



Safety  
Health  
Environment  
Organisation

# WORKING WITH SHE ORGANISATION

INTERNATIONAL CENTER GUIDE

3RD EDITION

In Partnership with:



CENTER FOR INTERNATIONAL SKILLS  
AND PROFESSIONAL DEVELOPMENT

**START >**

# FOREWORD...

Thank you for choosing SHE Organisation. We believe that skills and education can transform lives. This stays is at the heart of everything we do-it's about unlocking individual potential to help develop the skills they need to succeed in their personal and professional lives.

Since our founding, we've been dedicated to creating opportunities for growth and development. Our rich history has taught us to be as agile and responsive as the communities we serve. That's why we continually innovate our programs and services to bridge the gaps and empower individuals across the globe.

SHE Organisation is more than just a provider of skills and education services; we exist to ensure that individuals are prepared to contribute to successful communities and thriving economies, both now and in the future.

We have local offices and representatives in many parts of the world, recognizing the importance of our mission internationally and providing support to individuals, employers, and governments locally.

Our organisation comprises several key initiatives, including:

**SHE LEARNING** – offering a wide range of educational programs designed to develop practical skills and knowledge.

**SHE LEADERSHIP** – focusing on high-quality leadership and management skills to support individual career progression and organizational growth.-

**SHE CONNECT** – providing courses, workshops, and one-to-one coaching for personal and professional development.

In this guide, you will find everything you need to get started with SHE Organisation and to become part of a global network of empowered individuals working towards making a difference in their lives and communities.

Our commitment is to put you, our member, first.



Best wishes,  
**Mansfield Saumit**  
Director - Accreditations

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# 1. INTRODUCTION

## 1.1 About the SHE Organisation Guide

**The SHE Organisation Guide will explain what is required to offer SHE products and services in your organisation. The guide applies to all centres operating globally.**

### **A FEW BASICS ABOUT US FIRST**

SHE Organisation is dedicated to empowering individuals through a diverse range of services focused on skill development, education, and personal growth. One of our primary strengths lies in creating programs that ensure participants acquire practical and relevant skills recognized by a wide array of industries. Key to these programs are assessments designed to evaluate the practical abilities and knowledge of participants.

We are recognized by numerous governments and regulators as an authority in skill certification. As a training organisation, we have the authority to grant certificates to participants who successfully complete our programs.

The delivery and assessment of our programs are conducted through our extensive global network of partner organisations, which we refer to as approved centres.

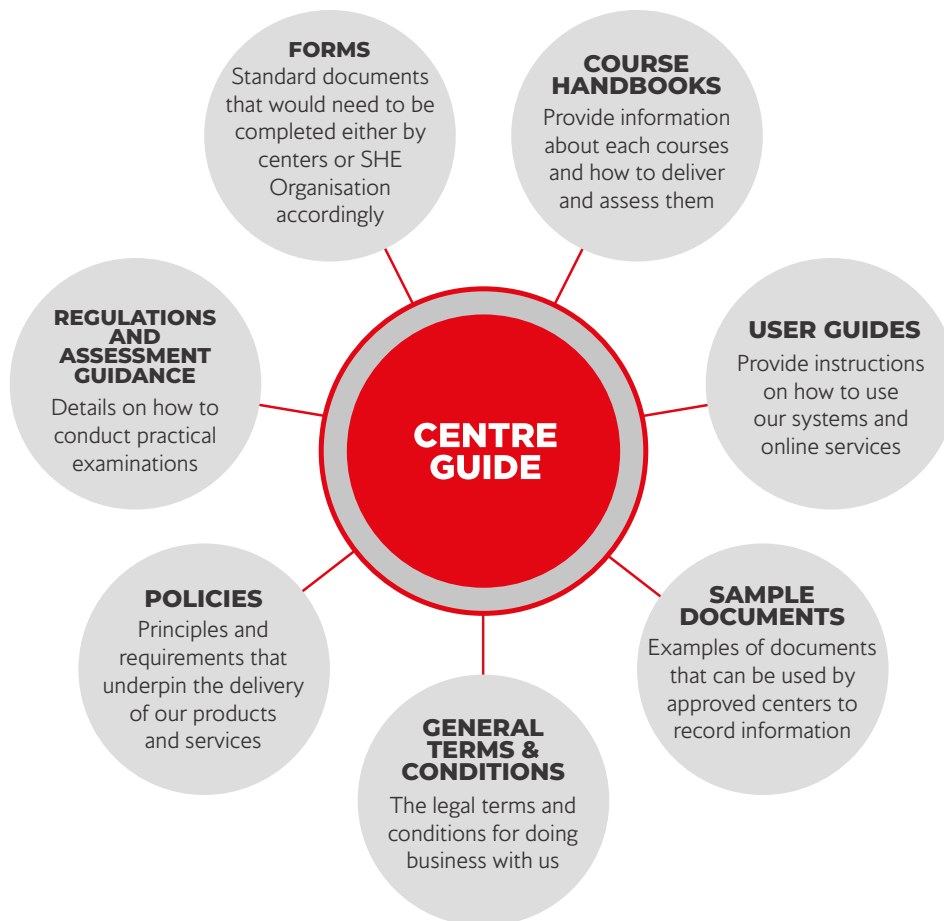
This guide will help you understand what is required to become a SHE Organisation approved centre and will provide ongoing guidance and support in delivering our programs. We have a robust quality assurance system that underpins our programs. It is essential that all centres adhere to the requirements outlined in this guide to ensure uniformity in standards, assessments, and verification methods across the globe.

This guide will detail our quality assurance system and the various roles and responsibilities of our centres. We will also outline the policies, procedures, and terms and conditions that form the foundation of the relationship between our organisations.

## 1.2 How this Guide is structured

The center guide is the key document that describes the relationship between SHE Organisation and its approved centers. There are also other documents linked to the center guide which set out our requirements and which provide more detailed information and assistance to approved centers.

The diagram below shows the different types of information available and their purpose. More information can be found on the SHE Organisation website - <https://shetraining.co.uk>



## 1.3 Definitions

Before we get started, a quick introduction to some of the language we use

WHEN WE SAY...	...IT MEANS
<b>Approval Process</b>	The process all organisations go through in order to become an Approved Center or to become approved to deliver specific Courses.
<b>Assessment</b>	The process through which evidence is judged by an approved person to determine the knowledge, understanding or competence of a Learner. Assessment can take many forms ranging from formal examinations to demonstrating and recording practical skills
<b>SHE Organisation</b>	That's us! We design and develop courses including the assessment methodology and quality assurance systems to support course delivery and assessment. We also issue the all-important certificate to Learners achieving the requirements of a unit course.
<b>Center</b>	That's you! An organisation (such as a school, college, training provider or workplace) that has been approved by us to deliver courses to Learners.
<b>Internal Quality Assurance</b>	The internal process in the Center which supports the planning and monitoring of training delivery and assessment to ensure it is of good quality, valid, reliable and consistent.
<b>External Quality Assurance</b>	The external validation carried out by SHE Organisation on a center's internal quality assurance to improve quality and ensure compliance with standards and reliability of assessment
<b>Learners</b>	People that have registered with a center to undertake courses - also sometimes known as 'candidates' once registered with SHE Organisation
<b>Course</b>	An SHE Organisation structured program of study designed to impart knowledge and skills in a specific subject or area.
<b>Course Handbook</b>	The document which provides information on how to deliver and assess the course. It includes information about the structure of the course (e.g. units), levels, assessment methodology, equipment and entry requirements.

## 1.4 Products and Services

We offer a range of services and solutions to help our centers deliver high-value training and assessment.

SERVICE	WHAT IS IT USED FOR
<b>Training Courses</b>	We offer courses across many sectors and industries. Our courses are designed to ensure learners develop work relevant and internationally transferrable skills.
<b>Accreditation of training programmes</b>	Accreditation provides a flexible way of getting our mark of quality for the training you've already put in place - whether as a training provider, employer or government. Our quality assurance consultants will evaluate and review your existing learner programmes to identify how accreditation support it. You will receive expert support and guidance to ensure your training programmes meet our required standards, quality assurance approach and our assessment of learning outcomes. We will review your learning programme annually to ensure it continues to meet the required quality standards
<b>Online resource materials</b>	A wide range of materials are available to support learning and training delivery such as sample lesson plans, schemes of work, sample tests, presentations and in-class activities.
<b>Online Portfolios</b>	Rather than working with paper portfolios, our web-based e-portfolio system provides an easy to use and efficient way for learners and assessors to capture all their relevant course materials, work and records.
<b>Training</b>	SHE Organisation offers programmes and courses designed to develop the skills of people involved in the deliver of training, assessment, and quality assurance. Our programmes provide essential knowledge and practical skills for anyone involved in training and assessing, regardless of subject or industry
<b>Advisory</b>	Advisory services are where our quality assurance consultants provide on-site practical guidance on how to improve training, assessment and internal processes, documentation and standards. The visits can cover a range of topics from general advice on meeting center/course approval criteria to working on specific areas of operations that need further attention to develop and improve quality.



## 2. GETTING STARTED AS A CENTER

### 2.1 Center approval

SHE Organisation requires all partners offering our programs to be approved. Why? To uphold the highest standards in skills-based training and assessment. We need to ensure that any organisation delivering our programs has the necessary personnel, systems, and facilities for effective training and assessment. Our approval process reviews these capabilities and includes a site visit to confirm that the training organisation meets our standards. The approval process consists of five simple steps.

**1****Pre-approval advice and support**

We will provide advice and support to help you decide which qualifications you want to offer.

**2****Approval applications**

You provide us with information about your organisation

**3****Approval checks and External verifier visit**

We will review your application and arrange an onsite visit to check quality standards.

**4****Approval decision**

Based on the approval checks, we will determine if you meet the required standards at that time.

**5****Approval confirmation**

If you meet the required standards, you'll become an approved center

**14**  
**WORKING**  
**DAYS**

More detail about what happens in each of the steps is provided in the table below...

STEP	WHAT HAPPENS?
<b>1</b>	<b>Pre-approval advice and support</b> We offer courses across many sectors and industries. Our courses are designed to ensure learners develop work relevant and internationally transferrable skills.
<b>2</b>	<b>Approval application</b> Once you decide to partner with SHE Organisation, we will need you to provide information about your centre. Additionally, you must submit details of at least one course you plan to offer at your centre. To initiate the approval process, please complete and submit a Centre Approval Form. At this stage, fees related to the approval application will also need to be paid. By submitting an application, you agree that, if approved as a Centre, you will comply with our policies, requirements, and terms and conditions.
<b>3</b>	<b>Approval checks and External Verifier visit</b> We work with you to learn more about your organisation and assess whether you have the necessary quality assurance processes, systems, personnel, and equipment to effectively deliver our programs and assessments. This process includes a site visit, can also be done virtually, during which we will review the information you have provided and evaluate the facilities, staff, and equipment you plan to use.
<b>4</b>	<b>Approval decision</b> Based on the information you provide and the outcome of the site visit, we will determine if your organisation meets the standards required to deliver SHE Organisation courses. We aim to notify you of our decision within 14 working days.
<b>5</b>	<b>Approval confirmation (you are ready to go!)</b> If your organisation meets the approval requirements, we will confirm that you have been approved to offer SHE Organisation programs and send you a welcome pack. You can then start registering learners and commence the delivery of the programs.
	<b>Or Withheld due to Action Plan</b> If there is insufficient evidence to satisfy the program approval and assessment criteria, we may provide an Action Plan outlining the areas that need further development and the deadline by which improvements must be made.
	<b>Or Declined</b> If a center does not have sufficient quality systems in place that cannot be corrected even with the help of an Action Plan, the application can be declined.

## 2.2 Approval of additional courses

If your center is currently approved by SHE Organisation and you wish to offer additional courses, you will only need to apply for approval of these additional courses. You will need to complete a Program Approval Form. You do not have to resubmit an application for center approval. The program approval process ensures that your center has the necessary teaching, training, and assessment expertise, resources, and facilities to effectively deliver the program. This is particularly relevant for programs that require specialist equipment or technical expertise.

## 2.2 Approving alternative locations

If your organisation operates multiple sites or conducts assessments in different locations, the approval process and ongoing quality assurance may be grouped or linked. You must designate one main center with a formalized central system for management, administration, and quality assurance purposes. Other locations where assessments occur will be categorized accordingly by:

ALTERNATIVE LOCATION TYPE	...WHICH MEANS
<b>Assessment Site</b>	A location that is considered part of the main center must be sufficiently close to allow a quality visit to occur on the same day as the main center. This may include a separate campus or department of a college within the same organisation, or a separate organisation coordinating assessments with the main centre. An assessment site associated with the main centre will be included for approval and quality assurance purposes. The main centre must assume full responsibility for ensuring the quality of assessment and examination processes across all assessment sites. Non-compliance at any assessment site may impact the approval status of the entire centre.
<b>Sub-center</b>	A sub-center is operationally and/or geographically separate from the main center but is connected through common ownership, administration, or governance. Typically, a sub-center has its own physical and staff resources and is located in a different district, city, or country compared to the main center. For approval and quality assurance purposes, each sub-center will be treated as a distinct entity and must undergo the center approval process independently from the main center. The main center must be willing to assume partial responsibility for ensuring the quality of assessment and examination processes across its sub-centers. Non-compliance at any sub-center may impact the approved status of the main center.



## 2.4 Approval period

Approval with SHE Organisation is granted on a continuous basis. However, we will conduct a center review each year to ensure ongoing compliance with our Quality Assurance requirements and the Minimum Fees Threshold, as outlined in [Fees](#) for further details. If center approval is withdrawn, you will no longer be able to submit registrations, issue certificates for learners on any SHE Organisation courses, or use the SHE Organisation logo. We will, however, collaborate with you to ensure that learners who have already registered have sufficient time to complete their courses. Alternatively, we will assist affected learners in transferring to another approved center, if appropriate.

## 3. WORKING WITH US

### 3.1 Our courses

SHE Organisation offers a variety of program types to cater to everyone – from those starting out in their careers to senior managers and master craftspeople.

#### 3.1.1. Course categories, units and descriptions

Here's a brief introduction to the types of programs we offer...

LIST	COURSE TITLE & UNITS	DESCRIPTION
<b>1</b>	<b>Accident Incident Investigation</b> 1 2 3	covers investigation techniques, root cause analysis, and preventive measures. Ideal for safety professionals, supervisors, and managers, it aims to enhance workplace safety and ensure compliance.
<b>2</b>	<b>Agro Safety</b> 1 2 3	course focuses on identifying and mitigating risks in agricultural settings, emphasizing practices to protect workers, machinery, and the environment from hazards like chemicals and machinery accidents.
<b>3</b>	<b>Aviation Safety</b> 1 2	course provides comprehensive training in protocols, regulations, and risk management strategies to ensure the safety of passengers, crew, and aircraft during operations, emergencies, and maintenance activities.
<b>4</b>	<b>Bio Safety</b> 1 2 3	course teaches safe handling of biological materials, emphasizing risk assessment, containment procedures, and regulatory compliance in healthcare environments to protect personnel and surroundings.
<b>5</b>	<b>Care giving</b> 1 2 3 4 5	course teaches practical skills and compassionate care techniques for assisting individuals with daily activities and addressing their medical needs, providing essential support in caregiving roles.
<b>6</b>	<b>Certified Safety Officer</b> 1 2 3	course provides comprehensive safety management, regulatory compliance, risk assessment, and emergency response strategies, preparing them to ensure workplace safety and compliance effectively.
<b>7</b>	<b>Chemical and Radiation</b> 1 2 3	course focuses on handling hazardous chemicals and radiation safely, covers risk assessment, protective measures, emergency response procedures in laboratory and industrial environments.
<b>8</b>	<b>Confined Space Entry</b> 1 2 3	course teaches on safe entry procedures, hazard identification, atmospheric monitoring, and emergency rescue, ensuring worker safety in confined spaces like tanks, silos, and sewers.
<b>9</b>	<b>Construction</b> 1 2 3	course focuses on equipping participants with site procedures, risk management strategies, and knowledge to ensure worker and site safety, reducing accidents and fostering a secure work environment.
<b>10</b>	<b>COMAH and COSHH</b> 1 2	course emphasizes compliance, risk assessment, and safety procedures for managing hazardous materials, ensuring prevention of major accidents in industrial environments.



**11****Cybersecurity**

1 2 3

course focuses on protecting digital systems, networks, and data from unauthorized access, breaches, and cyber threats through robust security measures, risk assessment, and incident response protocols.

**12****Display Screen  
Equipment**

1

course educates users on ergonomic setup, posture, and workstation adjustments to promote comfort and reduce health risks associated with prolonged computer use, ensuring workplace safety and well-being.

**13****Electrical**

1 2 3

course focuses on preventing hazards like shocks and fires through proper installation, maintenance, and usage practices of electrical systems and equipment, ensuring protection for personnel and property.

**14****Energy**

1 2 3

prioritizes safe handling, storage, and use of energy sources, including electricity and renewables, through rigorous protocols, training, and compliance measures to prevent accidents and promote sustainability.

**15****Environment**

1 2 3

course aims to protect ecosystems and human health through pollution prevention, waste management, and sustainable practices, ensuring compliance with regulations for a healthier and sustainable future

**16****Ergonomics**

1

course teaches principles of designing workspaces and tools to fit human capabilities and needs, reducing injuries and enhancing efficiency and comfort in various occupational settings.

**17****Fall Protection**

1 2

course educates workers on safety procedures, equipment usage, and regulatory compliance to prevent falls from heights, emphasizing risk assessment and proper techniques to ensure workplace safety.

**18****Fire**

1 2 3

course trains learners in fire prevention, emergency response, and evacuation procedures, emphasizing safety protocols, risk assessment, and compliance with regulations to safeguard lives and property.

**19****First Aid**

1 2 3

course teaches essential life-saving skills including first aid techniques, automated external defibrillator (AED) use, and cardiopulmonary resuscitation (CPR) procedures to respond effectively to emergencies.

**20****Food**

1 2 3

course teaches proper food handling to prevent contamination, emphasizing hygiene, regulatory compliance, and risk assessment to uphold safety standards in food preparation and storage.

**21****Forklift Operator**

1 2 3

course trains on safe operation, maintenance, and compliance for forklifts in industrial settings, emphasizing safety protocols and efficient handling to ensure workplace safety and productivity.

**22****Hazard Management**

1 2 3

course teaches strategies to identify, assess, and mitigate workplace hazards. It covers risk analysis, safety protocols, and regulatory compliance to ensure a safe and compliant work environment.

**23****Hazardous Materials**

1 2 3

course educates on safe handling, storage, and disposal of dangerous substances. It emphasizes regulatory compliance, risk assessment, and emergency response to minimize risks and ensure workplace safety.

<b>24</b>	<b>Health Safety and Environment (HSE)</b> 1 2 3 4	course provides training in workplace health, safety, and environmental management, emphasizing risk assessment, regulatory compliance, and emergency response to foster safe and sustainable working environments.
<b>25</b>	<b>Healthcare</b> 1 2	course provides training in medical practices, patient care, and health management, emphasizing clinical skills, ethical standards, and healthcare system navigation for effective professional development.
<b>26</b>	<b>Industrial</b> 1 2 3	course covers hazard identification, mitigation, and regulatory compliance, emphasizing safe practices and emergency readiness to protect workers and maintain workplace health in industrial settings.
<b>27</b>	<b>Leadership in Safety</b> 1 2	course develops skills in safety management, risk assessment, and regulatory compliance. It emphasizes leadership qualities to foster a culture of safety and accountability in organizational settings.
<b>28</b>	<b>Lifting and Rigging</b> 1 2 3	course provides training in safe lifting practices, equipment operation, and load handling techniques. It emphasizes risk assessment, regulatory compliance, and safety protocols for secure and efficient operations.
<b>29</b>	<b>Maritime and Offshore</b> 1 2 3	course covers safety procedures, risk assessment, emergency response for maritime and offshore environments. It emphasizes regulatory compliance and practices to ensure safety of personnel and operations.
<b>30</b>	<b>Noise Protection</b> 1 2 3	course teaches methods to reduce workplace noise exposure, with emphasis on risk assessment, protective equipment usage, and regulatory compliance to safeguard hearing and enhance overall occupational health.
<b>31</b>	<b>Oil and Gas</b> 1 2 3	course focuses on hazard identification, risk management, emergency response in the industry. It emphasizes regulatory compliance and safety protocols to protect workers and the environment.
<b>32</b>	<b>Port</b> 1 2 3	course covers protocols, risk management, and emergency response for port environments, focusing on compliance, hazard prevention, and operational efficiency for safe port operations.
<b>33</b>	<b>Process</b> 1 2 3	course focuses on preventing accidents and incidents in industrial processes through rigorous protocols, risk assessment, and regulatory compliance to ensure operational safety and environmental protection.
<b>34</b>	<b>Quality Management</b> 1 2 3	course trains learners in methods and principles to enhance product and service quality, emphasizing standards, processes, and continuous improvement to meet customer expectations and organizational goals.
<b>35</b>	<b>Railway and Metro</b> 1 2	course focuses on safety protocols, risk management, and emergency response specific to railway and metro operations. With focus on compliance and best practices in passenger and operational safety
<b>36</b>	<b>Risk Assessment</b> 1 2	course teaches methodologies for identifying, evaluating, and mitigating risks in different contexts. It emphasizes proactive hazard management to ensure safer and more effective operations.

**37****Road and Transport**

course focuses on safe driving practices, traffic regulations, emergency response in transportation. It emphasizes accident prevention, regulatory compliance, and promoting safe behaviors for road users.

**1** **2** **3****38****Scaffolding and Ladder**

course provides training in safe usage, inspection, and compliance for scaffolding and ladders. It emphasizes risk assessment, proper handling, and accident prevention in construction and industrial settings.

**1** **2** **3****39****Security Management**

course focuses on protecting assets and personnel through risk assessment, emergency planning, and compliance with security regulations in diverse environments.

**1** **2** **3****40****Slips and Trips Prevention**

course educates on identifying hazards, implementing preventive measures, and promoting safe practices to reduce accidents in workplaces and public spaces, emphasizing proactive safety measures.

**1****41****Working at Height**

course trains on safety protocols, equipment usage, and regulatory compliance for tasks conducted at elevated locations. It emphasizes risk assessment and prevention to ensure safe working conditions.

**1** **2**

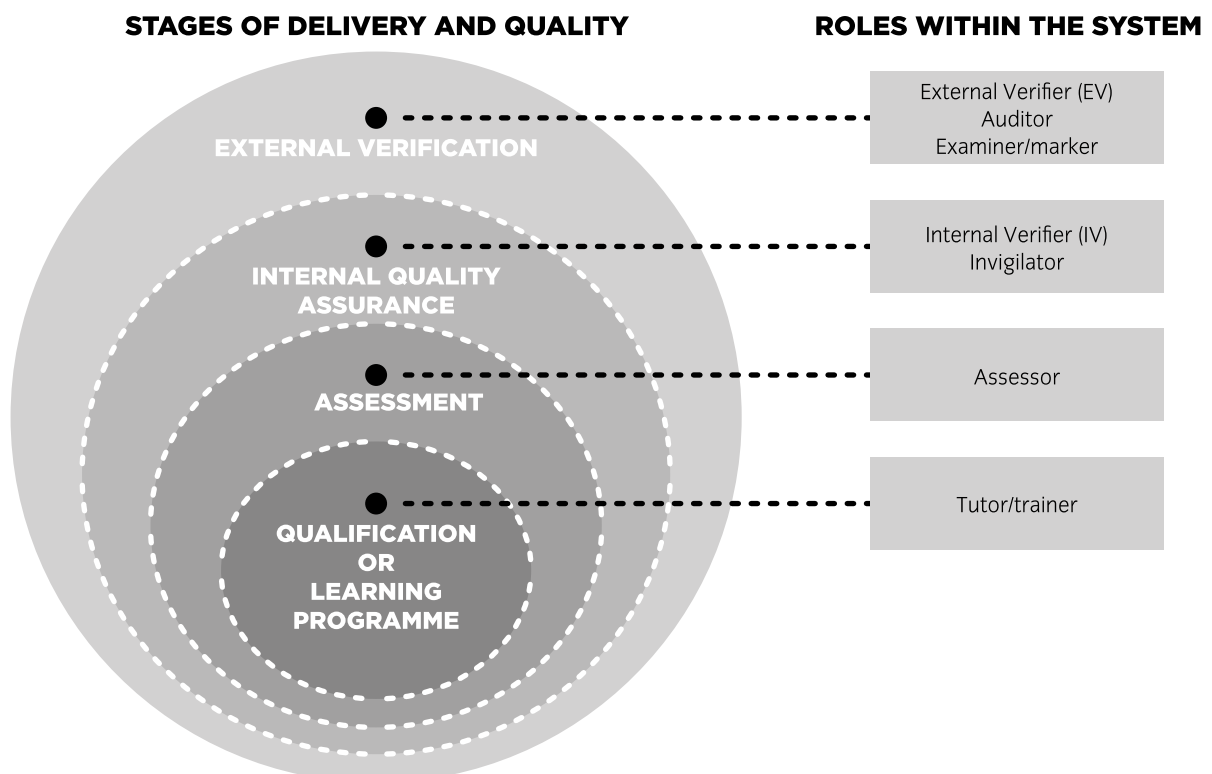
## 3.2 Our quality assurance systems

Quality assurance is integral to our education system. It ensures that learners, employers, and society have confidence that those completing our programs possess the necessary skills and competence for employment, meeting industry standards, or further education. It also plays a crucial role in ensuring that assessments are conducted fairly and consistently within a center and across different centers, irrespective of their location.

### 3.2.1. Quality assurance structure and levels

SHE Organisation is renowned for providing qualifications focused on the skills and knowledge required for work. This reputation is built on a quality assurance system that ensures excellence in training delivery and robust assessment through our international network of centers. Our system operates across several levels, each overseen by individuals in clearly defined roles:

- Learning is structured according to the requirements of the qualifications.
- Assessment is conducted in a planned, fair, and consistent manner.
- Assessment decisions are monitored and confirmed by Internal Quality Assurance (IQA) within the center.
- The delivery of learning, assessment processes, decisions, and the internal quality assurance system undergo independent checks by SHE Organisation through External Verification.



### 3.2.1. Quality assurance structure and levels

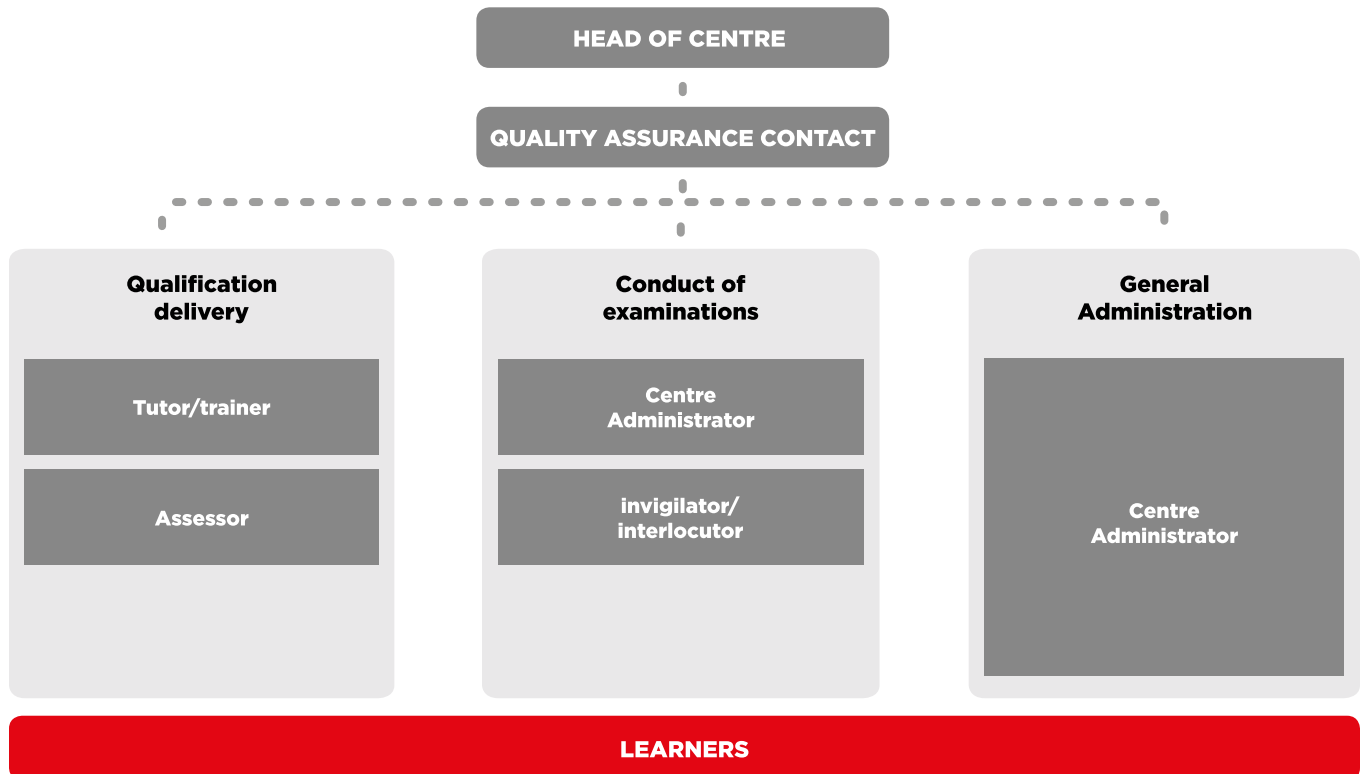
More details about these levels of delivery is provided in the table below...

STAGE	...AND ITS PURPOSE
<b>Qualification or learning programme</b>	Training programs that align with the requirements of qualifications, emphasizing thorough planning, effective training delivery, and continuous monitoring of learner progress and comprehension.
<b>Assessment</b>	The assessment of learners' knowledge or competencies in a systematic, valid, fair, reliable, and consistent manner.
<b>Internal Quality Assurance</b>	Internal processes within the center ensure that training is delivered effectively and assessments are systematically planned and executed in accordance with the qualification assessment strategy, both throughout and upon completion of training programs.
<b>External Verification</b>	External and objective validation of internal quality assurance and assessment by SHE Organisation. This process aims to assist centers in ensuring compliance with all regulations and requirements, and to verify that assessments are conducted in a valid, fair, reliable, and consistent manner.



### 3.2.2. Roles and responsibilities

For everything to operate effectively, several roles are essential as part of an approved centre setup:



More information is provided in the table below about the responsibilities of the each center role and the key activities they will be involved in. Some of these roles can be filled by the same person.

ROLE	DESCRIPTION AND RESPONSIBILITY	KEY ACTIVITIES
<b>Head of Center</b>	The person responsible for the overall management of the center and the services delivered	<ul style="list-style-type: none"> <li>▪ leadership of the center</li> <li>▪ overall management control of operations</li> <li>▪ planning and resource management.</li> </ul>
<b>Center Quality Assurance Contact</b>	The person responsible for overall quality assurance of all SHE Organisation courses being delivered within the center.	<ul style="list-style-type: none"> <li>▪ set center policy on quality assurance</li> <li>▪ ensure quality assurance procedures are implemented correctly and consistently</li> <li>▪ organise external quality visits and inspections</li> </ul>
<b>Tutor/Trainer</b>	The person who delivers training and facilitates learning. They are sometimes the same person as the Assessor on the programme.	<ul style="list-style-type: none"> <li>▪ plan and deliver training that meets requirement</li> <li>▪ prepare learning and support materials</li> <li>▪ facilitate individual and group learning</li> <li>▪ monitor learner commitment and progress</li> </ul>
<b>Assessor</b>	The person who is a subject matter or topic expert who is responsible for making assessment decisions about learner work.	<ul style="list-style-type: none"> <li>▪ plan assessments to meet the requirements of the course standards and guidance.</li> <li>▪ ensure learners are aware of the assessment approach and requirements</li> <li>▪ carry out assessments and make decisions</li> <li>▪ provide constructive feedbacks to learners.</li> </ul>
<b>Invigilator</b>	The person responsible for the conduct and integrity of examinations, whether written, online or practical. This person must always be a different person to the Head of center or tutor for the course to protect independence.	<ul style="list-style-type: none"> <li>▪ ensure examinations are conducted in line with exam regulations.</li> <li>▪ record learner attendance, conduct identification checks (where required) and observe time for the exam</li> <li>▪ protect the security and integrity of question papers immediately before and during the examination.</li> </ul>
<b>Interlocutor</b>	The person responsible for facilitating spoken or oral examinations. This role is commonly used for spoken English examinations and may be appointed by SHE Organisation depending on the regional quality assurance policy.	<ul style="list-style-type: none"> <li>▪ manage the interaction in the exam and facilitate the learner's performance in accordance with exam guidelines</li> <li>▪ ensure that timings are adhered to as accurately as possible.</li> <li>▪ ensure that all exam documentation is complete</li> </ul>
<b>Center Administrator</b>	The person responsible for the efficient and effective processing of administrative matters in support of the learning processes to ensure compliance with both center and SHE Organisation document requirements.	<ul style="list-style-type: none"> <li>▪ process learner registration, exam bookings, and results submission</li> <li>▪ issue results and certificates</li> <li>▪ secure storage of learner records and exam materials.</li> <li>▪ organisation of examinations in accordance with SHE Organisation regulations</li> <li>▪ main point of contact with SHE Organisation for operational matters.</li> </ul>

### 3.2.2. Roles and responsibilities for external Quality Assurance activities

There are also a number of key roles that SHE Organisation employ to undertake external Quality Assurance activities.

ROLE	DESCRIPTION AND RESPONSIBILITY	KEY ACTIVITIES
<b>External Verifier</b>	The person who undertakes external quality assurance visits to support a range of activities such as center and course approval to audit and monitoring of center performance.	<ul style="list-style-type: none"> <li>▪ make approval visits and recommendations to confirm that organisations can satisfy the approval criteria.</li> <li>▪ undertake visits to ensure that all assessments for SHE Organisation courses are fair, valid, consistent and meet the requirements.</li> <li>▪ provide support and guidance to centers and in particular Internal verifiers and Assessors review assessment, and assessment records</li> <li>▪ confirm that centers have implemented any corrective actions required</li> <li>▪ moderate enter assessed written exam results.</li> </ul>
<b>Auditor</b>	The person responsible for conducting center visits to check compliance with SHE Organisation quality assurance policies and to ensure exams are conducted in accordance with regulations.	<ul style="list-style-type: none"> <li>▪ audit the overall management and administrative systems and internal quality arrangements</li> <li>▪ approval visits to ensure that examination center satisfies the approval criteria</li> <li>▪ maintain records of center visits and audit activity and report back to SHE Organisation</li> </ul>
<b>Examiner/Marker</b>	The person that marks exam papers against a set of criteria to test learner's knowledge or proficiency. The examiner is usually a subject matter expert in the course for which they undertake this role	<ul style="list-style-type: none"> <li>▪ receive completed exam scripts and mark against assessment criteria.</li> <li>▪ finalise marks by section and overall paper.</li> <li>▪ identify and report any evidence of malpractice.</li> </ul>

### 3.3 Examinations

Many of our courses require learners to sit a formal examination with question papers prepared and marked by SHE Organisation. These examinations are designed to test the theoretical knowledge, understanding, or expertise of learners and are often summative in nature, meaning they assess overall learning towards or at the end of the learning process.

PROGRAMME/QUALIFICATION DELIVERY AND QUALITY ASSURANCE ACTIVITIES FOR EXAMINATIONS						
	PROGRAMME PLANNING	TRAINING DELIVERY	ASSESSMENT (EXAMINATION)	AUDIT	MARKING	RESULTS AND CERTIFICATION
<b>Roles and key tasks</b>	<b>Tutor:</b> Plan course delivery and preparation for assessment	<b>Tutor:</b> Deliver training, mentor and support learners	<b>Invigilator:</b> Oversee conduct of exams <b>Interlocutor:</b> For spoken English exams	<b>Auditor:</b> Check conduct of exams	<b>Examiner/Marker:</b> Mark completed exam scripts; Identify and report any evidence of malpractice	<b>City &amp; Guilds:</b> Confirmation of results and issue of certificates
<b>Documents and support materials</b>	<ul style="list-style-type: none"> <li>qualification handbook</li> <li>programme plans</li> <li>assessment plans</li> </ul>	<ul style="list-style-type: none"> <li>teaching and learning materials</li> </ul>	<ul style="list-style-type: none"> <li>conduct of examinations</li> </ul>	<ul style="list-style-type: none"> <li>quality assurance policies and procedures including conduct of examinations</li> </ul>		<ul style="list-style-type: none"> <li>notification of results and certificate</li> </ul>

Examinations can take different forms, including paper-based or online, short-answer, or multiple-choice. The assessment date may be fixed by SHE Organisation (Dated exams) or chosen by the center (On Demand exams). In all cases, examinations must be conducted under controlled conditions to minimize the risk of malpractice. Exam materials (if paper-based) must be securely stored to prevent the exposure of exam questions.

The detailed requirements for conducting examinations are:

TOPIC	...AND THE MINIMUM REQUIREMENTS
<b>Facilities</b>	Facilities must be appropriately sized, well-lit, ventilated, and equipped with necessary furniture to ensure a comfortable and secure environment. They should be accessible to all learners, including those with disabilities, and secure to ensure safe storage of exam materials. Proper monitoring with invigilators is essential to maintain the integrity of our examination process.
<b>Security</b>	Security is essential to maintain the integrity of the examination process. This includes the secure storage of exam materials to prevent unauthorized access, the use of controlled conditions to minimize the risk of malpractice. Ensuring that only authorized personnel handle exam materials and that all regulatory requirements are strictly followed is crucial for upholding the credibility of our assessments.
<b>Invigilation</b>	Invigilation is crucial for maintaining the integrity and fairness of the examination process. Invigilators are responsible for overseeing the exam environment, ensuring that all regulations are followed, and preventing any form of malpractice. They verify the identity of learners, provide instructions, monitor the conduct of the exam, and address any issues that arise during the examination. Their presence ensures that examinations are conducted in a controlled manner.
<b>Administration</b>	Administration plays a vital role in the smooth execution of examinations. Responsibilities include scheduling exams, preparing and distributing exam materials, and coordinating with invigilators. Administrators ensure that all logistical aspects, such as seating arrangements and exam venue readiness, are in place. Effective communication with learners and staff is essential to address any issues and ensure that exams are conducted according to regulations.

### 3.3.1. External quality assurance for examination

As part of its external quality assurance system, SHE Organisation will arrange for Auditors or External Verifiers (EVs) to audit centers that conduct theory examinations. These Exam Audits will be conducted either on a sample basis or for every examination, depending on the region in which the center operates and the types of examination held. Exam Audits can be announced (with prior notice given to the center before the examination) or unannounced (with no prior notice given).

The purpose of these audits is to ensure that examinations are conducted in accordance with the Guide for the Conduct of Examinations, thereby protecting the integrity of the examination process. Auditors or EVs will observe how exams are conducted and monitor invigilator performance. If irregularities are found during the visit, the center and/or any of its assessment sites or sub-centers may be sanctioned. Depending on the severity of the issue, the center may either be given an agreed action plan to complete within a specified timeframe or have its approval withdrawn.

In some cases, SHE Organisation will appoint invigilators (and interlocutors) who are independent of the centers to manage examinations. This will depend on the region and types of exams being held.

### 3.3.2. Marking

SHE Organisation will mark theory examinations independently of the center, which is a crucial aspect of our external quality assurance system. Where the examination contains written answers, these are marked by examiners who are subject matter experts, based on model answers and guidance prepared by SHE Organisation. Multiple-choice items are often marked by computer.

The marks given by examiners are subject to moderation and statistical analysis to ensure consistency in marking before being finalized as results or grades.





### 3.4 Compliance

Our quality assurance requirements are contained in this Center Guide and the following related documents. Approved centers must comply with - Guide for the Conduct of Examinations

We expect centers to adhere to our Code of Conduct. Centers should be courteous and professional in all communications and apply this code of conduct in all dealings with the Quality Teams and allocated Evs.

With regards to EVs, this means:

- Enabling them to carry out their activities openly and honestly
- Providing timely evidence that will enable them to report honestly, fairly, and accurately on a center's assessment and quality assurance provision
- Working with them to minimize disruption and bureaucracy
- Taking all reasonable steps to ensure their health and safety while on center premises
- Maintaining positive relations and dialogue
- Raising any concerns about their activity with them, promptly and appropriately
- Respecting their right to observe practice and quality assure assessment, and to talk to staff and learners as needed
- Ensuring EVs are accompanied by center staff during any activities or interactions with children, young people, and vulnerable adults

This Code of Conduct must be adhered to, and failure to follow it may affect a center's approval.

#### 3.4.1. Withdrawal and suspension of approval

Center and program approval is granted on a continuous basis. However, in some circumstances, SHE Organisation may have to withdraw or suspend center or program approval before the end of an approval period. Our general terms provide a comprehensive list of circumstances where withdrawal or suspension may occur. These may be summarized as instances where a center (or any related assessment site or sub-center):

- Has not complied with the center guide or related regulations;
- Has not complied with specific program requirements;
- Is subject to any findings of irregularities, malpractice, or has major deficiencies in the assessment process;
- Has failed to remedy any actions or sanctions issued by SHE Organisation within the prescribed time;
- Has done anything which adversely affects the reputation of SHE Organisation.

SHE Organisation may decide to suspend approval for a period of time. This means that the center will no longer be able to register new learners or receive certificates. Suspension is usually implemented in circumstances where there is an ongoing investigation into quality assurance concerns or to allow time to remedy compliance breaches. You have the right to appeal against the withdrawal or suspension of approval, unless the suspension/withdrawal is on financial grounds.

## 4. ADMINISTRATION

### 4.1 Online services

Here's a quick introduction to some of the systems we use for administration...

SYSTEM	WHAT IS IT USED FOR?
<b>SecureAdmin</b>	A secure online administration system utilized for managing administrative tasks related to training. It facilitates the registration of learners, booking of examinations, submission of results, and provides comprehensive information about qualifications and results. The system offers customizable user profiles, allowing us to extend or restrict access based on center-specific requirements, ensuring security and compliance throughout administrative processes.
<b>ExamNet</b>	Is an advanced online examination platform for conducting assessments conveniently and flexibly. It enables the scheduling and administration of exams 24/7, 365 days a year, with instant performance feedback for multiple-choice tests. ExamNet supports various assessment types crucial for SHE Organisation's educational initiatives.
<b>LearnHub</b>	Serves as a centralized online resource center within SHE Organisation, providing educators, assessors, and learners with essential educational materials and tools. It includes access to sample lesson plans, schemes of work, sample tests, presentations, and in-class activities designed to enhance learning and training delivery. LearnHub supports educational goals by offering a repository of resources tailored to improve instructional practices and learner outcomes.
<b>PortfoliosOnline</b>	Is a dedicated e-portfolio system designed to digitize and streamline the management of learner portfolios. It allows for the online storage, management, and assessment of course materials, learner work, and records, replacing traditional paper-based portfolios. It facilitates collaborative planning, assessment, feedback provision, and qualification completion, ensuring transparency and efficiency in portfolio management while adhering to our educational standards.
<b>CertifyNow</b>	Is an integrated system for managing invigilation and certification processes securely online. It provides access to view and verify certificates as PDF copies, along with managing invigilation for high-security tests that require stringent learner identification checks. CertifyNow supports SHE Organisation in maintaining the integrity and reliability of certification processes, ensuring compliance with educational standards and regulatory requirements.

## 4.2 Ordering

### 4.2.1. Learner enrolment numbers

When learner details (e.g., name, date of birth, and gender) are supplied to SHE Organisation for the first time, a unique learner enrollment number will be issued. This lifelong identification number should be quoted for all future activities with SHE Organisation. Enrollment occurs only once for each learner. The seven-digit (three alpha, four numeric) enrollment number is the primary means by which SHE Organisation stores records of achievement.

If it is found that a learner has two enrollment numbers or any details are incorrect, please contact SHE Organisation in writing so that the learner records can be merged or amended. Please note that learner enrollment numbers cannot be given out to anyone over the telephone.

### 4.2.2. Learner registration

For many SHE Organisation courses, registering the learner is mandatory before any other activities can be processed for that learner (such as submitting results from practical assessments). Registration (where required) must be completed within 30 days of a learner commencing the course or program. To submit a registration for a course, you will need the following details for each learner:

- Enrollment number (if one already exists for the learner)
- Full name
- Date of birth
- Gender

### Validity of registration

Learner registrations are specific to a course and valid for a defined period, which is usually three years (but may be shorter if the last certification date for the course is sooner). When a learner's registration has expired, the center will need to re-register the learner using the same enrollment number.

### 4.2.3. Exam bookings

There are several different types of examination offered by SHE Organisation. Some international regions may have different deadlines to allow additional time for processing and delivery of exam papers:

EXAM TYPE	BOOKING REQUIREMENTS
<b>Dated exams</b>	Exam bookings for dated exams (or dated-entry exams), where SHE Organisation determines the exam date, must be received by the 7th day of the month before the exam date. For example, for a June exam, entries would have to be made by the 7th of May.
<b>On Demand exams</b>	On-demand examinations can be taken at any time, provided the booking is made at least 14 calendar days prior to the exam date.
<b>Online exams (e-assessment test)</b>	Computer-based tests are becoming a popular alternative to paper-based exams and are now being offered in an increasing number of courses. Learners registered for a course with an e-assessment test will automatically be eligible for testing with our e-assessment platform.

### Booking deadlines and late entries

Any exam bookings for paper-based examinations made after entry deadlines are considered late entries. Late entries will only be accepted in exceptional circumstances at the discretion of SHE Organisation and will incur late entry fees.

### Additional learners

Centers may not add or replace learners on an exam booking after the entry deadline for the assessment has passed unless agreed in advance with SHE Organisation. Any additional scripts received for learners not included in the exam booking will not be marked, and a result will not be issued.

Where SHE Organisation has permitted a learner to be added to the Invigilation Certificate on the day of the examination without a valid entry, an additional charge will be applied in addition to the normal entry fee.

#### **4.2.4. Results entry**

This order method is used to submit learner results from practical assessments. Orders must show the correct course code and assessment numbers with the mark or grade as appropriate.

Results can only be entered once the learner has completed the requirements of the relevant unit. Under no circumstances can results be submitted prior to the learner completing the unit.

Centers must notify SHE Organisation immediately of any results claimed in error and comply with the specified actions. Any results notifications and certificates related to the error must be returned so they can be invalidated and/or amended as necessary.

#### **4.2.5. Publications and online resources**

Many SHE Organisation courses are supported by teaching and learning materials. Logbooks (where available) are normally dispatched automatically as part of the learner registration process. Publications and access to online resources can be requested online.

#### **4.2.6. Cancellation of orders**

Learner registration, exam bookings, and results entry orders will not usually be canceled, or fees refunded, once processed unless to correct a genuine error. Another learner cannot replace an individual who was part of the original order. Any materials that have already been dispatched, such as logbooks or exam materials, must be returned to SHE Organisation immediately if the order is canceled.

An administration fee may apply if the request to cancel an order is received more than 2 working days after the date of the original order.



### 4.3 Examination management

The proper administration of examinations is critical to safeguard the integrity of the assessment process and support efficient marking and issuing of results. Detailed requirements on how examinations must be conducted are contained in the Guide for the Conduct of Examinations. The section below provides a brief overview of key processes and administrative procedures.

#### 4.3.1. General

Examinations must be conducted at a location approved by SHE Organisation. The administration and invigilation of examinations will vary by region, center, and qualification based on an assessment of risk and the practicalities of conducting the examination in a fair and efficient manner. For example, in some instances, SHE Organisation provides independent invigilators to supervise the examination and manage exam materials. In other cases, centers will manage the entire exam process, including the appointment of invigilators.

The exam must be held on the date and time specified on the exam booking unless authorized in advance by SHE Organisation.



### 4.3.2. Examination materials

Materials for paper-based exams will vary depending on the requirements of the assessment. The most common types used are:

MATERIAL TYPE	WHAT IS IT USED FOR?
<b>Question papers</b>	Containing the exam questions to be answered by learners.
<b>Answer booklet</b>	Used by learners to record answers to exam questions and sometimes combined with the question paper. The learner will need to check that any pre-printed details are correct or complete learner details on the front cover if these are not already printed.
<b>Multiple choice answer sheet</b>	Used for multiple-choice type question papers, the MA is a single-page document where the learner records their chosen answers to questions. The examination details will also be printed on the MA and must not be altered.

Where the examination is administered by the center, materials should be received from us no later than 10 working days before the exam date for a dated exam and no later than 5 working days before an On-Demand exam date.

Exam materials should be checked upon arrival and must be stored securely in a non-portable locked cabinet or room. Access to the secure storage will be authorized by the Center Quality Assurance Contact and must be limited to those personnel directly involved in the exam management process.

Once the exam is completed, all materials (both used and unused) must be dispatched on the day of the examination, by courier or registered mail to the address specified by SHE Organisation for marking.

### Online invigilation

For some types of high-security exams, additional procedures are required to meet exam regulations. In these cases, learner details, including identification information and a photo, will need to be uploaded into an online invigilation system.

## 4.4 Results and certificates

Results and certificates are issued in accordance with the regulations of the course. Some courses also include certificates of unit credit, which are issued upon successful completion of units within the overall course.

### 4.4.1. Results

Results are available in the online system within 24 hours of the result being confirmed by SHE Organisation.

### 4.4.2. Certificates

Printed certificates are usually dispatched within two weeks of the result being confirmed. Online access to PDF versions of certificates is also available through the e-Certificates system.

Certificates may be held by SHE Organisation where center approval or relevant course approval has been suspended on quality assurance or financial grounds, or an External verifier visit is needed to confirm the results of assessments.

Certificates unclaimed by learners should be retained by centers for a minimum of 12 months and can either be destroyed after that time or returned to SHE Organisation for disposal.



### 4.4.3. Certificate verification

Certificates issued by SHE Organisation can be verified through our website to confirm their authenticity and validity. This service is available to learners, centers, employers, and any other interested parties.

To verify a certificate, please visit the SHE Organisation certificate validation page at <https://shetraining.co.uk/validate-a-certificate/>. Enter the required details from the certificate, such as the certificate number or learner's name, and submit the request.

The verification process ensures that the certificate meets SHE Organisation's standards and has not been altered or tampered with. Verified certificates provide confidence to employers and stakeholders regarding the qualifications and achievements of individuals who have completed SHE Organisation's accredited programs.

For any inquiries or assistance regarding certificate verification, please contact SHE Organisation's customer support team.

### 4.4.4. Replacement certificates

Replacement certificates requested within the one month of a certificate being awarded are free if requested by the center. After one month, all requests will be subject to a charge. An administration fee may apply if the replacement certificate is issued to correct errors in the learner information originally supplied.

Learners may independently request additional or replacement certificates at any time. Applications for replacement certificates are only made via the learners email received used during the examination registration, and the replacement certificate (or letter confirming results) will be dispatched directly to the learner. A fee will apply to provide certificate search and issue, which is payable in advance and non-refundable.

## 4.5 Fees

We charge fees for the following activities only:

- Registration, exam booking, results entry, and certification
- Center approval fees, only applicable after two years of free center approval typically given to new centers.
- Late entry fees
- Additional verifier or advisory visits
- Replacement certificates
- Membership, only applicable after one year of free membership typically given to new members
- The currency that fees are charged in and the amount of the fees will vary by region, reflecting the cost of delivering services and support.

### 4.5.1. Administration fees

Administration fees may be charged where:

- Additional assistance is provided to centers to process orders, such as correcting, reformatting, or validating order information
- The order volume is below a pre-agreed minimum threshold
- SHE Organisation provides resources to administer assessments, such as invigilators
- An order is canceled or re-processed to correct an error or omission

### 4.5.2. Refund of fees

Consideration to cancel and refund fees may be given to requests where orders have been made incorrectly, such as on a different level or qualification. Applications for a refund must be received in writing by SHE Organisation within one calendar month of the date of the original order.

Examination fees will be refunded only when the learner is prevented by accident or illness from taking an examination (medical certificate required).

Refunds approved by SHE Organisation will be issued to the center and not to the learner. The center is therefore responsible for paying any refund due to the learner. If a credit note is issued, the value may be deducted by the center from the next payment to SHE Organisation.

## 4.6 Updating Approval information

Center and course approvals are granted based on the information submitted by centers at the time of seeking approval and confirmed by an External verifier or Auditor upon completion of a visit. If at any time during your period of approval there are changes to this information, you must notify us immediately. Failure to notify us of changes may result in the withdrawal of center and/or qualification approval.

## 4.7 Using the SHE Organisation logo

Once you have been granted center approval, you are automatically granted permission to use the SHE Organisation Approved Center logo on your website, stationery, and promotional materials.

We undertake a number of checks, and if all are satisfactory, the logo will be sent to you within 10 working days, along with the terms and conditions and license for use. We also reserve the right to request to view any artwork on which the logo has been used.

The logo is sent out as a full color jpeg and eps; however, if you require it in another format, please contact us at [info@shetraining.co.uk](mailto:info@shetraining.co.uk)



## 4.8 Membership

The SHE Organisation membership program supports centers in promoting safety, health, and well-being. It provides exclusive resources, networking opportunities, professional development, and discounts on accredited courses.

Membership is free for members and approved centers for a period of one year.

### Membership categories

The program includes categories for individuals, corporations, and institutions, each offering tailored benefits like access to exclusive resources, industry networking, professional development workshops, and discounts on courses.

### Application process

Centers can apply by selecting the appropriate membership type, completing the application form, and awaiting approval. Benefits become available immediately upon approval.

For detailed information, visit <https://shetraining.co.uk/about-membership/>



## 5. POLICIES

### 5.1 Center staff or registered invigilators undertaking an exam

Any member of staff at a center or a registered invigilator who wishes to sit an examination will need to contact their local SHE Organisation office to obtain permission.

If a member of staff who is part of the assessment and internal quality assurance team at the center is registered for an SHE Organisation course, centers must inform its External Verifier (EV).

### 5.2 Complaints

#### ...Against SHE Organisation

Whilst we always try to ensure that SHE Organisation staff, local examiners, visiting assessors, and EVs carry out their duties in a professional and responsible manner, there may be instances when a center or learner is unhappy with their conduct or the service that has been provided. In these circumstances, an email should be addressed to [complaints@shetraining.co.uk](mailto:complaints@shetraining.co.uk)

#### ...Against an Approved Center

Centers are required, as a condition of approval, to agree and operate a complaints procedure that learners, Assessors/Tutors, IVs, and employers can use in the event that they wish to challenge an appropriate aspect of the center's operation.

The complaints procedure will:

- Identify the person with whom the complaint is lodged
- State the form in which the complaint is made
- Incorporate a complaints panel (or its equivalent) which is objective and independent
- Make clear the times within which complaints may be lodged and must be decided.

**Example Procedure...**

The following arrangements are offered as an example of good practice. If a learner wishes to complain, the complaint should be lodged within 20 days of the issue arising.

- The center should attempt to find a solution with the individuals concerned.
- If the complaint is unresolved, sets a date for the complaint to be considered by a complaints panel.
- If applicable, notifies the EV(s) that a complaint has been lodged and gives details of how it will be heard, including the composition of the complaints panel.
- The complaints panel meets to consider the complaint within 20 working days of the center receiving the complaint.
- The panel will ensure that it has full accounts from all parties involved.
- No one involved in the original issue will be on the panel to ensure an objective viewpoint.

Centers will provide a system to support those making a complaint. The complaints documentation will be as simple as possible and the process efficient and transparent. If a learner still does not feel that their complaint has been satisfactorily resolved, they may complain to SHE Organisation, provided that the center's own complaints procedure has been exhausted before SHE Organisation is approached.

### 5.3 Conflict of interest

The integrity of SHE Organisation's quality assurance system relies heavily on the independence of those involved in the assessment, internal verification, and external verification roles. The center must therefore disclose to SHE Organisation any relationship or situation that has the potential, or could be perceived as having the potential, to undermine the impartiality of any person in these roles.

Conflicts of interest typically arise in situations where the other person:

- is a family member or relative
- is a business partner or has shared financial interests
- has provided gifts or benefits

For example, in smaller centers with few staff, family members may work together and may be in a position to assess and/or internally quality assure one another. This is not allowed unless agreed with your local SHE Organisation office.

### 5.4 Cross-border approval policy

The 'country of origin' is where a center has its main approval. Centers wishing to deliver SHE Organisation courses in a country other than the country of origin must apply for approval in the country of delivery, following the international quality approval processes. Approval applications must be submitted to the SHE Organisation quality team, who will also be responsible for providing ongoing quality support.



### **5.5 Infringement of examination rules**

An infringement of examination rules by a learner or any irregularity in the conduct of an examination by an invigilator, local examiner, or visiting assessor may result in the examination being declared void by SHE Organisation. Any document or certificate that has been issued based on the result of such an examination may be recalled and canceled.

### **5.6 Learners transferring to another center**

When learners transfer from one center to another, all assessment records must be transferred with the learners to their new center. The new center must check the registration details of learners that have been transferred. Centers must inform their SHE Organisation if they have learners who have transferred from another center.

### **5.7 Qualifications and experience of key personnel**

For internal quality assurance personnel, the center must refer to the Personnel Qualification policy for details of the qualifications and experience required to perform their role. It is the responsibility of the center to ensure that they have appropriately qualified personnel to deliver training and carry out assessments.

## 5.8 Retention of records

Records, either paper-based or in electronic form, to be kept for a minimum of three years are:

- assessment plans, action plans, and feedback reports;
- learner interview records;
- record of achievement/tracking documents.

The following points provide helpful information if a center is considering using electronic record keeping:

- there must be a clear assessment tracking system that enables an audit trail of the assessment and internal quality assurance process;
- the system must provide up-to-date reports on learner progress, with facilities to enable the Assessor, IV, and EV to input comments on the learner's progress and achievements to date;
- suitable arrangements for the archiving and backup of records must be in place in case of system failure;
- the content of the e-portfolio remains the property of the learner, but it is the responsibility of the center to ensure that the electronic record and associated assessment records are available for viewing by the EV and SHE Organisation;
- there will be a security system to restrict access to the system and prevent the changing of records and evidence by unauthorized people with access available only through the use of unique user passwords. There must be measures in place to ensure that evidence and assessment decisions are authentic;
- the system will enable evidence to be cross-referenced to the standards defined in the qualification;
- the system must be user-friendly for all system users, to allow such things as learners' paper evidence to be electronically added to the system via scanning or keyboard entry to the relevant units of the qualification, and video evidence, picture or scanned images, to be easily transferred;
- centers must train users and may consider the use of setting up an in-house technical support team.



### 5.8.1. Documents and records the center will hold

Below is a list of documents and records that centers must hold and keep up-to-date and which may be checked by SHE Organisation at any time as part of the external quality assurance process:

CATEGORY	AND THE INFORMATION REQUIRED...
<b>Learner records</b>	<ul style="list-style-type: none"> <li>▪ details of learner (name, date of birth, contact details).</li> <li>▪ SHE Organisation enrolment number.</li> <li>▪ their starting date at the center</li> <li>▪ course registration (if required) including date of registration</li> </ul>
<b>Practical assessment records (for each learner)</b>	<ul style="list-style-type: none"> <li>▪ name of tutor(s) and assessor(s)</li> <li>▪ name of internal verifier(s)</li> <li>▪ units, records of assessment</li> <li>▪ assessment decisions, plan, methods, reviews and feedback records</li> </ul>
<b>Quality assurance records for practical assessment (general)</b>	<ul style="list-style-type: none"> <li>▪ internal quality assurance strategy</li> <li>▪ quality development plan and staff development plan</li> <li>▪ staff records including CVs, CPD records and copies of relevant certificates</li> <li>▪ records of internal verifier's observation of assessors</li> <li>▪ minutes/notes of all meetings held</li> <li>▪ external verifier's reports</li> </ul>
<b>Examinations</b>	<ul style="list-style-type: none"> <li>▪ date and location of the assessment</li> <li>▪ name of invigilator(s)</li> <li>▪ evidence of invigilator training and certificates</li> <li>▪ seating plans</li> <li>▪ details of any malpractice or irregularities identified</li> </ul>

## 5.9 Enquiries and appeals

We always aim to establish excellent working relationships with our centers and learners. However, there are a number of possible situations where centers or learners may wish to make an enquiry relating to the following:

- Examination results;
- Decisions regarding qualification (approval risk) status;
- Decisions concerning the withdrawal or suspension of center/qualification approval;
- Decisions, penalties, and sanctions resulting from a malpractice investigation;
- Outcomes of applications for access arrangements or special consideration.

The initial stage of a query to SHE Organisation on the above criteria constitutes an Enquiry. An Appeal can subsequently be requested on the outcome of the Enquiry. For more information on Enquiries & Appeals to SHE Organisation, please refer to the policy on the SHE Organisation website.

### To an Approved Center

As a condition of approval, centers must agree to and operate an appeals procedure for center - marked assessments. This procedure allows learners to challenge an assessment decision if they believe the assessment was not conducted properly. The appeals process should include the following grounds for appeal:

- Conduct of the assessment;
- Adequacy of the range, nature, and comprehensiveness of the evidence compared to the standards and evidence requirements of the qualification;
- Adequacy of the opportunities provided to demonstrate competence or attainment.

### The appeals procedure must:

- Identify the designated person with whom the appeal should be lodged;
- Specify the format in which the appeal must be submitted;
- Include an appeals panel (or equivalent) that is objective and independent;
- Clearly state the timelines for lodging and deciding appeals.

### Example Procedure...

Example of Good Practice for Appeals Procedure

If a learner wishes to appeal an assessment decision, the following steps should be taken:

The learner lodges the appeal with the Center Quality Assurance Contact within 20 days of being notified of the assessment decision.

The Center Quality Assurance Contact:

- Attempts to resolve the issue with the individuals involved.
- If unresolved, sets a date for the appeal to be reviewed by an appeals panel.
- Notifies the External Verifier (EV) that an appeal has been lodged, providing details of the hearing and the composition of the appeals panel.

The appeals panel:

- Meets to consider the appeal within 20 working days of the Center Quality Assurance Contact receiving the appeal.
  - Ensures it has comprehensive accounts from all parties involved in the assessment.
- Consists of members who were not involved in the original assessment.

### Final Stage of Appeals Procedure for Internally Marked Assessments

If a learner remains unsatisfied with the outcome of their appeal after following the center's internal appeals process, the center may escalate the appeal to SHE Organisation. In such cases, the center contacts SHE Organisation on behalf of the learner. An External verifier will review the assessment and provide a judgement, and SHE Organisation may charge a fee for this service.

SHE Organisation will not accept further responsibility regarding learner appeals against assessment decisions. However, a learner may still file a complaint to the center about the center's appeals procedure.

## 5.10 Safeguarding

The term 'safeguarding' refers to the comprehensive planning and procedures essential for protecting individuals from potential harm or damage, including neglect, bullying, physical abuse, emotional abuse, or sexual harassment and abuse. Learners facing these risks may be particularly vulnerable due to factors such as stereotyping, prejudice, and discrimination, often with limited ability to resist or avoid abusive behavior.

SHE Organisation acknowledges and prioritizes safeguarding the welfare of children, young people, and vulnerable adults participating in our learning programs. We encourage our centers to adopt a similar commitment, ensuring a nurturing learning environment. Therefore, SHE Organisation mandates compliance with relevant legislation in the respective operating countries.

### An Example of this in practice

SHE Organisation demonstrates its commitment to safeguarding through practical measures such as:

- Conducting thorough staff recruitment processes to ensure suitability for working with children, young people, or vulnerable adults, including background checks as per local government guidelines.
- Implementing a code of conduct that defines appropriate behavior towards learners, fostering a respectful learning environment.
- Establishing clear policies and procedures for confidentially reporting incidents of inappropriate behavior towards staff or learners, ensuring swift and appropriate response.
- Providing tailored support to young or vulnerable adult learners as needed, facilitating their access to and success in learning programs.

Concerns around safeguarding must be handled in a manner similar to complaints, with the center addressing issues raised internally. If, after this process, a learner still does not feel that the safeguarding matter has been satisfactorily resolved, they may approach SHE Organisation for further assistance.

## 5.11 Malpractice

SHE Organisation expects centers to fully cooperate with any investigations into suspected or actual malpractice. Failure to report suspected malpractice and/or to cooperate with follow-up activities can be considered malpractice and may result in sanctions, including the withdrawal of course and/or center approval. Center staff who discover or suspect malpractice must report it immediately to the Head of Center. The Head of Center is required to notify SHE Organisation of all allegations or incidents of malpractice, whether actual or suspected, within 10 working days of being reported to them and before commencing any internal investigation activity.

### Malpractice Includes, but is not restricted to...

#### Centre:

- Failure to meet SHE Organisation's center and qualification approval requirements
- Influencing the assessment or certification process
- Failure to meet the requirements for the conduct of examinations

#### Learner:

- Breach of examination or assessment rules, regulations and requirements
- Inappropriate conduct during an examination or assessment session

We are confident that the International Center Guide will help all interested Course Providers have a positive experience with SHE Organisation. We prioritize skills development, support our learners, and maintain a safe and healthy workplace.

For any queries or feedback regarding this document, please reach out to the SHE Organisation Quality Team.



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