

Glossary of Terms



Below is a list of words (a glossary). Meanings and explanations of the words are given to the right.

Word	Meaning / Explanation
Action Points	<p>Any action points will be directly related to areas that need improving or are non-compliant with the following areas:</p> <ul style="list-style-type: none"> • Centre approval criteria • Regulatory / legislative requirements • Qualification requirements for the delivery of assessment.
Approval Criteria	Set requirements that must be met and adhered to in order to gain and maintain approval status.
ATC	Approved Training Centre - Safety Training Awards defines a centre as any tutor, business or organisation who have the required resources and competence to deliver, tutor, assess and quality assure qualifications whilst meeting our approval criteria. This organisation could be an educational establishment such as a school or college, or a private training provider.
ATC Co-Ordinator	The main point of accountability for all requirements laid down by Safety Training Awards. Responsible for ensuring the centre meets the approval criteria on an ongoing basis and informs Safety Training Awards immediately if at any time it is unable, or it will become unable to comply.
Awarding Organisation	An Awarding Organisation designs, develops, delivers and awards the recognition of learning outcomes (knowledge, skills and / or competencies) of an individual following an assessment and quality assurance process that is valued by employers, learners or stakeholders.
Centre Personnel	Key contacts within the ATC, centre co-ordinator, site contact, accounts / finance contact, tutor / assessor and IQA.
Conflict of Interest	<p>A situation in which a person or centre is involved in multiple interests, financial or otherwise, and serving one interest could involve working against another.</p> <p>Typically, this relates to situations in which the personal interest of an individual or centre might adversely affect a duty owed to make valid assessment decisions, having a negative impact on learners.</p>

DCS	Direct claim status (DCS) is awarded to a centre when they have been approved by Safety Training Awards to register and certificate learners without verification by the EQA.
DPA 2018	<p>The Data Protection Act (DPA) is a United Kingdom Act of Parliament which was passed in 1988. It was developed to control how personal or customer information is used by organisations or government bodies. It protects people and lays down rules for how data about people can be used.</p> <p>The Data Protection Act was replaced in May 2018 by the General Data Protection Regulations (GDPR).</p>
EQA	<p>External quality assurance must take place on behalf of an Awarding Organisation (AO) in an approved centre. This is to ensure the learners who have been registered with them have received a quality service, and that the assessment decisions are valid and reliable.</p> <p>External quality assurer (EQA) also seeks to ensure that assessment and internal quality assurance activities have been conducted in a consistent, safe and fair manner.</p>
Equality Act	<p>The Equality Act 2010 legally protects people from discrimination in the workplace and in wider society.</p> <p>The act is in place to ensure everyone has the right to be treated with dignity and respect regardless of their age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, ethnicity, religion or belief, sex, and sexual orientation.</p>
GDPR	The General Data Protection Regulation (GDPR) is a legal framework that sets guidelines for the collection and processing of personal information of individuals within the European Union (EU).
IQA	<p>Internal quality assurance can be defined as a system to monitor and evaluate a product and / or a service.</p> <p>It should identify and recommend measures to make improvements to standards and performance, or at least maintain the status quo if everything is working well.</p> <p>Internal quality assurance (IQA) relates to the monitoring of all the teaching, learning and assessment activities which learners will undertake. The activities should form part of an organisation's overall quality assurance system.</p>
Lead EQA	<p>The lead external quality assurer (EQA) seeks to ensure that assessment, internal quality assurance and external quality assurance activities have been conducted in a consistent, safe and fair manner.</p> <p>The Lead EQA is the main point of contact for external quality assurers. They are also responsible for performance, training and standardisation for quality assurance activities.</p>

Maladministration	Maladministration is in effect any activity or practice which results to non-compliance with administrative requirements and regulations, this includes the application of persistent mistakes or poor administration within the centre including inappropriate learner records.
Malpractice	Malpractice is defined as any deliberate activity, neglect, default or other practice that compromises the integrity of the internal or external assessment process and / or validity of certificates of a qualification awarded by Safety Training Awards.
Monitoring Observation / Activity	A face to face review of delivery and / or assessment methods.
Non-Compliance	Failure or refusal to comply, as with a law, regulation, or term of a contract.
Quality Assurance	It is the process of verifying whether a product meets required specifications and customer expectations.
Reasonable Adjustments	A reasonable adjustment relates to any actions that help to reduce the effect of a disability or difficulty, which may place the learner at a disadvantage during the delivery of a qualification or an assessment situation.
Regulation	Rules or directives made and maintained by an authority.
Regulators	Regulators are an organisation appointed by the government to regulate an area of activity such as qualifications.
Remote Desk Based Review / Activity	A review / monitoring activity being completed from another location (office based) using a variety of communication methods (telephone, skype, email) to verify evidence.
Sanctions	This is an official order to suspend certification status or suspension or registration status. The level of sanction is dependent upon the severity of the non-compliance within the centre.
Site Details / Site Contact	The site is a venue used by a centre. The site contact will be a point of contact between Safety Training Awards and each site used / operated by the centre. This person could be contacted by Safety Training Awards in respect of a visit or access arrangements.
Special Considerations	A special consideration is a post assessment adjustment to the marks of a learner's assessment paper or rearrangement of an assessment time and / or date. A special consideration can be granted after an assessment has taken place if a learner may have been disadvantaged.

<p>Sub-Contracting Arrangements</p>	<p>When ATC's subcontract other suitably qualified personnel to carry out duties that they feel they are not the best suited and / or qualified to do.</p> <p>This may relate to the delivery and assessment of Safety Training Awards qualifications or concerning the marketing, advertising, recruitment or enrolment of learners to such qualifications.</p>
<p>Third Party Arrangements</p>	<p>A 'third party' is any party that provides services on behalf of the ATC. This definition does not include a contract of employment between an ATC and an employee.</p> <p>Services means delivery, assessment and internal quality assurance activities related to regulated qualifications and support services and / or any activities related to the recruitment of prospective learners.</p>
<p>Whistleblowing</p>	<p>Whistleblowing is a term used when an individual discloses information relating to a case of malpractice, maladministration or wrongdoing.</p>