



CLEAR QUALITY



LEARNER HANDBOOK

TOGETHER, WE CAN GROW YOUR BUSINESS.



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ABOUT **CLEAR QUALITY**



Clear Quality Ltd specialise in providing comprehensive apprenticeship programmes, supporting businesses nationwide in developing skilled professionals. We focus on delivering high-quality apprenticeships in Quality Compliance, LEAN, Regulatory Compliance, GDPR, Governance, Management, and other critical areas such as Health and Safety, ensuring alignment with industry standards.

As an accredited training provider on the UK Register of Learner Providers (UKRLP) with the ESFA and an approved partner with NCFE, we offer nationally recognised training and certification designed to enhance your capabilities, contributing to the growth and productivity of your organisation.

We also offer specialised Skills Bootcamps that provide in-depth, short-term training designed to effectively upskill your workforce. These bootcamps cover essential areas relevant to today's business challenges, ensuring that you stay ahead of industry demands.

Additionally, Clear Quality Ltd maintains its expertise as a BS EN ISO Consultancy and Certification body. We support businesses nationally with the creation, implementation, compliance, and certification of Quality Management Systems aligned to the requirements of the international standards (International Organisation for Standardisation) (ISO).

As professional ISO consultants we implement the relevant ISO system into your business and grant certification through our own accredited certification body. Furthermore, we work closely with various funding groups so our support can be fully or partially funded.

Clear Quality Ltd are the UK's only BS EN ISO Certification body who are an approved prime training provider with the Education and Skills Funding Agency (ESFA).



MEET SKILLS COACHES

Clear Quality Ltd specialise in providing comprehensive apprenticeship programmes, supporting businesses nationwide in developing skilled professionals.

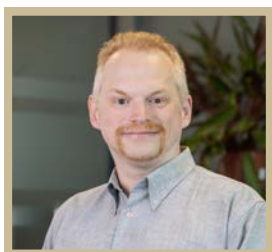
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Additionally, Clear Quality Ltd maintains its expertise as a BS EN ISO Consultancy and Certification body.



ED JOHNSON

Quality Manager - Ed.Johnson@clearquality.co.uk

Ed delivers our Quality Practitioner Level 4, Data Protection & Information Governance Level 4 and our Operations Manager Level 5.



LOUISE MCMAHON

Skills Coach - Louise.McMahon@clearquality.co.uk

Louise delivers our Quality Practitioner Level 4 and Safety, Health & Environment Technician Level 3.



ZOE BEATTIE - Zoe.Beattie@clearquality.co.uk

Growth and Development Lead Skills Coach

Zoe delivers our Governance Officer Level 4 and Regulatory Compliance Level 4.



MARIANNE CHAMBERS

Skills Coach - Marianne.Chambers@clearquality.co.uk

Marianne delivers our Safety, Health & Environment Technician Level 3 and our Process Lead Level 4.



RICK NAVAEI

Associate Trainer - Rick.Navaei@clearquality.co.uk

Rick delivers our Quality Practitioner Level 4.



LUKE PALMER

Associate Trainer - Luke.Palmer@clearquality.co.uk

Luke delivers our Safety, Health & Environment Technician Level 3.



SANDRA WIGGINS

Associate Trainer - Sandra.Wiggins@clearquality.co.uk

Sandra delivers our Governance Officer Level 4.



MARK BOND

Associate Trainer

Mark delivers various short courses.

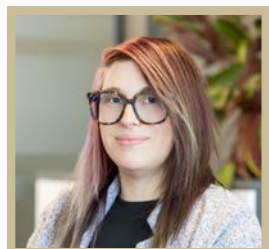


CHLOE WALLACE

Associate Trainer

Chloe delivers our HR short courses.

KEY CONTACTS

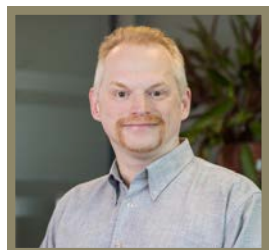


BETH RHODES

Training Director - Apprenticeship Queries

Beth.Rhodes@clearquality.co.uk

01709 918 501



ED JOHNSON

Quality Manager - Safeguarding

Ed.johnson@clearquality.co.uk

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LINDSAY KAY

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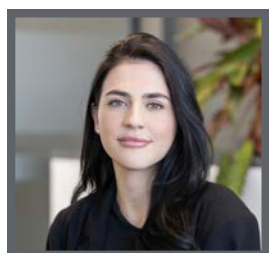


AMY ARMSTRONG

Compliance Manager - Compliance

amy.armstrong@clearquality.co.uk

01709 918 501 -Option 3 (Compliance)

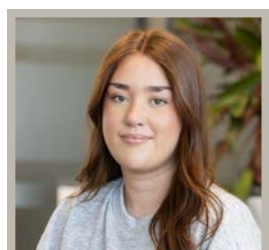


EVIE POWELL

Compliance Administrator - Apprenticeships

evie.powell@clearquality.co.uk

01709 918 501 -Option 4 (Training)



ABI SYKES

Compliance Administrator - Bootcamps and Classroom Courses

abi.sykes@clearquality.co.uk

01709 918 501



WHAT ARE APPRENTICESHIPS?

WHAT ARE THEY?

Apprenticeships are work-based training programmes designed to help nurture emerging talent within businesses. They combine practical work with academic study, creating a programme that is truly focused on real-world application.

ELIGIBILITY

To be eligible for one of our apprenticeships, you must be in full-time employment on the PAYE scheme and have been residing in the UK for the past three years. We offer Functional Skills training to learners who do not have their GCSE/Level 2 equivalent Maths and English qualifications.

VALUE

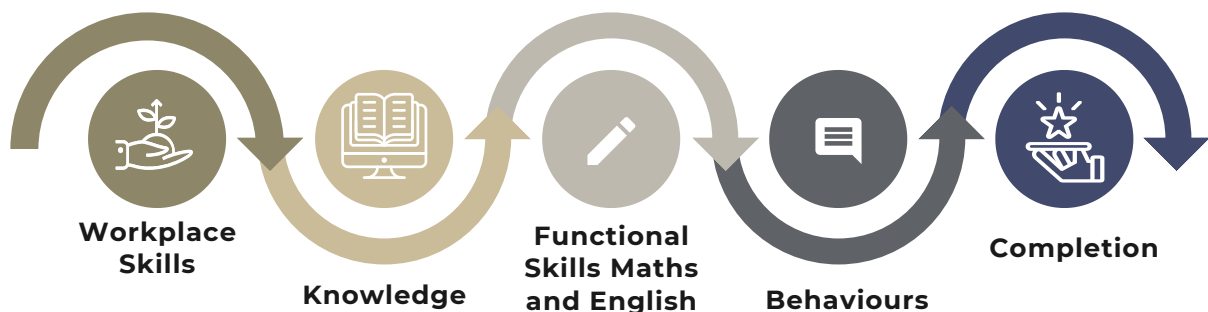
- Develop skills and knowledge through work based learning.
- Bring a fresh approach to quality management and processes within your department.
- Remove barriers to professional growth.

MISCONCEPTIONS

Common misconceptions are that apprenticeships are only for manual, field-based roles and entry-level staff, typically straight from school or college. However, this is no longer the case. Apprenticeships are available to individuals of any age, within employment, who are looking to upskill.

ADVANCED & HIGHER APPRENTICESHIPS

Level 3 apprenticeships are equivalent to two A-level passes. Learners can gain advanced skills and a qualification that can lead to higher-level apprenticeships. Level 4 apprenticeships are equivalent to a foundation degree or higher national certificate (HNC). Learners can achieve a higher education qualification while gaining valuable work experience, leading to higher-level apprenticeships and other career pathways. Level 5 apprenticeships are equivalent to a Foundation Degree, Higher National Diploma (HND), or the first year of a bachelor's degree. They are designed for those who want to gain practical work experience while studying for a higher education qualification.





OUR DELIVERY OF APPRENTICESHIPS

INITIAL ASSESSMENTS

The process of identifying your learning and support needs to determine your starting point for the apprenticeship is a mandatory requirement as part of enrolment. This includes 2 Initial Assessments—one for Maths and another for English. You will also need to complete a subject Skill Scan. Additionally, all learners are assessed for any Additional Learning Needs. .

DELIVERY

All of our apprenticeships are delivered online via Microsoft Teams and on our bespoke learning platform EOS. Each month you will attend a lecture then be assigned guided learning and wider learning along with your assignments. You are then assigned a trainer and a mentor.

OFF-THE-JOB HOURS

Off-the-Job (OTJ) Hours refer to training that helps you develop new skills relevant to your apprenticeship, which takes place during your normal working hours. You are required to log 24 hours of OTJ learning each month. If you do not log any learning within a 2-month period, a mandatory break in learning (BIL) will be implemented.

LEARNING PLATFORM

The learning platform we use is called Clear Quality Learning. You will be shown how to navigate the platform during your launch call. If you encounter any issues with this, please contact training@clearquality.co.uk.

GUIDED LEARNING

This is self-guided learning, which extends the content covered in the lecture. It can include activities such as reading, eLearning, external courses, and videos. We recommend that learners spend 4 hours per month on their guided learning.

LECTURES

Each month, you will attend a 4-hour online lecture with your cohort, delivered by your trainer. You will receive your timetable during the launch call and be asked to add these lectures to your calendar. The launch call is your first lecture, where you will meet your trainer and other learners.

For any general queries regarding training please email training@clearquality.co.uk and our team will get back to you.



OUR DELIVERY OF

APPRENTICESHIPS

ASSIGNMENTS

Each month, you will be given bespoke assignments to create and submit through the learning platform. These assignments help build your portfolio of evidence and are marked by your tutors. They allow you to apply the Knowledge, Skills, and Behaviours (KSBs) from the apprenticeship standard. For support with your assignments, you can access resources via the resource channel on the learning platform. You can also contact your trainers and mentors at any time for further guidance.

PROGRESS REVIEWS

Progress reviews are held every 8 weeks between you and your mentor/trainer. Your line manager will be invited to these reviews and is encouraged to attend. These one-to-one sessions allow your mentor to support you on your apprenticeship journey, as well as monitor your well-being and development.

GATEWAY

Gateway coaching sessions begin once the training element of the programme has been completed, meaning you have finished all your assignments. These are small group sessions with your tutors to help you prepare for the end-point assessment. There are 3 gateway coaching sessions that you will need to attend. The gateway is the final stage before your end-point assessment.

WIDER LEARNING

Wider learning is a type of online learning that provides insights into the industry, the broader context, and helps develop transferable skills such as communication, teamwork, and problem-solving. We recommend that you spend at least 4 hours per month on your wider learning.

END POINT ASSESSMENT

End-point assessments are carried out at the end of an apprenticeship and must be successfully completed by you in order to be awarded an apprenticeship certificate. Each apprenticeship has a specified end-point assessment plan that outlines the requirements and criteria for this final assessment.

PORTFOLIO

During your training, you will build a portfolio of evidence to showcase your skills and competency.

This can include:

- Assignments
- Written statements
- Work products
- Witness testimonies
- Projects
- Observations
- Video or audio evidence

For any general queries regarding training please email training@clearquality.co.uk and our team will get back to you.



UNDERSTANDING

OFF-THE-JOB TRAINING

OFF-THE-JOB TRAINING

Off-the-Job (OTJ) Training is a statutory requirement. It refers to training you receive during your normal working hours, aimed at helping you achieve the knowledge, skills, and behaviours outlined in your apprenticeship agreement. By normal working hours, we mean paid hours, excluding overtime.

HOW MANY ARE NEEDED?

You are already provided with 16 hours to log each month, which includes:

- 4 hours of guided learning
- 4 hours of lectures
- 4 hours for assignments
- 4 hours of wider learning

This then adds up to the required 24 hours per month for your apprenticeship. With the 16 hours provided through eLearning, lectures, assignments, and wider learning, you only need to log an additional 8 OTJ hours to meet the total.

LOGGING YOUR HOURS

To log your OTJ hours, you will use the learning platform, where you can record the time spent on relevant activities. These activities could include formal training, practical tasks related to your role, or time spent with your mentor or trainer. It's important to ensure that all logged hours are directly related to your apprenticeship and support your development in line with the apprenticeship standards. Make sure to log your hours regularly and accurately. If you do not log any learning within two months, a mandatory Break in Learning (BiL) will be implemented, so it's crucial to stay on track with your OTJ hours.

MANDATORY

OTJ training is a mandatory part of your apprenticeship. If you do not have the correct number of OTJ hours logged, you will not be able to enter the Gateway stage or complete your End Point Assessment. Regular checks will be conducted between you and your mentor to ensure you are on track with logging your OTJ hours. It is essential to keep your records up to date and ensure you meet the required hours for your apprenticeship to progress smoothly.

BUT WHAT SHALL I LOG?

Is it directly relevant to the apprenticeship standard or framework?

Is it teaching new knowledge, skills and behaviours?

When Is the learning taking place within your normal working hours? (paid hours excluding overtime).

If it's English or Maths, is it above level 2?



The logo features a stylized speech bubble icon composed of overlapping geometric shapes in shades of brown and gold.

LEARNER ENROLMENT

1

LEARNING PLATFORM

You'll receive an email from our bespoke learning platform with an invitation to unlock your account. The email will include instructions on how to do this.

2

ENROLMENT FORM

Once you've unlocked and accessed your account, you'll be asked to complete an enrolment form. You'll need to describe your current role and upload your CV, ID, and, if applicable, your equivalent Maths and English certificates.

3

SKILL SCAN

After completing the enrolment form, you'll be asked to complete a Skill Scan. To be eligible for an apprenticeship, you'll need to demonstrate that your Knowledge, Skills, and Behaviours (KSBs) require significant upskilling.

4

INITIAL ASSESSMENTS

You'll receive a login for Century, the platform we use for initial assessments. You must complete these assessments to support your programme before the launch call.

5

SAFEGUARDING LECTURE

We ask that you book this mandatory lecture and attend it as part of your enrolment. You'll receive an email inviting you to the Wider Learning Lectures,

6

SIGNATURES

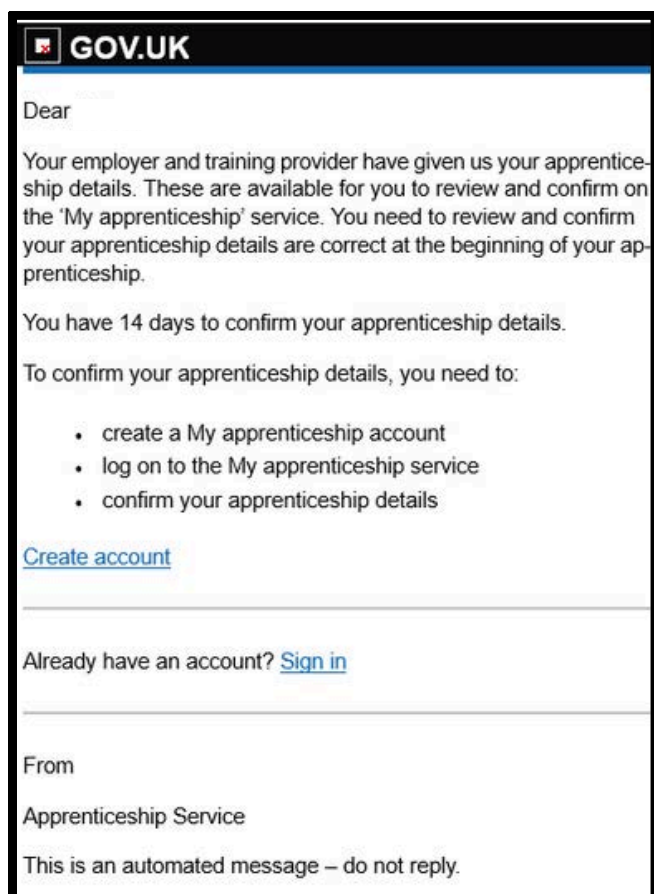
Before the launch, you'll receive a Training Plan and Apprenticeship Agreement in your learning platform inbox to sign. Once you've signed these documents and attended your launch call, your enrolment will be complete.

LEARNER ENROLMENT

7

CONFIRM YOUR APPRENTICESHIP DETAILS

This step is important to ensure your apprenticeship is officially registered and that you receive the correct support and funding. You will receive an email with instructions on how to create an account on the Government website. Please follow the steps in the email to set up your account and confirm your apprenticeship details.



GOV.UK

Dear [Name],

Your employer and training provider have given us your apprenticeship details. These are available for you to review and confirm on the 'My apprenticeship' service. You need to review and confirm your apprenticeship details are correct at the beginning of your apprenticeship.

You have 14 days to confirm your apprenticeship details.

To confirm your apprenticeship details, you need to:

- create a My apprenticeship account
- log on to the My apprenticeship service
- confirm your apprenticeship details

[Create account](#)

Already have an account? [Sign in](#)

From
Apprenticeship Service

This is an automated message – do not reply.

Confirm my apprenticeship details

Your employer and your training provider have entered your apprenticeship details into our service. You should review and confirm your apprenticeship details are correct when starting your apprenticeship.

You should use this service to:

- check and confirm your apprenticeship details
- understand what's expected of you during your apprenticeship
- understand what's expected of your employer and your training provider during your apprenticeship
- find support and information for your apprenticeship

You need a GOV.UK One Login to sign in to this service. You can create one if you do not already have one.

Start now >

STUDENT DISCOUNT CARDS

Whilst enrolled and completing an apprenticeship you are eligible for an NUS Apprentice Extra card which will entitle you to a range of fantastic discounts and other benefits. To order one you will need to visit - [APPRENTICE EXTRA IS NOW TOTUM APPRENTICE | TOTUM](#)



ADDITIONAL

LEARNING NEEDS (ALN)

INTRODUCTION

Creating an inclusive workplace where individuals of all abilities can flourish benefits everyone. By understanding Additional Learning Needs (ALNs), providing tailored support, and embracing diversity, we can help create a more productive, innovative, and compassionate environment for all. As part of the apprenticeship support, assistance is provided for any Additional Learning Needs (ALN), which is an umbrella term covering various learning challenges you may face.

INDIVIDUAL ASSESSMENT

The examples listed to the right are not exhaustive, but they give an overview of the types of support available, if applicable to you. If you are referred for ALN support, we will first complete an individual assessment. This involves discussing your medical history, educational history, learning styles and preferences, current academic performance, social and emotional well-being, available support services, and creating a bespoke support plan tailored to your needs.

DYSLEXIA AND DYSCALCULIA

VISUAL IMPAIRMENT (VI) AND DEAFNESS

SPEECH AND LANGUAGE DIFFICULTIES

AUTISM SPECTRUM DISORDER (ASD)

MODERATE LEARNING DIFFICULTIES (MLD)

PROFOUND AND MULTIPLE LEARNING DISABILITIES (PMLD)

ATTENTION DEFICIT HYPERACTIVITY DISORDER (ADHD)

COMPLEX HEALTH NEEDS AND PHYSICAL DIFFICULTIES

WHO PROVIDES SUPPORT?

1. Internal SME (Subject Matter Expert) - Your apprenticeship programme will have an internal Subject Matter Expert who can offer specific advice and guidance related to your apprenticeship content. They help to ensure that the learning materials and support are accessible and relevant to your needs, and provide expertise in the subject area.
2. Clear Links For Professional Support - For more in-depth professional support, we refer you to Clear Links, a dedicated service designed to offer specialised assistance. Clear Links connects you with experts who can assess your needs and provide tailored interventions, ensuring you receive the right level of support for your learning challenges.
3. Support from Trainers and Mentors (Including Functional Skills Tutors) - Your trainers and mentors are a primary source of support throughout your apprenticeship. They offer regular one-to-one sessions to check your progress, address concerns, and help you overcome any challenges you may encounter. This includes Functional Skills tutors, who can support you with Maths and English learning needs and provide additional resources to ensure you succeed.
4. Signposting to External Support Organisations - In some cases, further support may be needed that is outside the scope of what we can provide directly. In these situations, we will signpost you to relevant external support organisations that specialise in Additional Learning Needs.

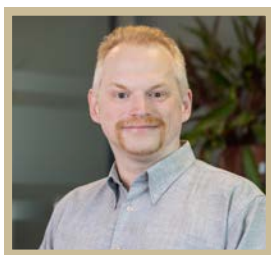


INTERNAL

PASTORAL SUPPORT

WE ARE HERE TO HELP...

Our team also hold specialist roles in areas such as safeguarding, mental health, SEND (Special Educational Needs and Disabilities), and Prevent. If you're unsure who to contact directly or need help identifying the right person to assist you, please email us at training@clearquality.co.uk. We will ensure that the appropriate specialist reaches out to support you.



ED JOHNSON

Designated Safeguarding Officer

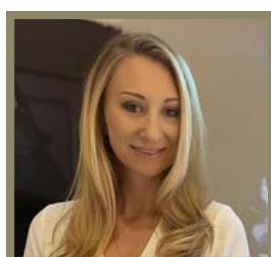
Ed.Johnson@clearquality.co.uk



AMY ARMSTRONG

Deputy Safeguarding Officer

Amy.Armstrong@clearquality.co.uk



SARAH SHARPE

SEND Officer (Special Educational Needs and Disabilities)

Sarah.Sharpe@clearquality.co.uk



LOUISE MCMAHON

British Values & Prevent Lead

Louise.McMahon@clearquality.co.uk





PASTORAL SIGNPOSTING

ACAS

ACAS provides free and impartial information and advice to both employers and employees on all aspects of workplace relations and employment law, including those related to mental health. ACAS helps to foster good relationships between employers and employees, and also offers conciliation services to resolve workplace issues.

Telephone: 0300 123 1100

Website: [acas.org.uk](https://www.acas.org.uk)

MIND INFOLINE

Mind Infoline provides confidential support and information on a range of mental health-related issues, including where to get help, drug treatments, alternative therapies, and advocacy. Mind also has a network of nearly 200 local Mind associations offering services in your area.

Telephone: 0300 123 3393 (9am-6pm Mon-Fri except bank holidays)

Email: info@mind.org.uk

RETHINK MENTAL ILLNESS ADVICE LINE

Rethink Mental Illness provides expert mental health information and advice on practical issues. They also offer support to carers, health professionals, employers, and staff.

Telephone: 0300 5000 927 (9.30am-4pm Mon-Fri except bank holidays)

Email: info@rethink.com

Website: rethink.org/about-us/our-mental-health-advice

SAMARITANS

Samaritans provides emotional support 24 hours a day, 365 days a year. They offer a safe space for you to talk about feelings of distress and despair, providing confidential and non-judgemental support.

Telephone: 116 123 (Freephone 24 hours a day)

Website: [samaritans.org](https://www.samaritans.org)

CALM

CALM offers a helpline and live webchat to support anyone affected by mental illness. They are available every day of the year from 5pm to midnight.

Telephone: 0800 58 58 58 (5pm-12am)

Website: <https://www.thecalmzone.net/get-support#open-calm-bot>

For any general queries please email training@clearquality.co.uk and our team will get back to you.

ANXIETY UK

Anxiety UK offers tailored support for those suffering from anxiety and anxiety-based depression. They also provide fast access to a range of psychological therapy services, including counselling, Cognitive Behavioural Therapy (CBT), Compassion Focused Therapy (CFT), clinical hypnotherapy, and Eye Movement Desensitisation and Reprocessing (EMDR) therapy, with appointments available in person, online, and by telephone.

Telephone: 03444 775 774 (9.30am-5.30pm Mon-Fri), text service on 07537 416905 (24 hours a day)
Website: <https://www.anxietyuk.org.uk/get-help/>

SANE MENTAL HEALTH HELPLINE

SANE runs an out-of-hours helpline offering specialist emotional support and information to anyone affected by mental illness, including family, friends, and carers. They are open every day of the year from 4:30pm to 10:30pm.

Telephone: 0300 304 7000 (4:30pm-10:30pm)

Website: sane.org.uk/what_we_do/support/helpline



BREAKS IN LEARNING

WHAT IS IT?

A break in learning is a temporary pause in your apprenticeship programme lasting a minimum of four weeks. It can be requested for various reasons, as outlined in the latest ESFA guidance.

The main reasons for requesting a break in learning are listed on the right: Breaks in learning should not be granted for holidays, public holidays, short-term absences, if you are behind on work, or if you are too busy with your employed work. Breaks are intended for specific, eligible reasons as outlined in the ESFA guidance.

KEY POINTS

A break in learning (BiL) must last a minimum of 4 weeks but can extend up to 12 months (1 year), providing you with flexibility to pause your learning if needed. You can return to your apprenticeship and resume learning at any time within this period, with your learning and progress typically resuming from where you left off.

BiLs are designed to give you the opportunity to manage personal issues without fully interrupting or losing your apprenticeship. Once the break is over, you can re-engage with your training provider and continue your apprenticeship with minimal disruption.

For more information please email training@clearquality.co.uk and our team will get back to you.

MEDICAL LEAVE

PARENTAL LEAVE

PERSONAL CIRCUMSTANCES

OTHER EXCEPTIONAL SITUATIONS

NO LEARNING TAKEN PLACE FOR 8 WEEKS

PROCESS

If you wish to take a Break in Learning (BiL), you should first discuss your request with your mentor or tutor.

After this discussion, the request will be reviewed with your employer and will go through an approval process.

A BiL can only be confirmed once all parties have agreed to it. It is important to communicate your request early and follow the necessary steps to ensure the process runs smoothly.



GAIN YOUR LIFE-LONG CERTIFICATES FUNCTIONAL SKILLS

If you do not have GCSE/Level 2 equivalent Maths and English evidence, you will need to attend Functional Skills training. You will have 42 days from your launch call to submit your evidence to exempt you from Functional Skills. For those not required to achieve Functional Skills, these skills will be embedded and supported throughout the main programme.

MOCK EXAMS, REAL EXAMS AND RESITS

You will be given mock exams to help prepare you for your real exams. If needed, you can resit your exams as many times as required to ensure you succeed.

YOUR TUTOR

Your personal tutor will always be available to support you throughout your entire journey, providing guidance whenever needed.

WORKSHOPS

You will be able to book onto live learning through weekly workshops for both Maths and English.

CENTURY

Century is the eLearning platform used to allocate bite-sized 'nuggets' of independent work, helping you progress through your learning at your own pace.

INITIAL ASSESSMENT

An initial assessment is completed upon apprenticeship enrolment and before enrolling on Functional Skills. All learners must complete this assessment.

LAUNCH CALL

A Functional Skills launch call takes place separately from your apprenticeship launch call. During this, you will set expectations for the course, understand the process, and meet your tutor.

DIAGNOSTIC ASSESSMENT

A diagnostic assessment is carried out so your tutor can create a personalised learning plan tailored to your individual needs.

1-1 SESSIONS

All Functional Skills learners will have scheduled 1-1 sessions with their personal tutor at least once a month to track progress and offer additional support.

OUR APPROACH



FUNCTIONAL SKILLS & EPA LEAD - JO MORGAN

Jo.Morgan@clearquality.co.uk

If you need guidance on which workshops would be most beneficial for you, feel free to contact your Functional Skills tutor directly for advice and support.

Please book via the QR code:





POST APPRENTICESHIP RECOGNITION PARS SCHEME

WHAT IS IT?

The Post Apprenticeship Recognition Scheme (PARS) has officially launched in the UK, offering qualified apprentices the opportunity to receive post-nominal designations—letters that appear after their name. Introduced by the Association of Apprentices (AoA) and the Chartered Institution for Further Education (CIFE), this scheme aims to provide professional status to individuals who have completed their apprenticeships. PARS recognises the value of the apprenticeship pathway, celebrating the skills gained and the commitment to ongoing development and professional standards demonstrated by those who complete their programmes.

ELIGIBILITY

To apply for the Post Apprenticeship Recognition Scheme (PARS), applicants must:

- Have completed an apprenticeship in the UK on or after 1 January 2019.
- Be in possession of their official apprenticeship completion certificate – applications cannot be made until this certificate has been received.
- Have the support of their employer or an industry-linked sponsor, including their name and contact details.

HOW TO APPLY

The PARS application can be completed online here:

<https://pars.awardsplatform.com/>.

Applicants should have the information outlined above ready to support their application. The service aims to respond to applicants within 6 weeks of submitting their application form.

PARS
Post-Apprenticeship
Recognition Scheme





ROLES AND RESPONSIBILITIES

CODE OF CONDUCT

Programme Delivery and Support

- Clear Quality provides high-quality learning materials, support, and guidance throughout the programme.

Learning and Evidence

- Learning must be completed and evidenced every 4 weeks to avoid mandatory breaks in line with funding rules.
- A minimum of 24 hours of training must be recorded every 4 weeks, with OTJ logs uploaded at the end of each learning activity.

Attendance and Engagement

- Attendance at 1-2-1 sessions is mandatory, and cameras must be on during virtual calls.
- If unable to attend a lecture, inform your trainer to receive materials and 1-2-1 support if needed.

Progress Reviews

- Employers will be invited to reviews every 8 weeks.

Learning Approach

- Use bite-sized learning to meet deadlines and targets.
- Take advantage of available technology to work efficiently.

Communication

- Speak with your trainer or mentor if any issues arise.



COMPLAINTS AND APPEALS PROCEDURES

COMPLAINTS

A complaint is an expression of dissatisfaction concerning a product or service provided by Clear Quality Limited.

We take all complaints extremely seriously, and our staff are trained and committed to resolving any issues as soon as they are brought to our attention. We recognise that a customer whose complaint is handled to their complete satisfaction is more likely to become a repeat customer. Therefore, if you are dissatisfied with the service you have received, we ask that you bring this to our attention as soon as possible by speaking to your consultant, auditor, or course tutor in the first instance.

If this does not provide a satisfactory resolution, or you feel it is inappropriate to address your complaint to the tutor, please contact our Quality Lead via one of the following options:

Call: 01709 918501

Email: qa@clearquality.co.uk

Write to: Quality Lead, Clear Quality, The Gallery, Unit 3, Concept Court, Wath upon Dearne, Rotherham S63 5BD

When contacting us, please provide your full name, contact details, and include a daytime telephone number, along with:

- A full description of your complaint (including the subject matter, and dates and times if known).
- Any names of the people you have dealt with so far.
- Copies of any evidence you might have related to the complaint.

We kindly ask that you raise your complaint as soon as possible after the event, so that we can investigate it fully.

The Quality Lead will investigate your complaint and respond to you within 21 days.

OTHER

To learn more about any of our other policies and procedures and to receive copies to review of any of our policies, please contact training@clearquality.co.uk.



COMPLAINTS AND APPEALS PROCEDURES

APPEALS

Clear Quality Limited Appeals Procedure should be used when clients or learners are unhappy or dissatisfied with any stage of the assessment process and have been unable to resolve the issue directly with the auditor or tutor concerned. There are 3 stages in the appeals procedure, and each stage must be exhausted before proceeding to the next one. The main reasons for an appeal are likely to be:

Clients or learners do not understand why they are not yet regarded as competent, due to a lack of or unclear feedback on the examination or audit results. • Clients or learners believe they are competent and that the auditor or tutor has marked the examination or audit incorrectly.

- The client or learner is dissatisfied with the quality of the audit or examination questions or report.
- The client or learner is unhappy with the audit or examination process.

STAGE 1 In the first instance, the client or learner should try to resolve the issue with the auditor, consultant, or tutor where this is appropriate.

The appeal must be in writing and should clearly indicate:

- The points of disagreement.
 - The evidence that they believe shows they meet the requirements for claiming competence.
- The auditor or trainer will review the appeal and provide a written response within 10 working days of receiving the appeal.

STAGE 2 If the client or learner is not satisfied with the outcome of the Stage 1 appeal, they can appeal to the Quality Lead. This appeal must be in writing, but there is no need to repeat the details provided in Stage 1, as all the documentation used at Stage 1 will be passed to the Quality Lead. The Quality Lead will contact the client or learner and the auditor or trainer within 10 working days of receiving the Stage 2 appeal to arrange a meeting to discuss the issues. After fully considering the issues, the decision will be notified to all parties involved within 10 working days.

STAGE 3 If a mutually acceptable solution is not reached at Stage 2, the Training and Certification Director will notify the employer and the regulatory body, informing them of all issues, including all documentation from Stage 1 and Stage 2.

A meeting will be held between the Quality Lead, the employer, and the regulatory body to discuss the plan of action and the appeal. This consideration and investigation will lead to a final decision. The appeal will either be upheld or rejected. This decision will be final.

All appeal letters should be addressed to: Quality Lead, Clear Quality, The Gallery, Unit 3, Concept Court, Wath upon Dearne, Rotherham, S63 5BD



VARYING PARTIES

INSTITUTE FOR APPRENTICESHIPS

The Institute for Apprenticeships and Technical Education ensures that the apprenticeship standards you follow are of high quality and meet industry needs. They collaborate with employers and training providers to make sure you are gaining the right skills for your job. This ensures your apprenticeship is designed to give you the best chance of success in your chosen career.

EDUCATIONS AND SKILLS FUNDING AGENCY (ESFA)

The Education and Skills Funding Agency (ESFA) provides government funding to support your apprenticeship. This funding enables you to access the training and resources needed to complete your apprenticeship and gain valuable skills for your future career. By ensuring that both your employer and training provider receive the necessary financial support, the ESFA helps ensure your apprenticeship runs smoothly.

END POINT ASSESSMENT (EPA) ORGANISATION

The End-Point Assessment (EPA) is a key part of your apprenticeship journey. It serves as an independent evaluation of the knowledge, skills, and behaviours you have developed throughout your training. The EPA assesses how well you can apply what you've learned in a real-world context, ensuring that you are occupationally competent in your chosen field. Successfully completing the EPA confirms that you are ready to take on the responsibilities of your role and can perform effectively in the workplace.

AWARDING BODY

The awarding organisation is responsible for issuing your Functional Skills certificates upon successful completion of your qualification. In addition to awarding certificates, the awarding organisation provides support and guidance on how qualifications are delivered and assessed. This ensures that training providers and employers understand the requirements for delivering the qualifications effectively. Their expertise ensures that you are assessed fairly and meet the necessary standards for your qualifications.



LEARNER

TESTIMONIALS

AJAY, SAFETY HEALTH & ENVIRONMENT TECHNICIAN LEVEL 3

"In this module I learned about the benefits of a H and S management system, benefits of ISO 45001, 14001 and how to prepare for an ISO audit. As a ISO certified company, now I will be able to involve myself more and help my company in staying compliant with ISO."

TONY, TEAM LEADER LEVEL 3

"There was an accident at work the day after I attended the lecture. What I learnt in the lecture helped with the process of reviewing the accident and putting safety measures in place."

ANNA, QUALITY PRACTITIONER LEVEL 4

"This module was an excellent source of knowledge about Control Plan and Control Chart. In my work, I will use both of these tools as they allow for strict control of the process and for noticing any deviations from accepted standards."

LAURA, DATA PROTECTION & INFORMATION GOVERNANCE LEVEL 4

I particularly enjoyed the guided learning module on Cybersecurity. I have always been interested in this field and this has been an opportunity to learn new ways to keep information safe in the digital environment."

ELAINE, GOVERNANCE OFFICER LEVEL 4

"I found this really helpful and relevant to my role, some good learnings on auditing to take away and use in every day work life"

EMILY, OPERATIONS MANAGER LEVEL 5

"I have learnt so much about patient centred care and always find myself thinking about it and how I can apply it to the patients I speak to. I have even discussed the importance of it to my colleagues in order for them to hopefully take advantage of it more in future. The lecture with Ed and the rest of my group was informative, helpful and had a relaxed, fun vibe to it which I always appreciate as sometimes, meetings can be very 'proper' and a bit boring."

QUALITY PRACTITIONER LEVEL 4 APPRENTICESHIP



CONTENT

- The Quality Practitioner Work-based learning covers:
- Formulating Quality Strategies.
- Managing customer satisfaction.
- Managing supplier performance.
- Deploying Quality Policies and Governance.
- Guiding and supporting others to improve quality competency and performance.
- Planning, Developing and Conducting Control.
- Plans and Audits.
- Solving Quality problems.
- Quality risk management.

SUITABLE FOR

his work-based learning programme is a great opportunity to develop your skills in managing ISO within your organisation. It is open to learners of all ages, and you don't need any previous qualifications to be eligible—so long as you are in, or moving into, a quality-related role.

The programme is designed for a variety of industries, including automotive, defence, food, engineering, manufacturing, aerospace, pharmaceutical, nuclear, retail, financial services, logistics, rail, the public sector, government organisations, and many more.

DURATION

COURSE DURATION: 14 MONTHS.

REGULATORY COMPLIANCE OFFICER LEVEL 4 APPRENTICESHIP



CONTENT

- Assessing a business against the law &/or relevant audit standards.
- Working with businesses & providing IAG on complying with relevant legislation.
- Collecting & analysing business data.
- Conducting risk assessments.
- Auditing & monitoring business compliance.
- Writing reports following inspections or audits.
- Liaising with regulators to resolve any issues of non-compliance.
- Managing relationships with regulators.
- Dealing with complaints .

SUITABLE FOR

This work-based learning programme offers a fantastic pathway to help you build your skills in managing ISO within your organisation. It's open to learners of all ages, and you don't need any previous qualifications to apply—just be in, or moving into, a quality-related role within your organisation. This programme is available across a broad range of sectors, including automotive, defence, food, engineering, manufacturing, aerospace, pharmaceutical, nuclear, retail, financial services, logistics, rail, the public sector, government organisations, and many more.

DURATION

COURSE DURATION: 14 MONTHS.



APPRENTICESHIP



CONTENT

- Delivering SHE training.
- Development, management, implementation and monitoring of the Safety, Health and Environmental Management System.
- SHE policies and processes applying generic industry guidance.
- Workplace instructions and suppliers' or manufacturers' instructions.
- SHE inspections and monitoring systems.
- Monitoring, analysis of and reporting of SHE performance.
- Prepare and maintain SHE record

SUITABLE FOR

This apprenticeship is perfect if you are responsible for workplace safety and compliance or looking to build a career in health and safety. It's suitable for both new and existing employees in health and safety roles, including assistants, coordinators, supervisors, and team leaders. You'll develop essential skills in risk management, accident investigation, environmental policies, and health and safety regulations, helping your organisation stay compliant while creating a safer working environment. This programme is ideal for those working in industries such as manufacturing, construction, logistics, and public services.

DURATION

COURSE DURATION: 13 MONTHS.

GOVERNANCE OFFICER LEVEL 4 APPRENTICESHIP



CONTENT

- The governance function in general.
- Structure and processes for decision making
Organisation's objectives.
- Risk management.
- Analysing data and presenting the outcomes.
- Operating principles and policies, processes, and procedures.
- Develop and produce structured governance documents.
- Develop and run governance meetings.
- Collation and distribution of committee papers.
- Quality management and auditing.

SUITABLE FOR

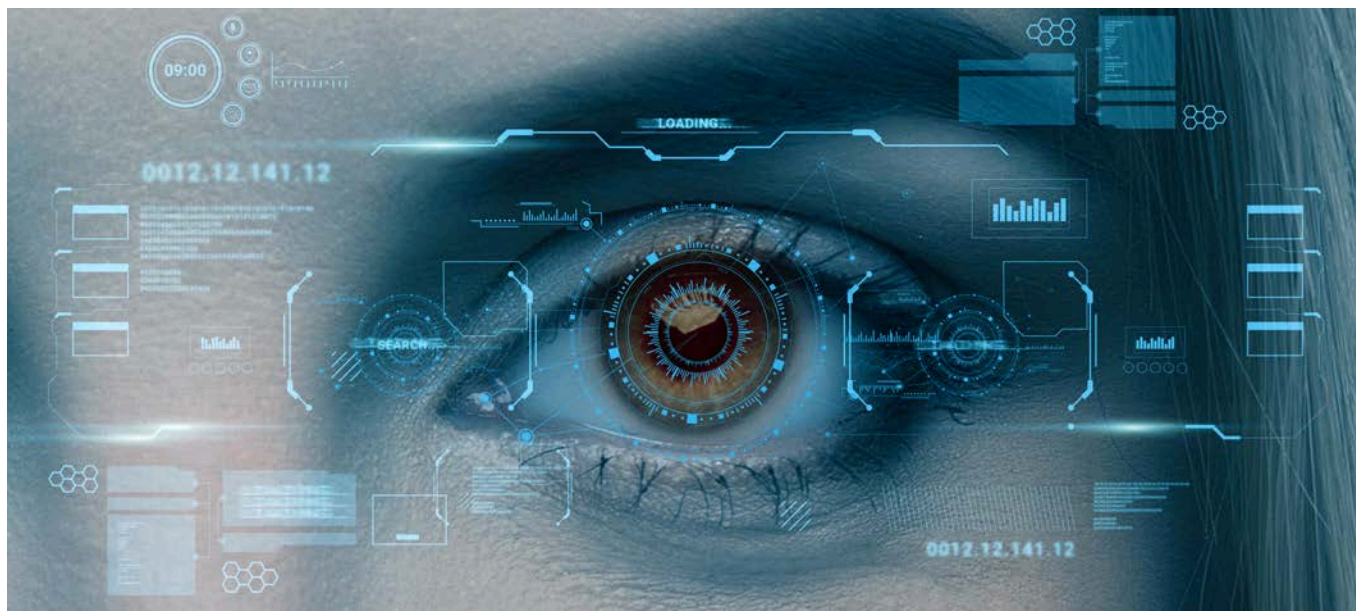
As a Governance Officer, you'll play a key role in supporting your organisation with governance and compliance responsibilities across a range of industries and sectors. This apprenticeship is ideal if you're responsible for maintaining legal and regulatory documents, filing returns with regulators, and advising on governance requirements. In this specialist role, you'll work closely with senior leadership to ensure your organisation meets its compliance obligations, developing valuable skills for a career in governance and regulatory compliance.

DURATION

COURSE DURATION: 14 MONTHS.



APPRENTICESHIP



CONTENT

- Development of policies and guidance.
- Disposal of data in compliance with legislation, regulation and good practice.
- Development and delivery of in-house training and awareness packages.
- Documenting records of processing activities.
- Analysing data and present the outcomes.
- Managing, coordinating and responding to information requests.
- Impact assessments.
- Investigating reported personal data breaches.
- Quality and risk management / Audits.

SUITABLE FOR

As a Data Protection and Information Governance (DP & IG) practitioner, you'll play a vital role in ensuring your organisation complies with data protection regulations, information governance best practices, and relevant laws. This role can be carried out in various settings, including office environments, on-site locations, or remotely.

This work-based learning programme is open to learners of all ages, with no previous qualifications required. As long as you are currently in, or moving into, an information management role within your organisation, you can apply and start developing essential skills in data protection and governance.

DURATION

COURSE DURATION: 16 MONTHS.

INTERNAL AUDIT PRACTITIONER LEVEL 4 APPRENTICESHIP



CONTENT

- Commercial Awareness.
- Corporate Governance.
- Risk Management.
- Organisational Business Processes.
- Risk and Control.
- Audit Methodology.
- Building Relationships.
- Communication & Collaboration.
- Data Analysis, Systems and IT skills.
- Time Management.
- IIA Certificate in Internal Audit Practitioner/ Audit and Business Risk.

SUITABLE FOR

This apprenticeship is designed for internal auditors working across the public, private, and voluntary sectors. As an internal auditor, you'll play a key role in helping your organisation achieve its objectives by taking a structured approach to managing risk, compliance, and financial functions. Internal auditors serve as the last line of defence, ensuring impartiality and objectivity in assessing an organisation's products and services. This apprenticeship is delivered in partnership with the Chartered Institute of Internal Auditors (IIA), meaning you'll gain three recognised qualifications as part of your training, helping you build a strong foundation for a career in internal auditing.

DURATION

COURSE DURATION: 14 MONTHS.