsible for implementing health and safety policies and procedures across all work sites, offices, and remote locations.
- Conducts risk assessments and ensures all staff are trained on health and safety protocols.
- Liaises with external regulatory bodies and clients on health and safety matters.
- Manages accident and incident investigations and ensures corrective actions are implemented to prevent recurrence.
- Ensures all health and safety records, including training logs, accident reports, and risk assessments, are maintained.

### **2.3 Head of Administration – Natalie Robinson**

- Office based. Runs the office and all administrative responsibilities.
- Responsible for maintaining communication with the Operations Director to report any health and safety issues that may arise.

### **2.4 Remote Training Staff**

- Responsible for complying with health and safety policies and procedures when working on client sites.
  - Conducts dynamic risk assessments before starting work at any client site.
  - Ensures they are aware of client-specific safety protocols and complies with these at all times.
  - Reports any health and safety concerns to the Operations Director.
- 

### **3. Health and Safety Arrangements**

#### **3.1 Induction, Training, and Supervision**

- All new employees will receive health and safety training relevant to their role as part of their induction process.
- Ongoing training will be provided to ensure employees remain competent and aware of their health and safety responsibilities.
- Records of training will be maintained by the Operations Director.

#### **3.2 Risk Assessments**

- The Operations Director will ensure risk assessments are conducted for all work activities, including those performed at client sites and remotely.
- Risk assessments will be reviewed periodically to ensure they remain up to date.
- Control measures will be implemented to reduce identified risks.

#### **3.3 Workplace and Site Safety**

- The Operations Director will ensure that both office environments and remote workplaces meet health, safety, and welfare standards.
- Regular checks will be conducted to ensure lighting, ventilation, and welfare facilities are adequate.
- Client sites will be assessed to ensure that all necessary safety measures are in place before staff begin work.

#### **3.4 First Aid and Accident Reporting**

- A first aid kit will be available at all office locations and client sites as required.
- Any accidents or incidents must be reported to the Operations Director immediately, who will ensure they are logged in the accident book.
- Reportable incidents will be communicated to relevant authorities in line with RIDDOR (Reporting of Injuries, Diseases, and Dangerous Occurrences Regulations 2013).

#### **3.5 Control of Substances Hazardous to Health (COSHH)**

- The Operations Director will ensure COSHH assessments are conducted for any hazardous substances used.
- Safety data sheets (SDS) will be maintained and made available for all hazardous substances.



### **3.6 Manual Handling**

- All staff will receive manual handling training relevant to their job roles.
- Manual handling risk assessments will be carried out where necessary, and lifting aids will be provided as appropriate.

### **3.7 Fire Safety**

- Fire risk assessments will be conducted for all office locations.
- Fire safety procedures, including evacuation plans, will be displayed and communicated to all staff.
- Fire extinguishers will be checked annually.

### **3.8 Personal Protective Equipment (PPE)**

- PPE will be provided to employees as required by the task at hand, including face masks, gloves, and other protective gear.
- Staff will be trained on the correct use and storage of PPE.

### **3.9 Working at Height**

- Any tasks involving working at height will be subject to a specific risk assessment.
- Appropriate equipment, such as mobile towers or ladders, will be provided and used in line with regulations.

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## **4. Monitoring and Review**

The Managing Director and Operations Director will ensure that all health and safety policies and procedures are reviewed regularly and updated as required. Staff will be consulted on health and safety matters, and feedback will be used to improve the company's health and safety performance.

This document will be reviewed bi-annually or sooner if significant changes occur.



This policy was approved by: Mark Lewis – 20<sup>th</sup> December 2025  
Review Due 24 months from approval – 20<sup>th</sup> December 2027



# Health and Safety Policy

## Introduction

Evolution Safety Solutions Ltd is a leading consultancy and training provider specializing in Health, Safety, Environmental, and Fire Safety services across the UK. We are committed to maintaining the highest standards of health and safety in all our operations, ensuring compliance with UK legislation and industry best practices.

## Policy Statement

Our mission is to eliminate risks and hazards associated with our consultancy and training services, promoting a safe environment for our clients, staff, students, and visitors. We strive to ensure that all interactions with our services are conducted safely and responsibly.

## Compliance

We adhere to all relevant UK health and safety legislation and follow guidelines set by authoritative bodies to ensure our services meet the highest standards of safety and compliance.

## Risk Assessments

We conduct regular risk assessments covering:

- Consultancy activities across various industries
- Training sessions, both online and face-to-face
- Use of equipment and training aids
- Office and on-site environments
- Fire safety procedures
- Environmental impact of our operations

These assessments are reviewed periodically to ensure ongoing safety and compliance.

## Health and Safety Procedures

We have established comprehensive health and safety procedures, including:

- Development and implementation of safety policies
- Regular training and updates for staff and associates
- Emergency response planning
- Continuous monitoring and improvement of safety practices

## Responsibilities

- All employees and associates are responsible for understanding and adhering to this policy.
- Managers and trainers are tasked with implementing and enforcing health and safety procedures.
- Clients and students are expected to cooperate with our health and safety measures during engagements.

## Review and Feedback

This policy is reviewed annually to ensure its effectiveness and relevance. We welcome feedback from staff, clients, and students to facilitate continuous improvement.

This policy was approved by: Mark Lewis – 20<sup>th</sup> December 2024  
Review Due 12 months from approval – 20<sup>th</sup> December 2025



# Quality assurance policy

Evolution Safety Solutions Ltd are committed to providing fit for purpose qualifications through our Awarding Organisations.

## Introduction

Evolution Safety Solutions Ltd is committed to providing high-quality qualifications through multiple Awarding Organisations (AOs), including **Qualifications Network (QNUK)**, **EUSR**, **Nuco**, and **ProTrainings**. We ensure that all qualifications we offer are delivered in a manner that guarantees fair, transparent, and consistent quality.

Our quality assurance processes are designed to ensure that learners are given the best opportunity to succeed, assessments are conducted fairly, and qualifications are compliant with the requirements of our awarding bodies.

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## Commitments to Learners and Quality Assurance

We are committed to ensuring that learners:

- Receive accurate, up-to-date information on the qualifications we offer.
- Have their needs assessed to identify the correct qualification for their development.
- Are supported with guidance and access to relevant pre-course information.
- Have access to appropriately trained and occupationally competent trainers, assessors, and internal quality assurers (IQA).
- Are aware of the assessment criteria for their qualification and have fair access to assessment.
- Are informed of appeals and complaints procedures.
- Receive certificates promptly upon successful completion.

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## Quality Assurance Practices

To ensure the validity, authenticity, and fairness of the qualifications we deliver, Evolution Safety Solutions Ltd employs a robust quality assurance framework that includes:

### 1. Standardisation of Qualifications

- We ensure that all regulated qualifications are titled clearly to avoid confusion with unregulated courses.
- All qualifications are promoted transparently, including information about course content, fees, and assessment processes, ensuring compliance with each AO's guidelines.

### 2. Trainer, Assessor, and IQA Competence

- All trainers, assessors, and IQAs must hold the appropriate qualifications, experience, and occupational competence to deliver the qualifications.
- Ongoing CPD (Continuous Professional Development) is encouraged to ensure that staff remain current with industry practices and awarding body requirements.

### 3. Use of AO Guidance

- We strictly follow qualification specifications, guidelines, and delivery manuals provided by **QNUK**, **EUSR**, **Nuco**, and **ProTrainings** to ensure compliance.
- We make qualification specifications accessible to learners and trainers throughout the course.

#### 4. **Assessment and Internal Verification**

- Assessment methods, including MCQs, portfolios, and practical demonstrations, are designed to be **Valid, Current, Authentic, Reliable, and Sufficient** (VCARS).
- IQAs monitor the quality of assessments, ensuring they meet AO standards through observation, feedback, and sampling.
- Assessment results are recorded accurately, and assessment paperwork is stored securely.

#### 5. **Feedback and Continuous Improvement**

- Regular feedback is gathered from learners, staff, and external quality assurance (EQA) teams to improve the quality of delivery and assessment.
- Feedback is also collected through learner evaluations, internal verification reviews, and standardisation meetings.

#### 6. **Risk Management**

- Trainers, assessors, and IQAs are risk-rated based on their experience, qualification, and performance (using a traffic light system: high, medium, low).
- Sampling plans are created based on these risk ratings, with high-risk staff requiring more frequent observation and monitoring.

### **Staff Roles and Responsibilities**

To maintain quality assurance, we assign specific responsibilities to our staff:

- **Head of Centre:**
  - Planning, auditing course delivery, and ensuring compliance with AO requirements.
  - Organising visits from external auditors or quality assurers.
  - Developing and updating policies and procedures.
- **Lead IQA:**
  - Overseeing the quality of assessments and IQA processes.
  - Planning IQA activities and observing assessors.
  - Supporting IQA and assessor development.
- **Internal Quality Assurers (IQAs):**
  - Planning individual IQA activities.
  - Sampling assessments and reviewing the accuracy and quality of assessor decisions.
  - Monitoring the assessment process and providing feedback to assessors.
- **Trainers/Assessors:**
  - Planning and delivering qualifications.
  - Conducting formative and summative assessments.
  - Recording learner progress and providing feedback on assessment decisions.

### **Internal Quality Assurance Process**

#### 1. **Sampling and Observation**

- IQAs sample assessments at various stages, ensuring consistency and fairness.
- Observation of assessors takes place during both formative (ongoing) and summative (final) assessments.

#### 2. **Verification Activities**

- IQAs review assessment tools, lesson plans, and learner portfolios to ensure they meet the required standards.
- Verification records are maintained and shared with the Head of Centre.

### 3. Standardisation

- Regular standardisation meetings are held with assessors, IQAs, and other relevant staff to review and discuss best practices and ensure consistency across qualifications.
- Staff participate in AO standardisation events to stay current with requirements.

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### Continuous Improvement

Evolution Safety Solutions Ltd is committed to the continuous improvement of our processes. This includes:

- **Auditing:**  
Regular audits are carried out for policies, marketing materials, customer service practices, and staff records to ensure compliance and quality.
- **Feedback and Development:**  
Feedback from learners, staff, and AO external quality assurance reports is used to improve training, assessment, and internal verification practices.

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### Appeals and Complaints Process

Learners who disagree with assessment decisions or have concerns regarding the quality of training and assessment can use our appeals procedure. This is available to all learners, and we provide clear guidance on how to escalate appeals to the awarding bodies (**QNUK, EUSR, Nuco, ProTrainings**) if needed.



This policy was approved by: Mark Lewis – 20<sup>th</sup> December 2024

Review Due 12 months from approval – 20<sup>th</sup> December 2025.



# Maladministration and Malpractice Policy

## Introduction

Evolution Safety Solutions Ltd is a progressive training organisation providing mandatory training to a range of organisations. We offer First Aid, Health and Safety, Food Safety, Education and Training, and Assessing qualifications through multiple Awarding Organisations (AO), including Qualifications Network (QNUK), EUSR, Nuco, ProQual and ProTrainings.

This policy outlines how Evolution Safety Solutions Ltd manages issues related to maladministration and malpractice involving our staff, trainers, assessors, internal verifiers, learners, or contractors. We will ensure all work carried out by our staff and training centres maintains the highest standards.

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## Definitions

- **Maladministration:** Any activity or practice that results in non-compliance with administrative regulations and requirements. This includes persistent errors or poor administration within the centre (e.g., inappropriate learner records).
- **Malpractice:** Any activity that deliberately contravenes regulations and compromises the integrity of the assessment process or the qualifications we deliver.

For this policy, maladministration and malpractice also cover misconduct and forms of discrimination or bias toward learners.

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## Examples of Maladministration and Malpractice

The following are examples of staff or learner malpractice, but this list is not exhaustive:

- Failure to comply with centre and awarding organisation approval conditions.
- Denial of access to resources or failure to carry out assessments according to QNUK, EUSR, Nuco, ProQual or ProTrainings requirements.
- Fraudulent claims for certificates or falsifying records.
- Insecure storage of exam papers.
- Plagiarism by learners or assistance from staff that breaches assessment regulations.
- Failure to maintain appropriate auditable records (e.g., learner records, assessment claims).

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## Handling Allegations of Maladministration and Malpractice

If Evolution Safety Solutions Ltd is informed of any allegations, we will:

1. **Investigate:** All allegations will be investigated thoroughly, and, if appropriate, the individuals involved may be suspended during the investigation.
2. **Notify Awarding Bodies:** Relevant awarding bodies, such as QNUK, EUSR, Nuco, ProQual or ProTrainings, will be informed of any serious allegations or outcomes of investigations.
3. **Cooperate with External Investigations:** If required, we will cooperate with external investigations, including those carried out by awarding bodies, regulatory authorities, or law enforcement.

For serious incidents involving fraud, theft, or corruption, the matter will be referred to the police.

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### **Whistleblowing and Confidentiality**

Evolution Safety Solutions Ltd supports whistleblowers who report malpractice or maladministration. Whistleblowers may report issues directly to us or to the relevant awarding body, such as QNUK, EUSR, Nuco, or ProTrainings.

We will protect the confidentiality of whistleblowers wherever possible, although we may need to disclose identities if legally required to do so.

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### **Contact Information for Regulatory Bodies**

- **Ofqual**  
Earlsdon Park, 53-55 Butts Road, Coventry, CV1 3BH  
Tel: 0300 303 3344 | Email: [info@ofqual.gov.uk](mailto:info@ofqual.gov.uk)
  - **Qualifications Wales**  
Q2 Building, Pencarn Lane, Coedkernew, Newport NP10 8AR  
Email: [contact@qualificationswales.org](mailto:contact@qualificationswales.org)
  - **CCEA Regulation**  
29 Clarendon Road, Clarendon Dock, Belfast, BT1 3BG  
Tel: +44 (0)2890 261407 | Email: [mgetgood@ccea.org.uk](mailto:mgetgood@ccea.org.uk)
- 

### **Staff and Learner Responsibility**

All staff and learners are responsible for reading and complying with this policy. Staff will be required to sign a declaration confirming they have read and understood the policy. These records will be stored in their personnel files.



This policy was approved by: Mark Lewis – 20<sup>th</sup> December 2025  
Review Due 24 months from approval – 20<sup>th</sup> December 2027



# Quality assurance policy

Evolution Safety Solutions Ltd are committed to providing fit for purpose qualifications through our Awarding Organisations.

## Introduction

Evolution Safety Solutions Ltd is committed to providing high-quality qualifications through multiple Awarding Organisations (AOs), including Qualifications Network (QNUK), EUSR, Nuco, and ProQual ProTrainings. We ensure that all qualifications we offer are delivered in a manner that guarantees fair, transparent, and consistent quality.

Our quality assurance processes are designed to ensure that learners are given the best opportunity to succeed, assessments are conducted fairly, and qualifications are compliant with the requirements of our awarding bodies.

---

## Commitments to Learners and Quality Assurance

We are committed to ensuring that learners:

- Receive accurate, up-to-date information on the qualifications we offer.
- Have their needs assessed to identify the correct qualification for their development.
- Are supported with guidance and access to relevant pre-course information.
- Have access to appropriately trained and occupationally competent trainers, assessors, and internal quality assurers (IQA).
- Are aware of the assessment criteria for their qualification and have fair access to assessment.
- Are informed of appeals and complaints procedures.
- Receive certificates promptly upon successful completion.

---

## Quality Assurance Practices

To ensure the validity, authenticity, and fairness of the qualifications we deliver, Evolution Safety Solutions Ltd employs a robust quality assurance framework that includes:

### 1. Standardisation of Qualifications

- We ensure that all regulated qualifications are titled clearly to avoid confusion with unregulated courses.
- All qualifications are promoted transparently, including information about course content, fees, and assessment processes, ensuring compliance with each AO's guidelines.

### 2. Trainer, Assessor, and IQA Competence

- All trainers, assessors, and IQAs must hold the appropriate qualifications, experience, and occupational competence to deliver the qualifications.
- Ongoing CPD (Continuous Professional Development) is encouraged to ensure that staff remain current with industry practices and awarding body requirements.

### 3. Use of AO Guidance

- We strictly follow qualification specifications, guidelines, and delivery manuals provided by QNUK, EUSR, Nuco, ProQual and ProTrainings to ensure compliance.
- We make qualification specifications accessible to learners and trainers throughout the course.



#### **4. Assessment and Internal Verification**

- Assessment methods, including MCQs, portfolios, and practical demonstrations, are designed to be Valid, Current, Authentic, Reliable, and Sufficient (VCARS).
- IQAs monitor the quality of assessments, ensuring they meet AO standards through observation, feedback, and sampling.
- Assessment results are recorded accurately, and assessment paperwork is stored securely.

#### **5. Feedback and Continuous Improvement**

- Regular feedback is gathered from learners, staff, and external quality assurance (EQA) teams to improve the quality of delivery and assessment.
- Feedback is also collected through learner evaluations, internal verification reviews, and standardisation meetings.

#### **6. Risk Management**

- Trainers, assessors, and IQAs are risk-rated based on their experience, qualification, and performance (using a traffic light system: high, medium, low).
- Sampling plans are created based on these risk ratings, with high-risk staff requiring more frequent observation and monitoring.

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### **Staff Roles and Responsibilities**

To maintain quality assurance, we assign specific responsibilities to our staff:

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  - Planning, auditing course delivery, and ensuring compliance with AO requirements.
  - Organising visits from external auditors or quality assurers.
  - Developing and updating policies and procedures.
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  - Planning IQA activities and observing assessors.
  - Supporting IQA and assessor development.
- **Internal Quality Assurers (IQAs):**
  - Planning individual IQA activities.
  - Sampling assessments and reviewing the accuracy and quality of assessor decisions.
  - Monitoring the assessment process and providing feedback to assessors.
- **Trainers/Assessors:**
  - Planning and delivering qualifications.
  - Conducting formative and summative assessments.
  - Recording learner progress and providing feedback on assessment decisions.

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### **Internal Quality Assurance Process**

#### **1. Sampling and Observation**

- IQAs sample assessments at various stages, ensuring consistency and fairness.
- Observation of assessors takes place during both formative (ongoing) and summative (final) assessments.

#### **2. Verification Activities**

- IQAs review assessment tools, lesson plans, and learner portfolios to ensure they meet the required standards.
- Verification records are maintained and shared with the Head of Centre.

### 3. Standardisation

- Regular standardisation meetings are held with assessors, IQAs, and other relevant staff to review and discuss best practices and ensure consistency across qualifications.
- Staff participate in AO standardisation events to stay current with requirements.

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### Continuous Improvement

Evolution Safety Solutions Ltd is committed to the continuous improvement of our processes. This includes:

- **Auditing:**  
Regular audits are carried out for policies, marketing materials, customer service practices, and staff records to ensure compliance and quality.
- **Feedback and Development:**  
Feedback from learners, staff, and AO external quality assurance reports is used to improve training, assessment, and internal verification practices.

---

### Appeals and Complaints Process

Learners who disagree with assessment decisions or have concerns regarding the quality of training and assessment can use our appeals procedure. This is available to all learners, and we provide clear guidance on how to escalate appeals to the awarding bodies (QNUK, EUSR, Nuco, ProTrainings) if needed.



This policy was approved by: Mark Lewis – 20<sup>th</sup> December 2025

Review Due 24 months from approval – 20<sup>th</sup> December 2027



## Quality Policy

At Evolution Safety Solutions, quality, safety, and environmental responsibility are the cornerstones of our business. Our mission is to consistently deliver exceptional consultancy and training services that surpass our clients' expectations and support their commitment to compliance and sustainability.

We pledge to:

- Continuously enhance our Quality Management System, adhering strictly to ISO 9001 standards and leveraging our expertise as ISO 9001 Lead Auditors.
- Provide professional, tailored consultancy solutions, combining over 50 years of collective experience with industry-leading knowledge in health, safety, environmental, fire, nuclear, and ISO compliance.
- Ensure all services are delivered with the utmost integrity, professionalism, and compliance with current UK regulatory standards and legislation.
- Engage in continuous training and development, fostering a culture of quality, safety, and environmental awareness across our team.
- Regularly assess, measure, and improve our processes and services to ensure effectiveness, efficiency, and customer satisfaction.

Our aim is excellence through accountability, transparency, and a steadfast commitment at every level of our organization.

Signed,

This policy was approved by: Mark Lewis – 20<sup>th</sup> December 2025

Review Due 24 months from approval – 20<sup>th</sup> December 2027

## Recognition of Prior Learning (RPL) Policy

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### Purpose

This policy sets out the principles and procedures for recognising prior learning (RPL) within qualifications offered by Evolution Safety Solutions Ltd. The aim is to ensure that learners are not required to repeat learning or assessment unnecessarily and can gain credit for their existing knowledge and skills where appropriate. This policy complies with Ofqual's General Conditions of Recognition and reflects the guidance and requirements of awarding bodies including ProQual.

---

### Scope

This policy applies to:

- All qualifications offered by Evolution Safety Solutions Ltd where the awarding body permits RPL.
  - Learners seeking credit for prior learning or experience.
  - Assessors, internal quality assurers (IQAs), and centre staff involved in supporting RPL claims.
  - Approved delivery centres and satellite centres operating on behalf of Evolution Safety Solutions Ltd.
- 

### Policy Statement

Recognition of Prior Learning is a valid method of assessment that allows learners to achieve full or part qualification units by demonstrating that they already meet the required learning outcomes through previous experience or achievements.

RPL must:

- Be subject to the same standards of validity and quality assurance as any other form of assessment.
  - Not compromise the integrity of the qualification or the assessment process.
  - Be fully documented and supported by sufficient evidence.
- 

### Principles of RPL

RPL will be applied in line with the following principles:

- **Authenticity** – Evidence must clearly show the learner's own work.

- **Relevance** – Prior learning must relate directly to the learning outcomes being claimed.
  - **Currency** – Evidence must be up-to-date, typically within the past five years (subject to awarding body guidelines).
  - **Sufficiency** – Evidence must cover all assessment criteria for the unit or qualification being claimed.
  - **Validity** – The evidence must be appropriate and reflect the learning outcomes.
- 

## Responsibilities

### Operations Director (Mark Lewis)

- Ensures the implementation of RPL procedures across all qualifications.
- Reviews and approves RPL requests and forwards decisions to learners and centres.
- Liaises with awarding organisations (e.g., ProQual) where prior approval or guidance is required.

### Internal Quality Assurers (IQAs)

- Verify the suitability and sufficiency of RPL evidence.
- Ensure RPL assessments are carried out to the same standards as any other method of assessment.
- Sample and internally verify decisions in line with the centre's quality assurance strategy.

### Assessors

- Support learners in preparing and submitting RPL evidence.
- Judge whether submitted evidence meets the requirements of the relevant unit(s).
- Provide clear records of assessment decisions, rationale, and evidence reviewed.

### Learners

- Must inform their assessor if they wish to pursue an RPL route.
  - Are responsible for providing valid and sufficient evidence to support their claim.
- 

## Process for Applying RPL

1. **Initial Discussion**
  - Learner identifies the possibility of RPL during registration or induction.
  - Assessor conducts a preliminary review to confirm eligibility.
2. **Evidence Collection**
  - Learner gathers documentary or practical evidence (e.g. certificates, work products, references, witness statements).
3. **Assessment of Evidence**
  - The assessor maps the evidence against the relevant learning outcomes and assessment criteria.

- A clear RPL assessment decision is recorded.
- 4. **Internal Quality Assurance**
  - IQA reviews a sample of RPL claims to confirm validity and sufficiency of the process.
- 5. **Awarding Body Notification**
  - Where required, Evolution Safety Solutions Ltd will inform or seek approval from the awarding body (e.g., ProQual).
- 6. **Credit Awarded**
  - If successful, credit is awarded towards the relevant unit(s).
  - The learner proceeds with the remainder of the qualification where applicable.

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## Limitations of RPL

- RPL cannot be used to exempt learners from assessment of an entire qualification unless permitted by the awarding body.
- Some qualifications, particularly in regulated or high-risk sectors (e.g. first aid), may have restrictions on the use of RPL due to mandatory assessment requirements.

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## Monitoring and Review

- All RPL activity will be monitored by the Operations Director and IQA team to ensure consistency and compliance.
- Feedback from assessors, learners, and awarding organisations will inform process improvements.
- Records of RPL decisions will be retained securely for audit and review by external quality assurers.

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## Approval and Review

This policy has been approved by the board of directors of Evolution Safety Solutions Ltd and will be reviewed annually to ensure it remains aligned with current awarding body requirements and regulatory guidance.

**Approved by:** Laura Chisholm – Managing Director

This policy was approved by: Mark Lewis – 20<sup>th</sup> December 2025  
Review Due 24 months from approval – 20<sup>th</sup> December 2027

## Whistleblowing Policy

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### Purpose

The purpose of this policy is to provide a clear and confidential process for staff, learners, contractors, and other stakeholders to report concerns about wrongdoing or misconduct within Evolution Safety Solutions Ltd. This includes suspected malpractice, maladministration, health and safety risks, safeguarding breaches, or any behaviour that could undermine the integrity of our services or qualifications.

This policy supports the requirements of the Public Interest Disclosure Act 1998 and is aligned with Ofqual's General Conditions of Recognition, ensuring that whistleblowers are protected and taken seriously.

---

### Scope

This policy applies to:

- Employees, trainers, assessors, internal quality assurers, and administrative staff.
- Contractors, freelance associates, and delivery partners.
- Centres and their staff delivering qualifications on behalf of Evolution Safety Solutions Ltd.
- Learners and clients who have concerns related to serious wrongdoing or risk.

This policy does not cover:

- Personal grievances (refer to our internal Grievance Policy).
  - Assessment appeals (see our Appeals Policy).
  - Customer service issues (see our Customer Service Policy).
  - Discrimination or harassment (refer to our Equality and Diversity Policy).
  - Suspected cheating or assessment misconduct (see our Malpractice and Maladministration Policy).
- 

### Policy Statement

Evolution Safety Solutions Ltd encourages a culture of openness and accountability. We are committed to ensuring that individuals feel confident and safe in reporting concerns that are in the public interest, including those that may affect:

- The safety or wellbeing of learners or staff.
- The validity or security of qualifications.
- Compliance with awarding body and regulatory requirements.

We will:

- Treat all disclosures seriously, fairly, and promptly.
  - Protect whistleblowers from detriment or victimisation.
  - Investigate concerns objectively and confidentially.
  - Take appropriate action where wrongdoing is found.
- 

## Whistleblowing Principles

We are committed to the following principles:

- **Confidentiality** – Whistleblowers' identities will be protected where possible.
  - **Impartiality** – Investigations will be fair and unbiased.
  - **Protection** – Whistleblowers will not be penalised or disadvantaged for raising concerns in good faith.
  - **Accountability** – All concerns will be recorded, reviewed, and acted upon appropriately.
- 

## Responsibilities

### Compliance Manager

- Receives and manages whistleblowing disclosures.
- Maintains the whistleblowing log and ensures appropriate investigations are carried out.
- Escalates concerns to the Managing Director or external authorities where required.

### Managing Director (Laura Chisholm)

- Oversees the policy and ensures legal compliance.
- Ensures that investigations are handled sensitively and that whistleblowers are protected from retaliation.
- Reviews whistleblowing trends and outcomes.

### All Staff and Associates

- Are responsible for reporting any serious concerns promptly using the procedure outlined.
  - Must not subject whistleblowers to any form of harassment, discrimination, or disadvantage.
- 

## How to Raise a Concern

Whistleblowers can report concerns in confidence to:



## **Compliance Manager**

**Email:** [info@evolutionsafety.com](mailto:info@evolutionsafety.com)

**Phone:** 03333 399 037 (ask for Compliance Manager)

Where the concern involves the Compliance Manager, the report should be made directly to:

## **Managing Director – Laura Chisholm**

Via the same contact methods above.

Reports should include:

- A clear description of the concern.
- Names, dates, and any supporting evidence (if available).
- Whether the whistleblower wishes to remain anonymous.

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## **What Will Happen Next**

1. The concern will be acknowledged within 3 working days.
2. A preliminary review will determine whether the issue falls under this policy.
3. An investigation will be conducted, and outcomes recorded.
4. Where appropriate, matters will be escalated to awarding bodies (e.g. ProQual, QNUK, EUSR, Nuco) or regulators (e.g. Ofqual, Qualifications Wales, CCEA Regulation).
5. A summary of the outcome will be shared with the whistleblower (unless anonymity prevents this).

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## **External Reporting and Regulatory Escalation**

If the concern cannot be raised internally, or if the whistleblower is not satisfied with how it was handled, they may escalate the matter to:

- **Ofqual:** [www.gov.uk/government/organisations/ofqual](http://www.gov.uk/government/organisations/ofqual)
- **Qualifications Wales:** [www.qualificationswales.org](http://www.qualificationswales.org)
- **CCEA Regulation:** [www.ccea.org.uk](http://www.ccea.org.uk)

Regulators provide guidance on when whistleblowing directly to them is appropriate and will ensure protection under whistleblowing legislation where applicable.

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## **Monitoring and Review**

Whistleblowing disclosures and investigations are logged and monitored to ensure consistency and compliance. All data is handled in accordance with our Data Protection Policy. This policy will be reviewed annually or earlier if legislative or regulatory changes require.

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## **Approval and Review**

This policy has been approved by the board of directors of Evolution Safety Solutions Ltd and will be reviewed annually to ensure continued alignment with legislation and awarding body standards.

**Approved by:** Laura Chisholm – Managing Director

This policy was approved by: Laura Chisholm – 20<sup>th</sup> December 2025

Review Due 24 months from approval – 20<sup>th</sup> December 2027

## **Withdrawal of Centre Status Policy**

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### **Purpose**

The purpose of this policy is to outline the process and responsibilities involved in the voluntary or involuntary withdrawal of Evolution Safety Solutions Ltd as a recognised centre from any awarding organisation. This ensures that such withdrawals are managed professionally, transparently, and with minimal disruption to learners, while maintaining full compliance with Ofqual's General Conditions of Recognition and the contractual obligations of awarding bodies.

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### **Scope**

This policy applies to:

- Any qualification delivery relationship held by Evolution Safety Solutions Ltd with recognised awarding bodies, including but not limited to QNUK, ProQual, EUSR, Nuco, and ProTrainings.
- All learners registered under any centre approval held with those awarding organisations.
- All staff, trainers, assessors, IQAs, and contractors operating under such centre approval.
- Relevant regulators and stakeholders with a vested interest in the qualifications being delivered.

This policy relates both to:

- Voluntary withdrawal: when Evolution Safety Solutions Ltd chooses to terminate its centre approval with an awarding body.
  - Involuntary withdrawal: when the awarding body or regulator initiates the withdrawal due to centre non-compliance or other concerns.
- 

### **Policy Statement**

Evolution Safety Solutions Ltd will manage any centre status withdrawal (voluntary or enforced) in a controlled, transparent, and learner-focused manner. We are committed to:

- Minimising disruption to learners.
- Maintaining full regulatory and awarding body compliance.
- Keeping all relevant parties informed throughout the process.
- Safeguarding the integrity of all qualifications and assessments delivered under our approval.

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## Principles

All withdrawal activity will adhere to the following principles:

- Transparency – All decisions and processes will be clearly documented and communicated.
- Learner Protection – All learners will be supported to complete or transfer their learning without disadvantage.
- Regulatory Compliance – We will comply with all conditions set by awarding bodies and relevant regulators (e.g., Ofqual, Qualifications Wales, CCEA).
- Responsibility – Clear roles and accountability will be maintained throughout the withdrawal process.

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## Responsibilities

### Managing Director (Laura Chisholm)

- Holds overall responsibility for the management of the withdrawal process.
- Ensures that learners, awarding bodies, and regulatory authorities are informed in writing.
- Oversees any required internal investigations or audit actions where withdrawal is enforced.

### Operations Director (Mark Lewis)

- Manages day-to-day operational planning for withdrawal, including learner transition, staff communication, and final reporting.
- Maintains records of communications and actions for regulatory audit purposes.
- Ensures that all outstanding assessments and certificates are completed or resolved.

### Internal Quality Assurance Team

- Ensures secure storage and handover of learner records, portfolios, and assessment evidence.
- Coordinates with awarding body EQAs on any final sampling, certification, or transition work.

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## Voluntary Withdrawal Procedure

Where Evolution Safety Solutions Ltd initiates withdrawal:

1. Initial Decision: Senior management agrees to initiate withdrawal from the awarding body.
2. Formal Notification: Written notification submitted to the awarding body, following their centre withdrawal procedure.

3. Communication Plan: All stakeholders (learners, staff, clients) are informed with clear guidance and timelines.
  4. Learner Support: Learners are supported to:
    - Complete outstanding qualifications where possible.
    - Transfer to another approved centre if required.
  5. Assessment Completion: All assessments are concluded or securely transferred.
  6. Certification and Records: Ensure all valid learner achievements are certificated. Copies of learner records are retained for a minimum of 3 years.
  7. Closure Sign-off: Confirmation from the awarding body that centre closure is complete.
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## **Involuntary Withdrawal Procedure**

Where an awarding body or regulator enforces withdrawal:

1. Receipt of Notification: Evolution Safety Solutions Ltd acknowledges the decision and requests clarification and timescales.
  2. Immediate Action: Cease delivery and registration of qualifications for that awarding body.
  3. Internal Investigation: Senior leadership conducts a review of the circumstances. If related to malpractice or maladministration, this is managed in line with the Malpractice and Maladministration Policy.
  4. Learner Impact Review: Identify all affected learners and implement a transition plan.
  5. Awarding Body Liaison: Cooperate fully with awarding body quality assurance or closure audits.
  6. Regulatory Reporting: Notify Ofqual, Qualifications Wales, or CCEA, if applicable, in accordance with Condition B3 (notification of adverse effects).
  7. Corrective Actions: Where required, implement additional internal training or policy updates to prevent recurrence.
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## **Record Keeping**

All correspondence, decisions, learner transfer records, and certification data will be:

- Retained securely for a minimum of 3 years.
  - Accessible to awarding body representatives and regulators upon request.
  - Stored in accordance with our Data Protection Policy.
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## **Related Policies**

This policy should be read in conjunction with:

- Customer Service Policy – For managing communications with clients and learners.
- Appeals Policy – Where assessment outcomes are disputed during closure.

- Malpractice and Maladministration Policy – If centre approval is withdrawn due to investigation findings.
  - Data Protection Policy – For secure storage and handling of learner records.
  - Complaints Policy – Where stakeholders wish to challenge the withdrawal process.
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## **Monitoring and Review**

The withdrawal of centre status will be reviewed as part of our annual governance cycle. Lessons learned will be used to inform risk management planning and staff development. Where relevant, feedback will be shared with awarding organisations to support sector-wide improvement.

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## **Approval and Review**

This policy has been approved by the board of directors of Evolution Safety Solutions Ltd and will be reviewed annually or upon any significant awarding body agreement change.

**Approved by:** Laura Chisholm – Managing Director

This policy was approved by: Laura Chisholm – 20<sup>th</sup> December 2025  
Review Due 24 months from approval – 20<sup>th</sup> December 2027

## Fair Assessment Policy

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### Purpose

The purpose of this policy is to ensure that all learners undertaking qualifications through Evolution Safety Solutions Ltd are assessed fairly, consistently, and in line with the principles set out by Ofqual and relevant awarding organisations. The policy supports inclusion, transparency, and equality of opportunity for all learners, and applies to all delivery centres, staff, trainers, and assessors working on behalf of Evolution Safety Solutions Ltd.

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### Scope

This policy applies to:

- All staff delivering and assessing qualifications under Evolution Safety Solutions Ltd.
  - All learners registered on qualifications through Evolution Safety Solutions Ltd.
  - All centres and sub-contractors delivering qualifications on our behalf.
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### Policy Statement

Evolution Safety Solutions Ltd is committed to ensuring that:

- All assessments are conducted fairly and without bias.
  - All learners have equal opportunity to demonstrate their knowledge, skills, and understanding.
  - Assessment decisions are based solely on evidence of learner achievement.
  - Reasonable adjustments and special considerations are applied where necessary.
  - Learners are informed of assessment criteria and requirements in advance.
  - Appeals and complaints procedures are clearly accessible and implemented fairly.
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### Assessment Principles

All assessment processes must align with the following principles:

- **Validity** – Assessments measure what they claim to measure and are fit for purpose.
- **Reliability** – Assessment outcomes are consistent and can be replicated.
- **Fairness** – No learner is disadvantaged or given an unfair advantage.
- **Transparency** – Learners understand what is expected of them.
- **Inclusivity** – Assessments are accessible to all, and reasonable adjustments are made where appropriate.

- **Authenticity** – Work submitted must be the learner's own.
  - **Sufficiency** – Enough evidence is provided to meet all assessment criteria.
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## Responsibilities

### Head of Centre (Mark Lewis)

- Ensures this policy is communicated to all centres and implemented effectively.
- Oversees the training and monitoring of assessors and IQAs in applying fair assessment practices.

### Assessors

- Apply assessment criteria consistently and without bias.
- Provide clear feedback to learners.
- Maintain accurate and complete records of learner achievement.

### Internal Quality Assurers (IQAs)

- Monitor and verify the consistency of assessment decisions.
- Identify and address any potential or actual instances of unfair assessment.
- Sample assessment records regularly to ensure compliance with policy and awarding body standards.

### Trainers and Tutors

- Ensure learners understand assessment criteria and methods.
  - Promote inclusive practice and support learners with identified needs.
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## Reasonable Adjustments and Special Considerations

Reasonable adjustments will be made to assessment conditions for learners with additional needs, in line with awarding body policies. Examples include:

- Extra time
- Scribes or readers
- Alternative assessment formats

Special considerations may be applied where unexpected events impact a learner's ability to complete an assessment (e.g., illness, bereavement). Requests must be submitted in writing with supporting evidence.

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## Dealing with Bias and Malpractice



Evolution Safety Solutions Ltd will not tolerate discrimination, bias, or assessment malpractice. All assessors and IQAs are trained to recognise and mitigate unconscious bias. Any allegations of unfair assessment practices will be investigated under our Maladministration and Malpractice Policy.

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## **Appeals and Complaints**

Learners who are not satisfied with an assessment decision may appeal under the Appeals Policy. The appeals process is:

1. Raise concern with the assessor.
  2. If unresolved, escalate to the centre's Internal Quality Assurer.
  3. If still unresolved, escalate to Evolution Safety Solutions Ltd.
  4. Final escalation can be made to the awarding organisation and Ofqual, if required.
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## **Monitoring and Review**

This policy is reviewed annually or in response to:

- Changes in Ofqual or awarding body regulations
- Internal audit findings
- Feedback from learners or centres

Any updates will be communicated to all delivery centres and relevant personnel.

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## **Approval and Review**

This policy has been approved by the board of directors of Evolution Safety Solutions Ltd and will be reviewed annually to ensure ongoing compliance with modern slavery laws and AO expectations.

**Approved by:** Mark Lewis – Operations Director

This policy was approved by: Mark Lewis – 20<sup>th</sup> December 2025  
Review Due 24 months from approval – 20<sup>th</sup> December 2027