



25. Quality Assurance And Certificates

Owner: Course manager/quality lead | Applies to course quality; accreditation provisions conditional

Approve each course's aims, content, facilitator competence, safeguarding, accessibility, resources and evaluation plan. Gather optional feedback in accessible forms, review attendance and outcomes proportionately, and record improvements. Observe delivery with appropriate privacy safeguards and respond to recurring concerns.

For accreditation, follow the actual awarding organisation's approval, assessment, internal/external quality assurance and recordkeeping requirements. Keep a corrective-action log and escalate quality failures. Do not use an accreditation logo or claim without permission.

Attendance certificates state the course name, dates, provider and attendance/completion basis. They must not imply a recognised qualification, professional licence or assessed competence unless that is accurate. Issue assessed certificates only after required confirmation. Record issues, corrections and replacements securely and provide a verification route without disclosing unnecessary information.