



Associate Recruitment

All persons working for or contracted to **Northern Management Development Ltd** will be required to complete an application form; provide original certificates (a copy of these will be held on personal files); are required to be members of Institute of Learning and as such are required to maintain Continuous Professional Development – details of which must be produced at annual appraisals.

Learner Charter

Northern Management Development Ltd will issue candidate examination results within 2 days of receipt. Certificates will be issued direct to candidates by the Centre Contact or via the candidate's employers HR Department/ Line Manager either in person or via first class post within 2 days of receipt.

Records of results will be kept by the Centre Contact on a group database and/or in the personal files of the candidates. The Primary Centre Contact is responsible for keeping the Centre Contact updated.

The Centre Contact is responsible for the ordering and processing of examination material. Orders will be placed by telephone/e-mail and/or via the Awarding Body website. Upon receipt of the examination material the Centre Contact /Trainer /Invigilator will check the package and contact Awarding Body immediately should there be any discrepancies.

Any sealed security bag containing examination papers will not be opened until 5 minutes before the commencement of an examination. Prior to this, any examination papers will be kept in a locked, secure place. Should the papers be taken to another site they will be transported in a secure locked container.

Any site/room/venue to be used for training purposes will be inspected by a representative of **Northern Management Development Ltd** prior to running a course/entering into a contract for provision of services. All sites must be accessible to those with a physical handicap. Candidate registration forms ask delegates to detail any special requirements that need to be in place. It is the responsibility of the Centre Contact/ Site Manager/ Trainer to ensure any necessary measures are in place to accommodate those with a physical handicap in time for the start of the training course.

The health and safety policy and the equal opportunities policy are discussed at monthly meetings between the Senior Centre Contact Team and reviewed annually. The Principal Centre Contact will ensure that all venues used for qualifications are regularly visited to ensure consistency and that all centre systems are being applied equally. The Centre Contact will keep an open dialogue with all Awarding Bodies and confirm all agreements by e-mail/telephone and/or letter. Records of all communication will be kept by the Centre Contact.

The Principal Centre Contact is the main point of contact with regard to training and all training sessions/examinations are confirmed by e-mail to the training provider/invigilator. The Centre Contact keeps records of all communications regarding training/examinations.

Northern Management Development Ltd makes every effort to encourage staff/associate development both personally and professionally. Training will be implemented when a training need is identified by either the individual or the company, resources permitting. The company will hold regular assessment days to ensure further development of staff/ associates.

Registration/ Enrolment forms will be provided to candidates as part of the course registration and/or enrolment process and kept in their personal file. Where possible and/or necessary this also contains details of previous achievements. The Principal Centre Contact will ensure that all candidates' achievements will be correctly entered onto the company database and/or stored in a paper file for future reference.

Records of results will be kept by the Principal Centre Contact on a group database and/or in the personal files of the candidates. Data will be stored on the company secure server and this is password protected. Paper records will be stored in locked filing cabinets. Access is restricted and monitored by the Principal Centre Contact.

All candidate information is provided by the candidate and/or verified by the trainer to avoid error e.g. spelling of full name, date of birth etc. All registration and certification information will be regularly audited and will be discussed in detail at the quarterly review meetings to ensure it is accurate and correct.

All candidate identities will be checked prior to the commencement of an enrolment or examination. The Centre will keep records of photographic identification provided by all candidates.

All records will be kept on a secure database with limited access. Administration staff/associates are qualified to a minimum A1 level with up to V2 level to ensure quality assurance systems are in place and are used. They are therefore qualified to assess candidates APL in accordance with qualification/QCF guidelines and administer transfer of credits or assess and record any exemptions should they be required.

Northern Management Development Ltd has been registered with the following Organisation Reference Code U29456 and UKPRN 10031335 on LRS. Learner Files will contain ULN. Centre contacts, Assessors, Verifiers, Moderators & Admin are aware of the requirement to recognise appropriate APL.

We will provide suitable accommodation for Awarding Body and the Qualification Regulators, together with access to people and records as and when required. This will be done by hiring a suitable venue for this purpose.

Northern Management Development Ltd has committed to quarterly meetings to review the systems in place. It is the responsibility of the Principle Centre Contact to ensure any identified change/improvements from review of evaluation forms are implemented. The company is committed to carry out regular internal audits as a means to ensure review and improvements of internal systems.

The Principle Centre Contact will ensure that all actions identified by Awarding Bodies and/or Regulatory Monitors will be communicated to all members of staff/associates by way of email correspondence and team meetings. Furthermore, an action plan will be taken of all such actions, distributed to staff/associates and retained for future reference.