



Governance & Operational Manual

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1 Introduction to SafeQual AB

SafeQual AB is dedicated to maintaining the highest standards in the development, delivery, and awarding of vocational and professional qualifications. This **Policies & Procedures** manual serves as the primary governance framework for our approved training centers, learners, and internal staff.

Our operational directives ensure that all qualifications are assessed fairly, consistently, and accurately in accordance with national regulatory requirements. Adherence to these policies is mandatory for all Approved Training Partners.

2 Quality Assurance Policy

SafeQual AB implements a robust Quality Assurance (QA) framework designed to protect the integrity of our awards and ensure a standardized learner experience across all centers.

- **Internal Quality Assurance (IQA):** Centers must have a designated IQA lead responsible for sampling assessments, standardizing marking, and supporting assessors.
- **External Quality Assurance (EQA):** SafeQual AB will conduct annual risk-based EQA visits to monitor center compliance, review assessment decisions, and verify learner portfolios.
- **Continuous Improvement:** Centers must maintain an annual self-assessment report (SAR) and quality improvement plan (QIP) available upon request.

Compliance Alert

Failure to comply with EQA directives or repeated identification of assessment malpractice may result in temporary suspension of registration and certification rights, followed by center withdrawal if issues remain unrectified.

3 Equality, Diversity & Inclusion

SafeQual AB is committed to promoting equality of opportunity and eliminating discrimination in all aspects of qualification design and delivery. We ensure that our assessments do not present unnecessary barriers to any learner.

Approved centers must ensure their operational practices align with this commitment by:

- Providing reasonable adjustments for learners with identified physical or learning disabilities without compromising the assessment criteria.
- Ensuring assessment venues are fully accessible.
- Training all assessors and administrative staff on unbiased evaluation and inclusive language.
- Monitoring learner data to identify and address any disparities in achievement rates among different demographic groups.

4 Malpractice & Maladministration Policy

To protect the validity of our qualifications, SafeQual AB takes all instances of suspected malpractice (intentional wrongdoing) and maladministration (inefficiency or poor administration) extremely seriously.

Category	Examples & Actions
Learner Malpractice	Plagiarism, collusion, impersonation, or cheating during examinations. Centers must investigate and report findings to SafeQual AB immediately.
Center Malpractice	Falsifying assessment records, unauthorized sharing of live exam materials, or fraudulent certification claims. This will trigger an immediate EQA investigation.
Maladministration	Failure to register learners on time, poor record-keeping, or unreasonable delays in issuing certificates. Requires a targeted action plan.

All suspected incidents must be reported to the SafeQual Compliance Team within 48 hours of discovery using the *Incident Notification Form* (SQ-INF-01).

5 Appeals & Enquiries About Results

Learners and centers have the right to appeal assessment decisions if they believe correct procedures were not followed or if an evaluation was inherently flawed. The appeals process operates in three distinct stages:

- 1 **Stage 1: Center Internal Appeal.** The learner must first exhaust the approved center's internal appeals procedure. The center's IQA will review the original assessor's decision.
- 2 **Stage 2: Escalation to SafeQual AB.** If the learner remains dissatisfied, the center may escalate the appeal to SafeQual AB within 15 working days of the Stage 1 outcome. An independent EQA will review the portfolio and assessment records.
- 3 **Stage 3: Independent Review.** In exceptional cases where Stage 2 does not resolve the dispute, the case may be referred to an Independent Appeals Panel whose decision is final and binding.

Fees for Appeals

Stage 2 and Stage 3 appeals incur administrative fees to cover the cost of independent reviewers. These fees will be fully refunded if the appeal is upheld in favor of the learner.

6 Complaints Handling Procedure

Separate from academic appeals, individuals may raise formal complaints regarding the service provided by SafeQual AB or one of its approved centers (e.g., poor communication, inadequate facilities, or staff conduct).

Complaints should be submitted in writing to **compliance@safequal.ab**. We aim to acknowledge all complaints within 3 working days and provide a full resolution or progress update within 15 working days.