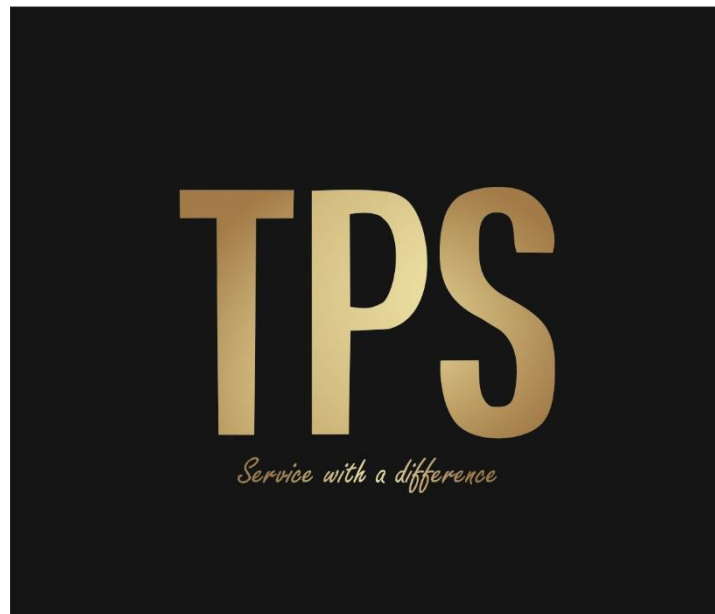


# Remote Interactive Policy

## The Protection Service Ltd



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Title:	HEAD OF CENTRE
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## **Remote Interactive Courses Policy**

### **Scope of the Procedure**

This procedure is provided for the Protection Service Ltd customers, learners and staff members who are using or delivering courses and qualifications offered by the Protection Service Ltd.

### **Review arrangements**

The Protection Service Ltd will review this procedure annually in line with self-assessment arrangements. This procedure will be also be revised as and when necessary, in response to customer and learner feedback, or good practice guidance issued by an awarding organisation or other regulatory body.

### **Learner ID Verification**

Each learner will complete an online candidate information sheet provided by the Centre. Each learner will be required to scan or take a clear picture of ID documents and proof of address. This should be uploaded on the LMS portal for verification and approval. Before the exam each learner would be required to show their ID document by displaying it in front of the webcam/camera. The proctor can take a snapshot of the ID document for verification. That snapshot will be saved.

Below is the list of acceptable I.D.s

- Signed valid passport of any nationality.
- Signed valid UK photo driving licence (both parts of the full or provisional licence are required if issued by DVLA in Great Britain or Northern Ireland). OR new valid UK photocard driving licensing issued by DVLA in Great Britain (not if issued by DVLA in Northern Ireland).
- UK original birth certificate issued within 12 months of birth.
- UK biometric residence permit.

### **Learner Consent**

To comply with data protection and GDPR, each learner will be required to complete an individual consent form before a proctored exam takes place. Any learner that refuses to consent would not be allowed to take a proctored exam with the Centre. (*The Protection Service Individual Consent form*)

### **Data Protection**

In compliance with The Protection Service Data Protection policy, all personal information belonging to learners, staff and tutors will be securely stored in an encrypted cloud-based storage portal and back-up drive kept in a secure filing cabinet. (*The Protection Service Data Protection policy*)

The Protection Service is the data controller under the Data Protection Act 2018. The Protection Service holds and processes information about learners and other data subjects for administrative and approval purposes. When handling such information, the Protection Service

complies with the Data Protection principles which are set out in the Data Protection Act 2018 and GDPR. (*The Protection Service Data Protection policy*).

### **Learner Registration for Remote Course Delivery**

The Centre Manager will be responsible for the registration of learners with LASER/Trident Awards, LMS and the proctoring platform, to set up the exam and proctored course runs.

The Centre Manager will be providing each learner via email the course details and exam instructions including:

- days/times of the remote course delivery and proctored exam(s)
- IT equipment and system requirements
  - A good internet connection
  - A computer or laptop which will allow learner to access the site
  - A set of headphones with a microphone (headphones for smartphones are usually sufficient)
- course content and schedule of delivery for remote interactive courses
- expectations and course etiquette for remote interactive courses e.g. seating, lighting, noise
- exams and proctoring process - dos and don'ts of preparing for and taking proctored exams. Learners will have access to the Protection Service Online Exams and Proctoring policy
- Centre's appeals process. Learners will have access to the Protection Service Centre Appeals policy
- step by step instructions to the learner on the exam process
- Access to, the Protection Service Malpractice and Maladministration Policy and Centre Appeals Policies

### **Pre-course Prerequisite**

The Centre Manager will inform learners and confirm they are able to:

- be able to communicate in English (oral and written).
- read and/or interpret given tasks.
- produce answers that are clear, logical, and understandable if required to.
- organise relevant information clearly and coherently if required to.
- make decisions based on underpinning knowledge.

### **Technical Requirement**

The Head of Centre and Centre Manager will be responsible for and ensure the Centre has a suitable IT system in place.

### **Remote Interactive Delivery - Learning Management System**

The Head of Centre and Centre Manager will ensure the LMS complies with AO and SIA standards. The LMS platform should allow for live remote interactive teaching and learning. The Protection Service will ensure that:

- learners within a course run will all 'attend' training at the same prescribed times, via their PC/laptop/tablet (not smart phone) which must have a camera. The learners have access to devices compatible with both the virtual classroom and online invigilation packages. *NB whilst tablets can be used for training, for some exam platforms they cannot be used and learners must be advised of this before the course starts.*
- the trainer delivers the training from their own PC/laptop/tablet (not smart phone) with camera from their own home.
- the trainer can see all learners live on their own screen.
- the learners are all able to see the trainer live on their screen (but not necessarily the other learners).
- the learners can speak to the trainer, who must be able to respond to questions for everyone to hear.
- the remote interactive CCTV courses, a CCTV system which can be operated remotely by candidates via the internet. It must comply with SIA guidelines: *\*CCTV practical training and assessment can take place remotely if the centre has an appropriate portable CCTV system that can be controlled remotely via the internet. The trainer can deliver training in how to use the system via the virtual classroom, demonstrating the use of the joystick, DVR etc., then when the learners are ready to be assessed, the trainer spends time with each of them (privately one-to-one), allowing the learner to operate the CCTV system remotely via their own PC/laptop/tablet, in order for the learner to demonstrate their competence in each of the required criteria.*
- staff and learners have the necessary IT equipment, systems, skills, and stable internet connection
- technical support will be provided to both trainers and learners where necessary
- clear process for dealing with technical issues affecting delivery of the course including cancellation are provided.
- access will be granted to the Quality Team for External Quality Assurance (EQA) monitoring. Both the AO and the SIA will be issued a log-in to each course by the Protection Service, to 'drop in' at any time during training. Recorded copies of assessment and online invigilation will be available for review by AO and SIA staff at any time if requested.

### **Internal Quality Assurance (IQA) of remote interactive courses**

The Head of Centre will be responsible for IQA and compliance with the following:

- teaching and learning materials are verified and are of a suitably high quality and standard, appropriate to remote interactive delivery including a range of activities eg small group in breakout rooms, and learners are supported to meet qualification requirements
- for CCTV courses, the practical assessments are planned and structured to support learners to achieve the assessment criteria of the unit and qualification and both trainer and suspect are prepared for the assessments
- trainers are trained and confident in the delivery of remote interactive courses.
- in compliance with the Protection Service Internal Quality Assurance policy and procedure. A process of observing training delivery and practical assessments are in

place. AO's can be issued a log-in to each course by the Protection Service, in order to 'drop in' at any time during training.

- the LMS for remote delivery has an integrated system of sampling of learner evidence

#### **Delivery of remote interactive courses**

- The Protection Service will ensure trainers have sufficient sector and IT knowledge and skills to deliver remote interactive courses
- The Protection Service LMS sessions will be interactive and ensure all learners are engaged in a variety of activities
- The Protection Service will ensure trainers establish and maintain a suitable learning environment including behaviour

#### **Administration of remote interactive courses**

The Head of Centre and Centre Manager will be responsible for managing the LMS and proctoring arrangements.

#### **Learner Registration**

The Centre Manager will be responsible for the registration of learners with LASER/Trident Awards and the proctoring platform, to set up the exam and proctored course runs.

#### **Learner Achievement**

The Centre Manager will register the course through the Trident Quartz System and obtain a course run number. Trident will be notified through the integrated LMS and proctoring platform of the learner achievement.

#### **Results and Certificates**

The Centre Manager will notify each learner via email and text message of their results and posting of certificates by Signed For Royal mail delivery. E-certificates will be emailed to learners.

#### **Course Information**

The Centre Manager will notify each learner via email and text message of course and exam days/times. Learners will have access to the Protection Service Access to Fair Assessment Statement and Appeals procedure.

#### **Reasonable Adjustment**

Learner requiring reasonable adjustments and special considerations will be considered, and approval applied for as appropriate in line with the Protection Service Reasonable Adjustment Policy and Equal Opportunities Policy.

#### **Terms and Conditions**

The Centre Manager in line with the Protection Service Registrations and Exams procedure will notify the learner of the terms and conditions for course cancellation due to technical issues, proctoring issues due to technical issues, exam re-sits based on the requirement for the Awarding organisation.