

Internal/External Communication Strategy

Purpose.

The purpose of this strategy is to set out how and when communication takes place between staff and also between staff and learners, this includes what sort of information is to be communicated over different types of communication software/types.

All communication conducted by Just Electrical Training must comply with the relevant GDPR rules and staff must take all necessary steps to ensure that information is secure at all times

This includes but not limited to:

- The Centres information.
- Staff information
- Learners information
- Suppliers information
- City and Guilds information including qualification and assessment information.

As far as practicable all learners course paperwork should only be kept on paper in a locked cupboard in the admin office.

Enrolment

Enrolment on the course – Learners will complete an enrolment form online using Google forms, Google forms is password protected and these details will be only be available for members staff that require the information as part of their job role.

Payments – Payment information (Card/bank details) will not be stored, regardless of whether payments are being completed in person or on PDQ machine or online via the card payments secure online payments system. Payments will be taken by the admin staff in the office.

Identity checks – This will be completed by the centres admin staff and will checked against the enrolment form. No copies of the ID will be taken. A note will be made on the enrolment form to say that ID has been seen and by which member of staff.

Exams

This section will set out who is responsible for each of the following areas of the exam process.

Booking exams – This will be completed by the exams officer (currently Sarah Stenson-Bentley), The exams officer will need access to learners details in order to book exams. The learners will only be uploaded to the City and Guilds system for the purposes of registering learners and booking any exams that they need to complete as part of the course they are enrolled on.

Taking exams – The invigilator will be responsible for checking the id of the learners as they enter the exam room, the invigilator will then instruct the learner which exam computer they are to use.

End of an exam – The invigilator will ensure that all of the exam paperwork, including learners logon information is collected up and placed in the confidential bin for shredding.

Quality

Assessment – The assessor is responsible for ensuring that the correct assessment paperwork is in place for any assessments. The assessor will record assessment decisions on City and Guilds paperwork and a tracker is available on the shared drive. Learners assessment decisions will only be shared with that learner.

All assessment paperwork and learners work will be securely stored in a lockable area.

IQA – The IQA will be responsible for the creation of IQA sampling plans, this will be done using a wide variety of learners information, this information will not be made available on the sampling plans with only learners names being on the sampling sheets. IQA feedback sheets will be kept in the IQA cupboard which will be locked.

Staff communication

All staff will be supplied with a @justelectricaltraining.com email to communicate with other members of staff and learners, this email address will need to be on a device that is password protected and/or biometrics to unlock it.

Staff must not send learners, centre or City and Guilds sensitive information over email.

When staff are communicating with learners this must only be done with the @justelectricaltraining.com or other company communications software such as Microsoft Teams.