

FREQUENTLY ASKED QUESTIONS

CLEAR QUALITY LTD

INTRODUCTION

From ISO consultancy and certification to training, Clear Quality Ltd offer a range of services, but navigating them isn't always easy. So, our team of specialists have come up with a guide to answer our most frequently asked questions.

Together, we can grow your business.

TRAINING

Apprenticeships

1. What is the time commitment?

According to ESFA rules, every learner on program must have at least 24 hours of off the job training logged monthly, which can be done at any time agreed upon by the delegate and their employer, the only stipulation is that it must be within the delegates usual employment hours. The only mandatory commitment for delegates is a four-hour live lecture that takes place at a scheduled time once a month.

2. How often do your courses run?

Usually, our courses run on a quarterly basis, however, this is subject to change due to the amount of demand we receive. For those interested in courses with a longer wait time, Clear Quality Ltd have a waitlist in which they can reserve spaces for interested parties.

3. What counts as off the job learning?

Training that is relevant to an Apprenticeship standard that isn't part of the delegates day to day role. It could include:

- Theory – Lectures, online learning
- Practical Training – Industry visits, mentoring, competitions
- Learning support – Assignments or assessments

4. What are the entry requirements?

We have no official entry requirements for any of our courses. However, during enrolment you will be asked to fill out a skill scan which will determine whether you are enrolling onto the correct Apprenticeship for you.

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Compliance

1. General Compliance

a. What is Panda.Doc and is it reliable?

Panda.Doc is the new software Clear Quality Ltd use for signatures; therefore it is reliable and can be trusted with your sensitive information.

2. The DAS Account

b. What is a DAS account?

The DAS account is a online portal provided by the UK Government to aid employers with managing their Apprenticeships. Through this portal, employers can view information on their levy payments and helps them manage their apprenticeship levy funds.

c. How do you set up a DAS account?

1. Login to your DAS
2. Click into "Your training providers"
3. Click "Add a training provider"
4. Then add Clear Quality's UKPRN "10083283"
5. Then click "yes, add CLEAR QUALITY LIMITED" and continue
6. Click the green "return to your training providers"
7. Next to Clear Quality – click the set permissions tab
8. Click "allow" for both sections and continue and then confirm

d. What is Clear Quality Ltd's UKPRN?

10083283

3. Funding

a. What is the Apprenticeship Levy?

The levy is a tax that employers with an annual wage bill of more than £3 million have to pay, this money is then given back to employers to spend on Apprenticeship training. The companies who are non-levy have access to the levy but must contribute 5% of course cost (this is the 'employer contribution')

b. How do I know if I am a levy payer?

You will pay the levy tax if you have an annual wage bill of more than £3 million.

c. How much funding can I get?

- Non-Levy companies: 95%
- Levy companies: 100%

d. How is my employer contribution paid?

The employer contribution can either be paid monthly, or in a lump sum two months after the delegates start date.

ISO CONSULTANCY

1. What is the difference between UKAS and ACSB?

UKAS perform accreditation with authority derived within the UK in the International Accreditation Forum (IAF) whereas the ASCB is not a member of the IAF.

2. What is the time commitment when implementing an ISO standard?

There is no standard length for a implementing an ISO standard as the answer is dependent on the size of your business, the standard you wish to implement etc. Before they start, our consultants will perform a gap analysis in which they will then be able to give you a time frame.

3. How much commitment is required from me (client)?

This is dependent on the type of system that you want, so again there is no definitive answer. However, through the process our consultants will give you regular updates on what needs to be done and by when, the more involvement from you the better.

4. How many audits will I need to have?

This again depends on the size of the business, however before a third party organisation comes into your business to perform the audit, it is recommended that you audit at least all of your core process'

5. Why do we need Health and Safety when we are looking at Quality?

For any business with over five employees, having Health and Safety processes are a legal requirement. Therefore, even though you are looking at Quality, the procedures are interlinked because ensuring a safe and healthy working environment for employees can have a direct impact on the quality of your products or services.

ISO CERTIFICATION

1. What standards can Clear Quality Ltd certify?

Our certification body can certify ISO900, ISO14001, ISO27001, ISO45001 and ISO21001.

2. Will my audit be onsite or remote?

This is down to preference as Clear Quality Ltd's delivery model is flexible, delivering audits either face-to-face or online.

3. How long will my certificate take to arrive?

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This could be between four to six weeks.

4. How long does my certificate last?

After you have been accredited, you will need a surveillance audit every twelve months however the certificate does not have to be renewed until three years after the initial audit.

5. How am I allowed to advertise my accreditation?

Logo's can be used for the following:

- Business letter headed paper and compliment slips
- Business adverts
- Websites
- Formal business emails (but not on bulk emails or unsolicited emails)
- Advertising materials and promotional merchandise

However, the following restrictions apply:

- Use of any other logo in respect of ASCB, IRQAO or Clear Quality Ltd
- You must not: stretch or distort the logo, change the colour of the logo, change the lettering or wording, make the logo bigger or more prominent than your logo.
- You must not use the logo to suggest you, or an organisation are part of ASCB, IRQAO or Clear Quality Ltd
- Logos may not be used on a product or packaging in a manner that implies or could be interpreted as denoting product conformity.
- The certificated organisation shall desist from use of certificates, logos and marks or from making reference to it's certificated status if certificated is suspended / withdrawn / expired.
- The certificated organisation shall emend use of certificates, logos and marks scope of certification has been reduced or amended.
- Use and display of marks is covered by laws of copyright. It is therefore misleading to apply a logo that is not authorised for use. As a general rule; if the certifying body did not provide a copy of the logo, you are prohibited from using it. Organisations shall notify Clear Quality Ltd of any difficulty experienced regarding the interpretation placed upon their certification by customers.

Further rules and regulations can be found in the Certification Handbook which is provided before the audit or can be found under 'certification body' on the website.