

# Quality Assurance Framework

## Frequently Asked Questions (FAQs)



## Contents

Aviation Security Acronyms and Terminology .....	3
Overview .....	4
Documentation .....	4
Registration .....	5
Framework .....	7
Questions specific to Independent Instructors .....	8
Self-Assessment .....	9
External Quality Assurer visit .....	10
Standards .....	12
Charges.....	14
External Quality Assurers .....	15
Computer based training/e-learning .....	16
Complaints and Disclosures .....	17
After Registration – Amending my details (After Registration - May 2019) .....	18
After the Visit – What happens next? .....	19
Annex A – Registering as a Training Provider Common Scenarios .....	20
Table 1 – Registered Training Provider Scenarios.....	21
Annex B – Table of Overall Ratings and Re-visits .....	22

## **Aviation Security Acronyms and Terminology**

Airport Supplies – Airport Supplies Syllabus

ASM – Airport Security Manager Syllabus

AvSec – Aviation Security

CIN – Certificated Instructor – by DfT to deliver AvSec training Syllabuses (Level 1/2/3)

Directed Party – this is the person that a regulated entity has appointed to be legally responsible for security at the entity – this would be the person the CAA would write to in any legal proceedings, but is often also the senior contact point at the entity.

EQA – External Quality Assurer - the term is used throughout the framework to refer to the group of externally appointed quality assurance staff

Expert Advisor (Training) – Role responsible for managing business as usual for the Quality Assurance Framework

GSAT – General Security Awareness Training Syllabus

GSO – Ground Security Operative Syllabus (Level 1)

GSS – Ground Security Supervisor Syllabus (Level 2)

IFS – In-flight Supplies Syllabus

KC - Known Consignors (Cargo) Syllabus

KS - Known Supplier

QA – Quality Assurance

QA Visit - Visit to the training provider by the EQA

QAA – Quality Assurance Administrator

QAF – Quality Assurance Framework

RA - Regulated Agents (cargo) Syllabus

RFX(I) – Recognition of Firearms and Explosives - references the Instructors Syllabus

SAR – Self-Assessment Report – A self-assessment of a training provider under the Quality Assurance Framework and completed on a required form.

Senior Advisor (Training) –Overall responsibility for the Quality Assurance Framework

Stakeholders – Reference to training providers, instructors, CAA colleagues, External Quality Assurers, DfT

## **Overview**

As part of the CAA's objective to professionalise aviation security training in the UK the Quality Assurance Framework will be launching on the 1<sup>st</sup> April 2019. From 1<sup>st</sup> April 2019 any instructor training aviation security syllabuses under the UK NASP will be required to be linked to a training provider and work towards implementing quality assurance. The CAA will visit training providers when they indicate they are ready (within 12 months of phase launch date) to conduct external quality assurance. This will create a baseline standard quality of training for aviation security training providers.

The CAA has been carrying out briefing sessions across the UK to brief instructors and industry on the Quality Assurance Framework. This document contains the most frequently asked questions from these briefings along with questions received by email.

If you have any queries or questions regarding the Quality Assurance Framework, you may find the answer within this document. Please refer to this document first before contacting us with your query.

If your question can not be answered through this document please contact the Quality Assurance Framework inbox [avsec.qa@avsec.caa.co.uk](mailto:avsec.qa@avsec.caa.co.uk) We will update this document regularly with any additional questions we are asked and as the Quality Assurance Framework develops.

## **Documentation**

All documentation relating to the Quality Assurance Framework is available on our website at: <https://www.caa.co.uk/Commercial-industry/Security/Training/Quality-Assurance-Framework-for-Aviation-Security-Training/> We recommend familiarising yourself with the documents available.

## Registration

1.  
**Q:** Can a certificated instructor be linked to multiple providers?  
**A:** Yes, as long as this is reflected in all the providers' records.
2.  
**Q:** Do all training providers have to register during the registration phase regardless of which phase they fall under?  
**A:** Yes, all training providers must register during the registration phase. Once the SCD has been amended, we expect that all aviation security training will need to be provided through a training provider from May 2019.
3.  
**Q:** Is there a limit on how many sites an organisation can have and still be subject to only one visit?  
**A:** No, as long as there is one overarching QA process in place which is the same for every site, there is no limit to the number of sites.
4.  
**Q:** What if an independent instructor has all the documentation and materials for an entity which contracts them in? Will two visits be required?  
**A:** In this case it is worth considering which entity needs to register as a provider. If both the independent instructor and the entity are registered, there will need to be two visits (1 provider = 1 visit). However, the entity which contracts the independent instructor will not need to register if all its training is being provided by the independent instructor and it conducts none of its own training.
5.  
**Q:** Will every instructor with a CIN be quality assured?  
**A:** Not necessarily. There will be a sampling of instructors during the external quality assurance visit as part of the overarching quality assurance strategy the providers have in place.
6.  
**Q:** What happens if I do not register?  
**A:** After the registration period closes, we will check with any instructors who have at this point not been linked to a training provider to see what the cause of this is. If we are unable to make contact with the instructor within a reasonable timeframe, we will assume they have left the industry and remove them from the CIN list.
7.  
**Q:** What about the GSAT, Hold Baggage Reconciliation and Known Consignor Syllabuses and the Aircraft Search Training package?  
**A:** We have not yet set a timetable for reviewing these syllabuses/packages and will carefully consider if/how they fit into the quality assurance framework.

8.

**Q:** How do I know I need to register as a training provider or link myself to a training provider?

**A:** Annex A has a table listing different scenarios which may fit your current circumstances and what actions you need to take. If your exacting circumstances cannot be found in the table, contact us to discuss:  
[Avsec.qa@avsec.caa.co.uk](mailto:Avsec.qa@avsec.caa.co.uk)

9.

**Q:** If I only train safety or customer service elements of an aviation course do I need to register as a training provider or be linked to a training provider who is registered?

**A:** No. Only aviation security training under UK NASP syllabuses are covered by the quality assurance framework. If you do not train any of the syllabuses covered by this (where a CIN or ROC is required) you do not need to be part of the Quality Assurance Framework.

10.

**Q:** What happens if I am a CIN instructor and chose not to take part in the quality assurance?

**A:** All directed parties will be required to use registered training providers and this will be issued shortly as a variation direction to the Single Consolidated Direction (SCD). During May 2018 any certificated instructor who is not linked to a registered training provider will be contacted and may be removed from the list.

## Framework

11.

**Q:** How does this fit in with compliance audit activities?

**A:** The quality assurance framework is more comparable to SeMS<sup>1</sup> in that it looks at how training providers ensure their own quality assurance standards are met and how continuous improvement is implemented in their training. At this time we have no plans to change how existing compliance audit activities are undertaken with respect to training.

12.

**Q:** How deep is this assurance going to go? Will you look at actual training?

**A:** Currently, the focus is to look at the quality assurance processes you have in place, similar to SeMS. However, once the framework is fully implemented we will consider future plans, which may include the observation of training.

13.

**Q:** How is the CAA going to convey the importance of investing in this process, getting training providers and others to invest the required time and money from a high level?

**A:** We are briefing stakeholders, including industry leaders, through other avenues such as industry steering groups, face to face meetings and through pursuing the importance of investing in training at formal feedback points in compliance activities.

14.

**Q:** What are the gradings – and why are there 4 overall gradings but only three listed in the standards document?

**A:** The 'Quality Standards' document, as well as the 'Self-assessment Report' and 'QA Visit Report' have three boxes to indicate individual standards for the relevant aspect – these are 'requires improvement', 'good' and 'outstanding'. The overall grading system has an additional final grade, 'good with outstanding features', and it is the number of individual graded aspects that decide which overall grade is achieved. The reason there are 4 overall grades is to make transition between grades, particularly at the higher end, more achievable. Refer to Annex B – Table of Overall Grades and Revisit Periods.

15.

**Q:** Is the framework similar to Ofqual and Ofsted?

**A:** No. Ofqual regulates national qualifications (which our syllabuses are not) and Ofsted is responsible for inspections of schools and colleges and whilst some of the aspects they review are similar, they apply considerably higher standards than we are implementing.

16.

**Q:** Will other courses which are not one of the DfT syllabuses be quality assured as part of this quality assurance such as a customer service course?

**A:** No, we will only be quality assuring aviation security training under UK NASP syllabuses.

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<sup>1</sup> For more information about SeMS please see <https://www.caa.co.uk/Commercial-industry/Security/Security-management-systems/Security-management-systems/>

## Questions specific to Independent Instructors

17.

**Q:** I am an independent instructor. What happens when I go to another provider to deliver training?

**A:** As long as you fall under the umbrella of a provider, whether this be your own umbrella or the umbrella of the entity you deliver to, you are covered. If as an independent instructor you only ever work for other providers, you may want to consider not registering as a provider yourself. The provider will need to complete the change of details form to link you to their provider.

18.

**Q:** As a completely independent instructor, is there a requirement to standardise (aspect 2.2d of the Standards Specification)?

**A:** There is no requirement but you may still find standardisation activities useful, particularly through peer review.

19.

**Q:** If I am completely independent instructor, how can I undertake certain aspects of QA that require multiple members of staff e.g. quality assurance of training delivery?

**A:** Your quality assurance strategy will identify how you sample for quality assurance – including how often you do this. We would then recommend that you consider conducting these aspects through peer review with other instructors.

20.

**Q:** I only do training on behalf of the DFT (e.g. overseas as part of ASSET). Do I need to register as a training provider?

**A:** Yes, if you carry out any training as a certificated instructor you must be either a registered training provider or be linked to one. Certificated instructors who are involved in training as part of ASSET will fall into the quality assurance framework and will need to register as a training provider or be linked to a training provider.

21.

**Q:** Can I link myself to a training provider but not take part in their quality assurance?

**A:** No, if you are linked to a training provider/s, that training provider/s will take responsibility for your quality assurance and at their QA visit we may ask for documentation to evidence that you have been quality assured by them and follow all policies and practices they have in place. It is not acceptable to ask a training provider to link your CIN to them and have no other interaction/involvement with them. If this was to be established during QA visits, sanctions may be sought against both the training provider and CIN instructor.



## Self-Assessment

**22.**

**Q:** We have information/evidence for the self-assessment already written down in another format (e.g. an operations manual). Do we need to rewrite this for the self-assessment report?

**A:** No, please do not rewrite information if it already exists elsewhere. You can just indicate this on the self-assessment form by writing 'see operations manual page x' for example.

**23.**

**Q:** If the syllabus I deliver has not yet been reviewed, should I start work on my quality assurance?

**A:** Yes – we would recommend starting to review your internal quality assurance standards as soon as possible regardless of whether the training you provide comes within scope of the QA framework at this time in order to give yourself the maximum amount of time to prepare and work on any areas of improvement that you identify.

**24.**

**Q:** During my self-assessment I found I had a large variation in grades – is this normal?

**A:** Yes. There will be a large number of aspects that many training providers will easily meet or exceed but there are also likely to be some where you will need to consider additional work to make improvements.

**25.**

**Q:** What do I need to do with the self-assessment form?

**A:** Once completed, you need to send your self-assessment form at least 10 working days before the assurance visit to [Avsec.qa@avsec.caa.co.uk](mailto:Avsec.qa@avsec.caa.co.uk) so that the EQA can prepare for your visit.

## External Quality Assurer visit

26.

**Q:** If I train more than one syllabus do I need additional visits?

**A:** No, as the focus of the visit is on your overarching processes, you will only need one visit per year. During the QA visit we will only sample materials from syllabuses which have been updated and come into scope – any materials relating to syllabuses due to be reviewed at a later stage will only be subject to sampling once the syllabus is in-scope.

27.

**Q:** Is the visit sampling new syllabus material and old syllabus material?

**A:** Only training material from new syllabuses in scope for the QA framework will be subject to sampling.

28.

**Q:** Will my instructors need to attend the QA visit?

**A:** Not necessarily. You should ensure that your key staff are available e.g. your quality manager and any other staff that you require to produce documentation and evidence processes, however, you do not need to have all of your training staff present.

29.

**Q:** Will the overall grading be given at the end of the day?

**A:** You will be given an indication of the overall grade at the end of the day, subject to confirmation and the CAA's internal quality assurance. The confirmed grading will follow 5 working days after a visit.

30.

**Q:** I have not delivered a training course under the new syllabus yet. When should I plan for my first QA visit?

**A:** It is advisable to wait until you have delivered a course prior to the first visit date, as then you can show evidence of having conducted quality assurance on a course.

31.

**Q:** Where can the meeting with the EQA be held?

**A:** The meeting can be conducted in any suitable location. We are not looking at training facilities so the EQA does not necessarily have to come to a classroom or training environment. Please note that if the meeting is to be conducted airside, the EQA will not have a CAA auditor ID card, only a CAA staff ID so you will need to make suitable arrangements for a temporary airport ID card. If you are listing the visit location as a private residential address we will contact you to discuss arrangements in order to safeguard you and the EQA.

32.

**Q:** Are individual instructors going to be assessed?

**A:** No – the overarching quality assurance process is going to be assessed, not the individual instructors delivering training. We will consider the observation / monitoring of training delivery in the future.

- 33.**  
**Q:** Will the EQA request to take any of our training material away with them during the visit?  
**A:** No, they will only assess the materials on site, and will not request anything in hard copy or electronically to take away from your site. The only time you may be required to submit materials electronically would be during a desk review after an QA visit should a training provider be graded 'requires improvement'.
- 34.**  
**Q:** What if I am a training provider/organisation with multiple sites across the country?  
**A:** Only one visit will be required per training provider at a location nominated by the provider - as long as the provider has one overarching quality assurance process in use for all sites.
- 35.**  
**Q:** Will 'live' training be observed/monitored by the EQA?  
**A:** No. The EQA will be assessing the quality assurance process behind the training, not the actual training. We will consider the observation / monitoring of training delivery in the future.
- 36.**  
**Q:** Are the visits timed around introductions of new syllabuses?  
**A:** No – the QA visits are an ongoing process and will not be timed around the introduction of new syllabuses – you can indicate a date suitable for you. The phasing in of providers however, is only done once a syllabus has been reviewed.
- 37.**  
**Q:** Will EQAs expect to see CVs for staff?  
**A:** Not necessarily – this is part of how they will assess occupational competency. This information may be in the form of a CV however; it may be training records or development documentation from your own organisation.
- 38.**  
**Q:** What if we start training from a new syllabus between visits?  
**A:** This will be picked up at the next routine visit and there is no need for an 'extra' visit if you start training under a new syllabus. The requirement for individual instructors to be certificated and on the CIN list to deliver specific syllabuses remains unchanged so instructors will still need to contact the CAA to ensure their certification is up-to-date prior to conducting the training and ensure they are linked to 1 or more registered training providers.
- 39.**  
**Q:** How is it possible for a provider to be 'good' at one visit and then 'requires improvement' at the next?  
**A:** Quality assurance is an ongoing process of continuous improvement and if after having reached the minimum standard one year a provider ceases to

apply their quality assurance standards going forward, it is possible that the minimum requirements will not be met at the next visit.

## Standards

40.

**Q:** Do I have to use the guidance in the Quality Guidance Manual?

**A:** No, you do not have to – it is there for guidance only if you need it.

41.

**Q:** I do not issue a paper certificate. Will this be a problem when conducting the self-assessment or QA visit?

**A:** No, this is not a problem – we will be happy to look at digital content and / or training records.

42.

**Q:** Can I use my own certificate templates?

**A:** Yes, you can continue to use your own certificates. However you will only be able to reach a maximum standard of 'good' on the QA assessment.

43.

**Q:** Do I have to show certificates?

**A:** No, there is no requirement under the UK NASP to produce certificates, only training records. You would only be able to reach a maximum standard of 'good' on the QA assessment and would need to provide some evidence of how you document training.

44.

**Q:** What about if learners are worried about disclosing their learning barriers, as they fear employment repercussions?

**A:** Reinforce that disclosure is only so the correct support can be offered and that information will remain confidential to the training department.

45.

**Q:** What can I do if the learner is unaware of any difficulty they might have?

**A:** It is important to provide 'catch-all' solutions and be proactive about offering support (e.g. accommodating techniques for dyslexia even if there are no identified dyslexics in the cohort). This can be achieved through following the guidelines given in the Quality Guidance Manual.

46.

**Q:** All of my staff are 'high-functioning' and require little to no reasonable adjustment. How can I demonstrate I am making reasonable adjustments if there are none to be made?

**A:** There are many different barriers to learning that 'high-functioning' trainees can still encounter. Furthermore, the challenge in this case could be delivering low level information to a high level audience and keeping them engaged and interested.

**47.**

**Q:** Do I have to use the templates etc provided in the Quality Guidance Manual?

**A:** No – if your existing materials are fit for purpose, please do not change these – the Quality Guidance Manual templates are there for guidance only.

**48.**

**Q:** Will I be asked to provide documentation about guest speakers I use?

**A:** Any person who conducts training must be occupationally competent. It is expected that any guest speakers used as part of your training have documentation to show their occupational competence. This could be in the form of a CV, letter showing competence or certificates.

## Charges

49.

**Q:** Does the charges include travel and accommodation for the EQA?

**A:** Yes – it is a flat per visit fee, all inclusive.

50.

**Q:** In future years, if an additional visit is required, will there be additional charges?

**A:** Yes, from year 3 onwards (e.g. a provider has had two visits already), we propose linking the overall grading to risk e.g. higher grading result in less frequent visit and lower grading will result in more frequent visit.<sup>2</sup>: Refer to Annex B – Table of Overall Grades and Re-visit Periods for details.

51.

**Q:** What are the charges?

**A:** The annual registration charge for 2019-2020 to register as a training provider is £82.50. The charge for the QA visit in year 1 is £474 which includes travel and accommodation for the EQA.

52.

**Q:** Will these charges change in subsequent years?

**A:** The charges will be part of the annual consultation and review of all CAA statutory charges. We will notify all training providers in advance of registration if charges are to change.

53.

**Q:** What is the purpose of the charges?

**A:** The charges were discussed with industry through consultations. The registration fee will cover the cost of a part time administrator to administrate the Quality Assurance Framework. The visit fee will pay for the External Quality Assurer to conduct the visit and any other costs incurred by them during the visit.

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<sup>2</sup> Please note that the wording of 'outstanding' has changed slightly from the consultation – however the standard has not changed – we have merely clarified the requirement.

## External Quality Assurers

54.

**Q:** Will providers have their own EQA as airports have lead auditors?

**A:** This is under consideration –for geographical reasons you may receive visits from the same EQA, but there are also benefits from having a different EQA conduct the second visit, for example.

55.

**Q:** What is the professional background of the EQA?

**A:** The EQA will come from an educational background (they will not be DfT certificated instructors) and will be occupationally current in conducting quality assurance on training processes. The EQA's qualities are as important to us as their experience, as they will be working with you and supporting you to achieve the best you can.

56.

**Q:** How will the EQAs be trained and vetted?

**A:** The EQAs will be given training in our aviation security training requirements to complement their educational background. They will be vetted to CTC level.

57.

**Q:** How will standards of EQAs be monitored?

**A:** All reports will be proof read and checked before being sent to a training provider. Those needing improvement will be checked by an Expert Advisor working for the CAA. A selection of reports will be looked at to ensure consistency of EQA's. In addition internal quality assurance will be carried out by the CAA on EQAs at visits. We will notify the training provider in advance if we plan to accompany an EQA to conduct our own internal quality assurance.

## Computer based training/e-learning

**58.**

**Q:** If I as a provider have input or control over the CBT package I use, will this be reviewed?

**A:** Yes – if a CBT tool is used and the provider has any level of control over this, they are responsible for quality assuring the CBT and this should be included in your quality assurance processes.

**59.**

**Q:** I buy in my CBT package. The company I buy from updates the images. Will I need to quality assure this package?

**A:** No the company you purchase the product from will have their own quality assurance in place.

**60.**

**Q:** I regularly add images to my CBT package. Do this mean I have to quality assure my CBT?

**A:** Yes, as you add images, you are having input and control over your CBT package and therefore will need to ensure the product is quality assured.

**61. Q:** How can I quality assure the NXCT when I have no control over this?

**A:** The NXCT is not in scope for this quality assurance framework as it is an externally set assessment.



## Complaints and Disclosures

62.

**Q:** What do I do if I have a complaint or want to make a disclosure about the Quality Assurance Framework?

**A:** Please visit our website where the 'CAA Quality Assurance Framework Policies' document contains details about how to complain, make a disclosure or whistle blow. (This will be available to view from March 2019)

## After Registration – Amending my details (After Registration - May 2019)

63.

**Q:** What do I do if my details change?

**A:** Please complete the 'Change of Details' form downloadable from the CAA website and return to [Avsec.qa@avsec.caa.co.uk](mailto:Avsec.qa@avsec.caa.co.uk)

64.

**Q:** A CIN instructor linked to my registered training provider no longer works for me. Do I have to notify the CAA?

**A:** Yes, you need to tell us. Please complete the 'Change of Details' form downloadable from the CAA website, complete the CIN section and return to [Avsec.qa@avsec.caa.co.uk](mailto:Avsec.qa@avsec.caa.co.uk)

65.

**Q:** I have a new CIN instructor linked to my registered training provider. Do I need to tell the CAA?

**A:** Yes, you need to tell us. Any CIN instructor linked to your trainer provider must be declared to us. Please complete the 'Change of Details' form downloadable from the CAA website, complete the CIN section and return to [Avsec.qa@avsec.caa.co.uk](mailto:Avsec.qa@avsec.caa.co.uk)

66.

**Q:** I am a CIN instructor who has left a registered training provider. What happens to my CIN?

**A:** The registered training provider is responsible for de-linking you from them by completing a 'Change of Details' form from our website. If you are not linked to any other registered training provider we will place your CIN onto a holding list and try to contact you, or wait for a training provider to tell us you are now linked to their training provider. You can also contact us to tell us which training providers you will be linking to in the future.

67.

**Q:** My registered training provider is merging with another, what happens?

**A:** Both training providers will need to contact the CAA and de-register. A new training provider will then need to be registered as a new registration fee paid. We would then need to complete a QA visit for the new registered training provider.

## After the Visit – What happens next?

68.

**Q:** What happens after the visit from the EQA?

**A:** We will review the report, proof read and send to the registered contact of the training provider within 5 working days of the report being received.

69.

**Q:** I have received an overall grading of Good/Good with outstanding features/Outstanding. What happens next?

**A:** After year 1 we will visit you again within 12 months. Use this time to act on any feedback you have received, implement recommendations and continue to review your quality assurance.

70.

**Q:** I have received an overall grade of Requires Improvement. What happens next?

**A:** You will receive a personalised letter along with your report which will outline the requirements. In year 1 you will have an opportunity to meet the baseline requirement of Good by submitting additional evidence and documentation to the CAA. You must take on-board and implement any recommendations given to allow you to gain at least a Good rating overall. If you receive an overall rating of 'Requires improvement' in year 2 and onwards, this option will not be available and instead we will visit you more frequently.

71.

**Q:** In year 1 if I receive an overall rating of 'Requires improvement' how long will I have to submit additional information to the CAA to improve my rating?

**A:** You will have 3 months from the receipt of your report to submit additional evidence to the CAA for review.

72.

**Q:** If I receive an overall rating of 'Requires improvement' and choose not to submit additional information to the CAA what happens?

**A:** We will contact you to discuss the implications of this. Anyone who does not meet the overall rating of 'Good' in year 1 may be removed from the quality assurance programme and will mean that the training provider cannot be used to conduct training under the UK NASP.

73.

**Q:** What if I do not agree with the report made by the EQA?

**A:** There is an appeals policy available on the CAA Quality Assurance Framework Policies document on the CAA website. (Available from March 2019)

## **Annex A – Registering as a Training Provider Common Scenarios**

The principle of the registration and QA framework is that each instructor must at all time be linked to at least one training provider and only work under the quality assurance ‘umbrella’ of a training provider – though they can work for different registered training providers at different times.

If two certificated instructors only ever work together and wish to have one identical quality assurance process in place, they should register as one training provider. If they wish to register as two separate providers, they must each have their own quality assurance process in place.

If an instructor is linked to a training provider, the provider takes responsibility for the quality assurance of the instructor and their work and this would be checked during the EQA visit.

Table 1 below details specific scenarios based on questions we have been asked about individual situations. If you still cannot find a scenario that fits your needs, please contact [Avsec.qa@avsec.caa.co.uk](mailto:Avsec.qa@avsec.caa.co.uk) for guidance.

**Table 1 – Registered Training Provider Scenarios**

<b>Situation</b>	<b>Example</b>	<b>Applicable registration</b>
Certificated Instructor - Independent <sup>3</sup>	An individual instructor who delivers AvSec training and does not employ/contract other instructors.	The independent instructor needs to register as a training provider and have their own quality assurance measures in place.
Certificated Instructor – employs/contracts other instructors, who only work for them (and never as their own provider)	A certificated instructor who runs training provider <b>A</b> and employs/contracts at least one other instructor.	Training provider <b>A</b> registers as a provider and all instructors working for them should be linked to training provider <b>A</b> . The linked instructors don't need to register as their own provider (they are covered by the registration and quality assurance measures of training provider <b>A</b> ).
Certificated Instructor – employs/contracts other staff, who also work for other instructors (but never as an independent instructor)	Instructor <b>X</b> is employed/contracted for training provider <b>A</b> as well as training provider <b>B</b> , but only every works for one of the two providers and never as an independent instructor.	Training providers <b>A</b> and <b>B</b> should register and instructor <b>X</b> should be linked to both of them. Instructor <b>X</b> does not need to register as a training provider and is covered by the registration (and therefore quality assurance measures) of either provider when they conduct work.
Certificated Instructor – employs/contracts other instructors, who also work as an independent instructor (regularly or occasionally)	Instructor <b>X</b> works for training provider <b>A</b> and also sometimes works as an independent instructor.	Training provider <b>A</b> registers as the provider and all instructors working for them should be linked to them. Instructor <b>X</b> also needs to register as their own training provider and have their own quality assurance processes in place which they would work under when working as an independent instructor.  Instructor <b>X</b> must work under training provider <b>A</b> 's quality assurance whilst conducting training for training provider <b>A</b>
Certificated Instructor, employed/contracted by a training provider or a regulated entity	Instructor <b>X</b> only works for training provider <b>A</b> , who is a training organisation/regulated entity.	Training provider <b>A</b> should register as a provider, and instructor <b>X</b> should be linked to them. Instructor <b>X</b> does not need to register as their own provider (they are covered by the registration and quality assurance measures of training provider <b>A</b> ).
An instructor recognised as competent (ROC number)	Instructor <b>Y (ROC)</b> is recognised as competent and works under certificated instructor <b>X</b> .	Certificated Instructor <b>X</b> is responsible for determining their registration status – Instructor <b>Y (ROC)</b> remains linked to them and does not need to register separately as a training provider. The quality assurance processes of certificated Instructor <b>X</b> must cover Instructor <b>Y (ROC)</b> .

<sup>3</sup> An independent instructor under this framework is an instructor who works by themselves and does not contract or employ other instructors.

## Annex B – Table of Overall Ratings and Re-visits

Overall rating	How this relates to the standard	Re-visit period after year 2 Visit
Requires improvement	At least one critical element requires improvement, or more than five other individual aspects)	Revisit within 3-6 months
Good	No more than five aspects require improvement and none in critical elements)	Revisit within 12 months
Good with outstanding features	No aspects require improvement and at least five aspects are outstanding)	Revisit in 18 months
Outstanding	No more than five aspects are good and none in critical elements)	Revisit in 24 months