IBOSD – UK LTD

INTERNATIONAL TRAINING NETWORK HANDBOOK

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International Board of Skills and Development

Official website: www.ibosd.org

Registered Office: 2 Frederick Street, Kings Cross, London WC1X 0ND, United Kingdom.

We will restart the handbook from the beginning, with complete policy wording rather than short summaries. The following draft incorporates your latest decisions: standard ATP authorisation fee of GBP 2,000, Outreach Trainer licence fee of GBP 350, mandatory SDFP requirements, and no promotional or transitional arrangements in the handbook.

The handbook will cover ATPs, RORTCs, Outreach Trainers, programme delivery, assessment, certification and quality assurance.

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PART 1

INTRODUCTION, INSTITUTIONAL IDENTITY AND GOVERNANCE

1.1 Introduction

The International Board of Skills and Development (IBOSD) – UK Ltd is an independent international awarding and certification organisation established to promote competency-based education, professional skills development and credible assessment and certification practices.

IBOSD operates through an international network of Authorised Training Providers (ATPs), Regional Outreach Training Centres (RORTCs), approved Outreach Trainers, assessors, subject-matter experts and other authorised stakeholders.

The organisation seeks to bridge the gap between theoretical learning and workplace competence through structured learning outcomes, practical evidence requirements, assessment systems and certification processes.

This handbook establishes the operational, academic, administrative, ethical and quality-assurance requirements applicable to IBOSD's international training network.

1.2 Purpose of the Handbook

The purpose of this handbook is to establish a consistent framework for the approval, management, monitoring and development of organisations and individuals authorised to operate within the IBOSD International Training Network.

Its principal objectives are to:

1. Define the structure, authority and responsibilities of the IBOSD International Training Network.

2. Establish eligibility and approval requirements for ATPs, RORTCs and Outreach Trainers.
3. Standardise programme delivery, learner registration, assessment and certification procedures.
4. Protect the integrity and credibility of IBOSD qualifications and certificates.
5. Promote transparency, accountability, ethical conduct and continuous improvement.
6. Establish procedures for monitoring, auditing, complaints, appeals and disciplinary action.
7. Support compliance with applicable laws, regulations and contractual obligations in each country of operation.

1.3 Scope and Applicability

This handbook applies to all organisations and individuals operating under a valid written authorisation issued by IBOSD.

It includes:

- Authorised Training Providers and their approved branches.
- Regional Outreach Training Centres.
- Outreach Trainers and nominated training personnel.
- IBOSD-approved assessors and practical evidence evaluators.
- Administrative personnel responsible for learner registration, assessment coordination and records.
- Other approved partners where the applicable agreement incorporates this handbook.
- All authorised entities shall comply with the relevant provisions of this handbook, their individual agreements, programme-specific requirements and official IBOSD policies.

Where a conflict exists between this handbook and applicable law, the law shall prevail. The matter shall be referred to IBOSD for a formal compliance decision.

1.4 Institutional Accreditation and Recognition

IBOSD – UK Ltd identifies the following institutional recognition arrangements for inclusion in its official profile:

HLACT – UK Accreditation: IBOSD holds accreditation with HLACT – UK within its applicable approved scope.

CPD – UK Accreditation: IBOSD holds CPD accreditation or recognition within the applicable membership, institutional or programme approval scope.

IBOSD may also hold management-system certifications, personnel-certification arrangements, registrations and other quality-related recognitions.

All claims relating to accreditation, certification and professional recognition must correspond to valid documentary evidence and the precise scope of the relevant approval.

Institutional accreditation must not automatically be presented as accreditation of every IBOSD programme, centre, trainer or certificate.

1.5 Vision

To become a globally respected organisation for competency-based skills development and professional certification, empowering individuals and institutions through accessible, credible and internationally relevant learning opportunities.

1.6 Mission

IBOSD is committed to developing and maintaining quality-assured skill qualifications, professional certification programmes and competency-assessment systems that support workforce readiness, professional growth, employability and lifelong learning.

Its mission includes supporting training institutions in delivering consistent, industry-relevant education while ensuring that certification is based on verifiable learning achievements and assessment evidence.

IBOSD Commitment to Social Responsibility

Every Admission Creates an Opportunity

For every learner admission registered through the IBOSD International Training Network, GBP £2 is earmarked towards the education, skills development and empowerment of underprivileged girls and young women up to 25 years of age.

The funds generated from admissions in each country shall be utilised to support eligible beneficiaries within that same country.

Through this initiative, IBOSD ensures that the growth of its international training network contributes directly to local community development and social inclusion.

1.7 Core Values

IBOSD shall conduct its activities in accordance with the following values:

Core value	Institutional commitment
Integrity	Honest and transparent assessment and certification
Competence	Demonstrable knowledge, skills and workplace application
Quality	Continuous monitoring and improvement
Accessibility	Fair and inclusive learning opportunities
Independence	Impartial certification and assessment decisions
Accountability	Clear responsibilities and documented decisions
Innovation	Responsiveness to changing industry requirements
Sustainability	Responsible and socially beneficial skills development

1.8 Institutional Governance

IBOSD shall maintain an organisational governance structure that separates strategic oversight, operational management, academic development, assessment and certification decision-making.

The principal governance functions include:

Founder and Global President: Provides institutional leadership, strategic direction and oversight of organisational development.

Board of Governors: Provides strategic and professional guidance within its approved terms of reference. Honorary membership does not, by itself, confer executive or statutory authority.

Chief Operating Officer / Designated Executive Management: Responsible for implementing approved operational policies and coordinating the international network.

Academic and Curriculum Function: Responsible for programme development, learning outcomes, instructional standards, technical review and programme maintenance.

Assessment and Certification Function: Responsible for assessment administration, results verification, certification decisions and integrity controls.

Quality Assurance Function: Responsible for monitoring, audits, corrective actions, risk management and continuous improvement.

Regional and Network Coordination: Responsible for supporting authorised centres and monitoring regional operational performance.

No individual or network partner may exercise powers beyond those formally delegated by IBOSD.

1.9 Quality Assurance Principles

IBOSD shall maintain documented arrangements for:

1. Programme design, review and approval.
2. Trainer and assessor competence.
3. Learning and practical evidence verification.
4. Secure examination administration.
5. Impartial assessment and certification decisions.
6. Learner complaints and appeals.
7. Record retention and confidentiality.
8. Internal monitoring and external reviews where applicable.
9. Corrective and preventive action.
10. Continuous improvement based on performance data and stakeholder feedback.

1.10 Authority of the Handbook

This handbook is a controlled institutional document.

IBOSD reserves the right to amend its provisions through authorised revisions, provided that such amendments are communicated to affected network participants and implemented consistently with applicable contractual and legal requirements.

Only the latest officially approved version shall be treated as authoritative.

PART 2

INTERNATIONAL TRAINING NETWORK STRUCTURE

2.1 Introduction

The IBOSD International Training Network is established to facilitate the delivery of approved competency-based qualifications and professional development programmes across different countries and regions.

The network is designed to combine centralised academic and certification control with decentralised training delivery and regional coordination.

IBOSD retains ultimate authority over programme approval, assessment standards, certification, institutional authorisation and quality assurance.

Participation in the network shall not confer ownership, franchise rights, agency authority or exclusive territorial rights unless expressly provided in a separate written agreement.

2.2 Categories of Network Participants

The network comprises three principal categories:

Category A – Authorised Training Providers (ATPs)

An ATP is a legally established educational, training or professional development organisation authorised by IBOSD to deliver specified programmes.

ATPs are responsible for organising training, registering learners, maintaining approved learning facilities, appointing competent trainers, maintaining learner records and supporting assessment activities.

Category B – Regional Outreach Training Centres (RORTCs)

An RORTC is an organisation authorised to undertake regional outreach, training coordination, learner mobilisation and other approved activities within a defined operational scope.

RORTCs may support Outreach Trainers, institutions, employers and learner groups in accessing IBOSD programmes.

An RORTC shall not automatically acquire ATP status or independent certification authority.

Category C – Outreach Trainers

An Outreach Trainer is an individual professional approved to deliver specified IBOSD programmes under the conditions of an Outreach Trainer licence.

Outreach Trainers may operate independently or in association with authorised organisations, subject to the approved arrangements.

2.3 Network Governance Structure

IBOSD – UK Ltd

Governance, Academic Standards, Assessment, Certification and Quality Assurance

ATPs

Institutional training delivery

RORTCs

Regional coordination and outreach

Outreach Trainers

Approved individual training delivery

Learners and Industry

Competency-Based Training, Practical Evidence, PAEP Assessment and Certification

2.4 Centralised Functions of IBOSD

The following functions shall remain under the authority of IBOSD unless formally delegated:

1. Development and approval of programme standards.
2. Approval and withdrawal of network authorisations.
3. Approval of trainer competence requirements.
4. Establishment and control of the PAEP assessment system.
5. Maintenance of assessment question banks.
6. Verification of learner assessment results.
7. Final certification decisions.
8. Issuance and verification of IBOSD certificates.
9. Quality assurance and network monitoring.
10. Approval of official branding and institutional representations.

2.5 Geographical Scope of Authorisation

Each network participant shall operate within the geographical scope specified in its approval letter or agreement.

International operations shall comply with the applicable laws and regulatory requirements of the country concerned.

An IBOSD authorisation does not exempt a centre or trainer from obtaining any locally required licence, registration or regulatory approval.

2.6 Non-Exclusivity

Unless otherwise agreed in writing, authorisation shall be non-exclusive.

IBOSD may approve multiple ATPs, RORTCs or Outreach Trainers within the same city, region or country.

No network participant shall represent itself as the sole or exclusive IBOSD representative without written authorisation.

2.7 Institutional Independence

ATPs and RORTCs shall operate as independent legal entities.

Their employees, contractors, debts, tax obligations and local regulatory responsibilities shall remain their own, except where otherwise expressly agreed.

No participant may enter into contractual obligations on behalf of IBOSD without delegated authority.

2.8 Network Performance and Continuous Improvement

All network participants shall cooperate with IBOSD in collecting and reviewing relevant performance information.

This may include learner registrations, completion rates, assessment results, complaints, employer feedback, trainer performance and corrective actions.

IBOSD may establish performance benchmarks and review periods through approved network policies.

PART 3

AUTHORISED TRAINING PROVIDERS (ATPs)

3.1 Definition

An Authorised Training Provider (ATP) is an institution formally approved by IBOSD to deliver one or more specified IBOSD training and certification programmes in accordance with approved academic, administrative and quality-assurance requirements.

ATP authorisation is institution-specific and shall not be transferred to another organisation without prior written approval.

3.2 Objectives of ATP Authorisation

The ATP system is intended to expand access to quality-assured skills training while maintaining consistency in programme delivery, learner assessment and certification.

Authorisation enables eligible institutions to deliver approved IBOSD programmes, register learners for assessment and participate in the international training network.

3.3 Eligibility Requirements

An applicant institution shall satisfy the following requirements.

A. Legal and Administrative Requirements

The applicant shall:

1. Be legally established or otherwise authorised to conduct training activities in its jurisdiction.
2. Possess valid registration and relevant operational licences where required.
3. Maintain an identifiable business address and responsible management.
4. Demonstrate sufficient administrative capacity.
5. Maintain appropriate financial and operational controls.
6. Agree to comply with IBOSD policies and applicable legislation.

B. Training Facilities

The institution shall provide facilities appropriate to the programmes proposed for delivery.

These may include classrooms, suitable seating, lighting, ventilation, presentation equipment, internet connectivity, learning resources and access to practical training facilities.

For online or blended programmes, the institution shall maintain appropriate digital learning and communication arrangements.

Facilities shall be accessible, safe and appropriate to the learner population and programme requirements.

C. Academic and Training Capability

The institution shall demonstrate its ability to organise structured training, maintain attendance records, support practical activities, administer learning materials and comply with approved programme schedules.

The ATP shall appoint trainers who meet the relevant IBOSD qualification and competence requirements.

D. Quality Assurance

The applicant shall maintain procedures for learner complaints, trainer performance monitoring, assessment integrity, records management and corrective action.

3.4 ATP Application Procedure

The approval process shall comprise the following stages.

Stage 1 – Expression of Interest: The applicant submits an enquiry or prescribed application.

Stage 2 – Documentation: The applicant provides registration documents, institutional profile, proposed programmes, management details and supporting evidence.

Stage 3 – Institutional Evaluation: IBOSD evaluates eligibility, operational capability and identified risks.

Stage 4 – Verification: IBOSD may conduct a virtual or physical inspection where considered necessary.

Stage 5 – Approval Decision: IBOSD approves, conditionally approves or rejects the application.

Stage 6 – Agreement and Fee Payment: The successful applicant signs the ATP agreement and pays the applicable authorisation fee.

Stage 7 – Authorisation: IBOSD issues an authorisation letter or certificate specifying the approved scope.

3.5 ATP Authorisation Fee

STANDARD INITIAL ATP AUTHORISATION FEE

GBP 2,000

Per approved institution, subject to the applicable agreement and fee schedule.

The standard ATP authorisation fee is GBP 2,000.

The fee shall be payable in accordance with the official invoice and ATP agreement.

Payment of the fee does not, by itself, guarantee approval. Authorisation shall become effective only after IBOSD completes the prescribed approval process and issues written confirmation.

Any additional charges for learner certification, programme-specific services, trainer development, renewals or other approved activities shall be governed by the applicable official fee schedule.

3.6 Validity and Renewal

ATP authorisation shall remain valid for the period stated in the authorisation letter or agreement, subject to continued compliance.

Renewal may require:

- Submission of updated institutional information.
- Review of operational and training performance.
- Verification of trainer competence.
- Closure of outstanding nonconformities.
- Payment of the applicable renewal fee.
- Confirmation of continued compliance with IBOSD policies.
- Renewal shall not be automatic.

Social Responsibility and Community Impact."

ATPs can promote their association with IBOSD's CSR initiative, demonstrating how learner admissions contribute to educational opportunities for disadvantaged girls in their own countries.

3.7 Trainer Nomination and SDFP

Every ATP shall nominate trainers who meet the qualification, professional experience and competence requirements of the programmes they are authorised to deliver.

Completion of the applicable IBOSD Skill Development Framework Programme (SDFP) is mandatory for trainer approval.

The ATP shall submit the nominated trainer's professional profile, academic qualifications, relevant experience and evidence of SDFP completion.

IBOSD reserves the right to evaluate trainer competence and approve or reject nominations.

A trainer shall not be regarded as IBOSD-approved merely because of employment by an authorised ATP.

3.8 ATP Rights

Subject to the authorisation agreement, an ATP may:

1. Deliver IBOSD-approved programmes within its authorised scope.
2. Use approved IBOSD branding for authorised activities.
3. Register eligible learners through prescribed systems.
4. Access authorised programme materials and assessment guidance.
5. Coordinate learner assessments with IBOSD.
6. Receive relevant certification and learner status information.
7. Participate in approved institutional development activities.
8. These rights are conditional and may be restricted, suspended or withdrawn for noncompliance.

3.9 ATP Responsibilities

An ATP shall:

1. Deliver programmes according to approved learning outcomes and learning hours.
2. Use competent and approved trainers.
3. Maintain accurate learner admission and attendance records.
4. Facilitate required practical evidence activities.
5. Protect assessment confidentiality and integrity.
6. Register learners accurately and within prescribed timelines.
7. Pay applicable fees when due.
8. Cooperate with IBOSD monitoring and audits.
9. Avoid misleading accreditation or certification claims.
10. Protect learner information and comply with applicable data-protection requirements.
11. Investigate and address complaints and nonconformities.
12. Report serious incidents or suspected malpractice promptly.

3.10 Restrictions on ATPs

An ATP shall not:

- Issue IBOSD certificates independently.
- Modify approved learning outcomes without written approval.
- Reduce mandatory learning hours.

- Alter official examination results.
- Share restricted assessment question banks.
- Transfer its authorisation to another institution.
- Approve branches, franchisees or sub-centres independently.
- Misrepresent the scope of IBOSD accreditation or institutional approval.
- Use IBOSD intellectual property outside its authorised scope.

3.11 Learner Registration and Certification

All learners seeking IBOSD certification shall be registered in accordance with the prescribed procedure.

The ATP shall verify learner identity, eligibility, attendance and completion of required learning and practical activities.

Certification shall be subject to successful completion of the applicable PAEP assessment requirements and verification by IBOSD.

3.12 ATP Monitoring

IBOSD may conduct scheduled or unscheduled monitoring activities, including desktop reviews, virtual audits, site inspections, trainer observations and learner-record verification.

Where nonconformities are identified, IBOSD may require corrective action within a prescribed timeframe.

Serious or repeated failures may result in restrictions, suspension or termination.

3.13 Suspension and Withdrawal

IBOSD may suspend or withdraw ATP authorisation for serious contractual breaches, fraudulent practices, unauthorised certification activities, persistent noncompliance, nonpayment of applicable fees or other material risks.

Except where immediate action is necessary to protect learners or certification integrity, the ATP shall normally be given written notice and an opportunity to respond.

The handling of registered learners following suspension or termination shall be determined by IBOSD in accordance with applicable contractual and learner-protection requirements.

3.X – IBOSD Free Diagnostic Assessment: An ATP Recruitment and Learner Development Facility

3.X.1 Introduction

The International Board of Skills and Development (IBOSD – UK Ltd.) recognises that effective skills development begins with understanding an individual's existing knowledge, competencies, professional experience and learning needs.

As part of its commitment to accessible, needs-based and outcome-oriented skills development, IBOSD provides a **Free Diagnostic Assessment Facility** to support prospective learners and its network of Authorised Training Providers (ATPs).

This facility is intended to assist ATPs in identifying prospective learners' knowledge gaps, recommending appropriate IBOSD-approved programmes and promoting informed participation in professional skills development.

The Free Diagnostic Assessment is a preliminary developmental assessment and shall not constitute a formal qualification examination, certification assessment or recognition of professional competence.

3.X.2 Objectives of the Free Diagnostic Assessment

The principal objectives of the IBOSD Free Diagnostic Assessment Facility are to:

a. Provide prospective learners with an opportunity to evaluate their existing knowledge and understanding without an initial assessment fee.

b. Identify potential knowledge gaps and areas requiring further training or professional development.

c. Assist learners in selecting appropriate IBOSD-approved programmes according to their educational background, professional experience and career aspirations.

d. Support ATPs in identifying training needs within their target markets, industries and professional communities.

e. Encourage individuals who may not otherwise seek formal skills development to explore appropriate learning opportunities.

f. Promote evidence-informed training recommendations and learner-centred educational practices.

g. Facilitate wider access to skills development opportunities across different geographical regions and professional sectors.

3.X.3 Availability and Access

Subject to IBOSD's applicable operational procedures, the Free Diagnostic Assessment Facility may be made available to:

a. Individuals considering enrolment in an IBOSD-approved programme.

b. Prospective learners referred by an authorised ATP.

c. Employees or professional groups nominated by organisations seeking to identify workforce training needs.

d. Students, graduates, jobseekers and working professionals exploring further skills development.

e. Other eligible individuals or groups approved by IBOSD.

The diagnostic assessment shall ordinarily be accessed through an IBOSD-approved digital platform or another officially authorised delivery arrangement.

The assessment shall be provided free of charge to eligible prospective learners. Any ATP access arrangements, service limitations or administrative conditions shall be governed by the applicable IBOSD policy.

3.X.4 Benefits to Prospective Learners

The Free Diagnostic Assessment Facility offers the following potential benefits:

a. Identification of Knowledge Gaps

Learners may obtain an initial indication of their existing understanding of relevant occupational, technical or professional subjects.

b. Informed Programme Selection

Diagnostic results may assist learners in identifying programmes aligned with their learning needs and career objectives.

c. Increased Awareness of Professional Competency Requirements

The assessment may introduce learners to knowledge areas, workplace expectations and professional practices relevant to their chosen field.

d. Accessible Entry into Skills Development

The availability of a free preliminary assessment reduces the initial financial barrier to exploring training opportunities.

e. Personalised Learning Guidance

Where appropriate, learners may receive general recommendations regarding further learning, competency development or suitable IBOSD-approved programmes.

f. Improved Learning Readiness

Learners may gain a clearer understanding of the knowledge and skills they should develop before undertaking formal assessments.

3.X.5 Benefits to Authorised Training Providers

The Free Diagnostic Assessment Facility is an institutional support service intended to strengthen the learner engagement, training-needs identification and programme recruitment capabilities of authorised ATPs.

a. Prospective Learner Engagement

ATPs may invite interested individuals to undertake a free diagnostic assessment as an introductory educational service.

This enables ATPs to establish initial engagement with prospective learners through a structured and professionally relevant activity.

b. Learner Recruitment and Admission Development

The diagnostic facility may support ATPs in converting general enquiries into informed programme applications by helping prospective learners understand their training requirements.

The provision of a free diagnostic assessment does not guarantee admission, learner conversion or commercial outcomes.

c. Identification of Training Demand

Where appropriate and subject to data protection requirements, aggregated diagnostic findings may assist ATPs in understanding common knowledge gaps within particular occupational groups or market segments.

d. Programme Recommendation and Learner Counselling

ATPs may use diagnostic findings to recommend suitable IBOSD-approved programmes, taking account of the learner's existing knowledge, career objectives and applicable programme entry requirements.

e. Corporate and Institutional Engagement

ATPs may introduce the facility to employers, educational institutions and professional organisations as a preliminary training-needs identification service.

This may support discussions regarding workforce development, employee upskilling and structured professional training.

f. Differentiation in the Training Market

The availability of an IBOSD-supported diagnostic facility may enable ATPs to offer an additional learner-focused service alongside their approved training programmes.

g. Improved Training Planning

Diagnostic findings may help trainers identify common learning difficulties and plan appropriate instructional activities, subject to the approved curriculum and programme requirements.

h. Long-Term Learner Relationships

The diagnostic process may provide an initial point of engagement from which ATPs can develop continuing relationships through approved training programmes, professional development activities and further learning opportunities.

3.X.6 Recommended ATP Implementation Process

Authorised ATPs may adopt the following process when using the Free Diagnostic Assessment Facility:

Step 1 – Prospective Learner Identification

The ATP identifies individuals or groups who may benefit from an IBOSD-approved training programme.

Step 2 – Diagnostic Assessment Invitation

The ATP explains the purpose, voluntary nature and availability of the free diagnostic assessment.

Step 3 – Assessment Registration and Participation

The prospective learner accesses and completes the diagnostic assessment through the approved arrangement.

Step 4 – Diagnostic Results and Learning Needs

The learner receives or is provided access to the applicable diagnostic outcome, which may identify strengths and areas for development.

Step 5 – Programme Guidance

The ATP discusses relevant training opportunities with the learner and recommends suitable IBOSD-approved programmes where appropriate.

Step 6 – Voluntary Programme Enrolment

The learner independently decides whether to enrol in a programme, subject to the applicable entry requirements and admission procedures.

Step 7 – Training and Formal Assessment

Following enrolment, the learner undertakes the prescribed training, learning activities, practical evidence requirements and applicable IBOSD Professional Assessment and Evaluation Process (PAEP).

Participation in the diagnostic assessment shall not create any obligation to enrol in a paid training programme.

3.X.7 Responsibilities of ATPs

ATPs using the Free Diagnostic Assessment Facility shall:

a. Present the diagnostic assessment accurately as a preliminary developmental assessment.

b. Clearly inform prospective learners that the diagnostic assessment is free, voluntary and separate from formal certification examinations.

c. Avoid making misleading claims regarding guaranteed employment, certification, examination success or professional recognition.

d. Provide programme recommendations based on genuine learning needs rather than solely on commercial considerations.

e. Protect learner information and comply with applicable data protection and privacy requirements.

f. Obtain appropriate consent or establish another lawful basis before collecting, processing or using personal information for recruitment or marketing.

g. Avoid imposing unauthorised charges for access to the free diagnostic assessment.

h. Use only IBOSD-approved assessment materials, platforms, descriptions and promotional information.

i. Refrain from modifying diagnostic questions, scoring arrangements or official assessment outcomes without written authorisation.

j. Cooperate with IBOSD in monitoring the appropriate use of the facility.

3.X.8 Relationship with Formal IBOSD Examinations

The Free Diagnostic Assessment Facility is separate from the formal IBOSD Professional Assessment and Evaluation Process (PAEP).

Diagnostic participation or performance shall not:

a. Constitute successful completion of an IBOSD-approved programme.

b. Replace mandatory learning hours or required training activities.

c. Substitute for PAEP A, PAEP B, PAEP C or any other applicable formal assessment component.

d. Automatically provide exemptions from programme requirements.

e. Result in the award of an IBOSD qualification or professional certificate.

f. Guarantee eligibility for certification.

Formal learner assessment and certification shall remain subject to the approved programme requirements and applicable IBOSD assessment and certification policies.

3.X.9 Institutional Monitoring and Quality Assurance

IBOSD may monitor the operation and effectiveness of the Free Diagnostic Assessment Facility to ensure its appropriate use and continuing educational value.

Such monitoring may include:

a. Assessment participation and completion trends.

b. Relevance and suitability of diagnostic content.

c. Learner feedback and accessibility.

d. ATP compliance with approved operational procedures.

e. Appropriateness of programme recommendations.

f. Data protection and information security practices.

g. Identification of opportunities for improvement.

IBOSD reserves the right to revise, restrict, suspend or withdraw access to the facility where necessary for quality assurance, security, operational or compliance reasons.

3.X.10 Institutional Commitment

Through the Free Diagnostic Assessment Facility, IBOSD seeks to encourage informed participation in skills development and support ATPs in identifying genuine learner and workforce development needs.

The facility reflects IBOSD's commitment to accessible learning opportunities, responsible training recommendations and continuous professional development.

Authorised Training Providers are encouraged to use the Free Diagnostic Assessment Facility as an educational engagement and learner-development service, while maintaining the highest standards of transparency, professionalism and ethical recruitment.

PART 4

REGIONAL OUTREACH TRAINING CENTRES (RORTCs)

4.1 Definition

A Regional Outreach Training Centre (RORTC) is an organisation authorised by IBOSD to facilitate regional skills development, training coordination, learner mobilisation and approved outreach activities.

The RORTC system is designed to support the expansion of IBOSD programmes through locally accessible coordination arrangements.

RORTC authorisation does not automatically constitute ATP approval.

4.2 Objectives

The objectives of the RORTC network are to:

1. Expand awareness of IBOSD skills programmes.
2. Facilitate access to training in underserved locations.
3. Coordinate approved Outreach Trainers.
4. Support institutions and employers seeking relevant training.
5. Assist with learner registration and administrative coordination.
6. Promote ethical and quality-assured training practices.
7. Strengthen local engagement and workforce development.

4.3 Eligibility

An applicant RORTC shall demonstrate:

Legal status: A legally accountable organisation or entity permitted to undertake the proposed activities.

Management capability: Identifiable management personnel responsible for daily operations and compliance.

Administrative infrastructure: Appropriate office, communication, recordkeeping and learner-support arrangements.

Financial capacity: Sufficient resources to fulfil contractual and operational obligations.

Professional conduct: A commitment to ethical promotion, accurate representation and protection of learners.

Regulatory compliance: Compliance with relevant local licensing, tax, labour, privacy and consumer-protection requirements.

4.4 Application and Approval

Applicants shall submit the prescribed RORTC application with supporting documentation.

IBOSD may request an institutional profile, legal registration documents, management information, operational plan, proposed geographical coverage and details of available resources.

IBOSD shall review the application and may undertake additional verification.

Approval shall be confirmed through a written agreement and authorisation letter specifying the approved scope and validity.

4.5 RORTC Authorisation Fees

Fee category	Standard fee
Initial RORTC authorisation	GBP 2,500
Annual RORTC renewal	GBP 250

All fees shall be payable according to the applicable agreement and official invoice.

Authorisation shall not be effective until the required approval procedures have been completed.

4.6 Permitted Activities

Subject to its approved scope, an RORTC may:

1. Promote IBOSD-approved programmes.
2. Identify prospective learners and institutional partners.
3. Coordinate training schedules and approved training venues.
4. Facilitate engagement between learners and approved Outreach Trainers.
5. Support learner admission and registration procedures.
6. Maintain regional activity and performance records.
7. Coordinate employer and institutional training enquiries.
8. Assist IBOSD with approved outreach initiatives.
9. Training delivery by an RORTC shall require the appropriate programme approval and trainer competence arrangements.

4.7 Outreach Trainer Coordination

An RORTC may recommend eligible professionals for Outreach Trainer approval.

All nominated trainers must satisfy the applicable IBOSD eligibility criteria, including completion of the prescribed SDFP.

Only IBOSD may grant, renew, suspend or withdraw an Outreach Trainer licence.

An RORTC shall not independently certify a trainer as IBOSD-approved.

4.8 RORTC Responsibilities

Each RORTC shall:

1. Maintain accurate records of approved activities.
2. Communicate official programme information accurately.
3. Ensure that learners receive clear information regarding training, assessment and certification.
4. Cooperate with IBOSD quality-assurance activities.
5. Protect learner and institutional information.

6. Maintain transparent financial and administrative records.
7. Use IBOSD branding only within its authorised scope.
8. Report complaints, suspected malpractice and significant operational risks.
9. Maintain compliance with its agreement and applicable law.
10. Avoid making commitments on behalf of IBOSD without written authority.

4.9 Limitations of RORTC Authority

An RORTC shall not:

- Issue IBOSD certificates.
- Approve ATPs or other RORTCs.
- Independently license Outreach Trainers.
- Modify approved programmes or assessment standards.
- Conduct restricted assessments without authorisation.
- Claim government recognition beyond the actual approved scope.
- Grant territorial exclusivity or franchise rights to third parties.
- Represent itself as the legal headquarters or statutory representative of IBOSD.

4.10 Learner Protection

RORTCs shall ensure that learners are not misled regarding programme recognition, course duration, assessment requirements, certification fees or employment outcomes.

Learner payments, refunds and contractual arrangements shall be handled transparently and in accordance with applicable law and IBOSD-approved procedures.

4.11 Quality Assurance and Monitoring

IBOSD reserves the right to review RORTC activities through documentation checks, performance reviews, virtual meetings, inspections and other appropriate monitoring arrangements.

Where deficiencies are identified, IBOSD may require corrective action.

Serious or repeated breaches may result in suspension or withdrawal of authorisation.

4.12 Renewal and Continuation

RORTC authorisation shall be reviewed in accordance with the applicable agreement.

Renewal may depend upon continued eligibility, satisfactory compliance, operational performance, payment of renewal fees and resolution of outstanding nonconformities.

IBOSD reserves the right to refuse renewal where continuation would create unacceptable operational, reputational or certification risks.

4.13 Termination of RORTC Authorisation

Authorisation may be terminated by agreement, expiry without renewal or action taken in accordance with the termination provisions of the applicable agreement.

Upon termination, the RORTC shall cease representing itself as authorised by IBOSD, discontinue unauthorised use of intellectual property, settle outstanding obligations and cooperate in the orderly transfer or closure of affected learner records and activities.

PART 5

OUTREACH TRAINERS: ELIGIBILITY, NOMINATION, LICENSING AND APPROVAL

5.1 Introduction

The International Board of Skills and Development (IBOSD) – UK Ltd recognises the importance of experienced industry professionals in delivering competency-based education and professional skills development across international markets.

To expand access to industry-relevant training while maintaining academic quality and assessment integrity, IBOSD has established the Outreach Trainer (ORT) Authorisation Scheme.

The scheme enables eligible professionals to obtain individual authorisation to deliver specified IBOSD training programmes in accordance with approved learning outcomes, instructional standards, assessment requirements and quality-assurance procedures.

Outreach Trainers form an integral part of the IBOSD International Training Network and may operate independently or in association with Authorised Training Providers (ATPs), Regional Outreach Training Centres (RORTCs), employers or other approved organisations.

All Outreach Trainers shall comply with the requirements of this handbook, their individual licence agreements and applicable IBOSD policies.

5.2 Definition of an Outreach Trainer

An Outreach Trainer is an individual professional formally authorised by IBOSD to deliver specified training programmes within an approved subject area and operational scope.

Outreach Trainer authorisation is granted to the individual and is not automatically transferable to another person, organisation or training institution.

An Outreach Trainer licence does not confer authority to issue IBOSD certificates, independently approve other trainers, modify approved qualifications or make certification decisions.

5.3 Objectives of the Outreach Trainer Scheme

The principal objectives are to:

1. Establish an international network of competent industry trainers.
2. Increase access to quality-assured skills development programmes.
3. Enable experienced professionals to participate in structured training delivery.
4. Promote consistent instructional and competency-assessment practices.
5. Support ATPs and RORTCs with qualified training personnel.
6. Encourage professional development and lifelong learning.
7. Facilitate training opportunities in regions with limited institutional training infrastructure.
8. Maintain the integrity and international credibility of IBOSD certification.

5.4 Eligibility Requirements

Applicants seeking Outreach Trainer authorisation shall satisfy the following minimum eligibility criteria.

5.4.1 Educational Qualifications

Applicants should possess an appropriate academic, technical or professional qualification relevant to the programmes they intend to deliver.

Acceptable qualifications may include:

- University degrees or postgraduate qualifications.
- Recognised technical or vocational qualifications.
- Relevant professional certifications.

- Industry-recognised competency credentials.
- Other qualifications accepted by IBOSD following an equivalency or competence review.
- IBOSD reserves the right to establish additional academic requirements for specialised programmes.

5.4.2 Professional Experience

Applicants shall normally possess a minimum of five years of relevant industry or professional experience in the subject area for which authorisation is requested.

Experience shall be supported by appropriate documentary evidence, such as employment records, professional references, project experience or other verifiable documentation.

IBOSD may prescribe higher experience requirements for technically demanding or high-risk subjects.

5.4.3 Training and Communication Competence

Applicants shall demonstrate the ability to:

1. Explain technical concepts accurately.
2. Deliver structured learning sessions.
3. Communicate effectively with diverse learner groups.
4. Facilitate discussions and practical activities.
5. Apply appropriate adult-learning principles.
6. Use relevant instructional technology.
7. Provide constructive learner feedback.
8. Maintain professional conduct and classroom discipline.
9. Previous training experience may be considered during evaluation but does not replace mandatory IBOSD trainer-development requirements.

5.4.4 Professional Integrity

Applicants shall demonstrate professional integrity and disclose any relevant disciplinary findings, regulatory restrictions or conflicts of interest that could materially affect their suitability.

IBOSD may refuse authorisation where substantiated evidence indicates a significant risk to learner welfare, assessment integrity or institutional reputation.

5.5 Mandatory Skill Development Framework Programme (SDFP)

5.5.1 Requirement

Successful completion of the applicable IBOSD Skill Development Framework Programme (SDFP) is mandatory for Outreach Trainer approval.

The SDFP is intended to familiarise prospective trainers with IBOSD's competency-based learning philosophy, instructional requirements, assessment framework and quality-assurance expectations.

Previous academic qualifications, industry experience or external trainer certifications shall not automatically exempt an applicant from the SDFP.

5.5.2 SDFP Learning Areas

The SDFP shall address relevant trainer competencies, which may include:

Learning area	Required competence
IBOSD Institutional Framework	Understanding IBOSD's role, standards and policies
Competency-Based Education	Applying learning outcomes and workplace competencies
Instructional Planning	Preparing structured lesson plans and learning activities
Bloom's Taxonomy	Aligning instructional and assessment activities with cognitive requirements
Training Delivery	Facilitating learner-centred training
Practical Evidence	Supervising and documenting practical learning activities
PAEP Framework	Understanding assessment components, responsibilities and

Learning area	Required competence
	integrity
Learner Evaluation	Providing feedback and monitoring learner progress
Ethics and Inclusion	Ensuring fair, respectful and inclusive learning
Quality Assurance	Maintaining training records and supporting monitoring

5.5.3 SDFP Completion and Verification

Applicants shall complete the prescribed SDFP learning activities and satisfy the applicable evaluation requirements.

IBOSD shall verify completion before granting trainer authorisation.

Where an applicant does not demonstrate the required competence, IBOSD may require further development, reassessment or additional evidence.

5.5.4 Programme-Specific Competence

Completion of SDFP alone does not automatically authorise an individual to deliver every IBOSD programme.

The trainer must also demonstrate appropriate subject knowledge, qualifications and experience for each requested programme.

IBOSD shall specify the approved programme scope in the trainer's authorisation record.

5.6 Outreach Trainer Application Procedure

Applicants shall complete the prescribed application process.

1. Application Submission
2. Submission of the Outreach Trainer application and professional profile.
3. Document Verification
4. Review of qualifications, professional experience and supporting evidence.
5. Eligibility Assessment

6. Evaluation of subject competence and suitability.
7. SDFP Completion
8. Successful completion and verification of mandatory trainer development.
9. Final Approval and Payment
10. Completion of licensing formalities and payment of the applicable fee.
11. Licence Issuance
12. Issue of the Outreach Trainer licence with the approved programme scope.

5.7 Required Application Documents

Applicants shall normally submit:

1. Completed Outreach Trainer application form.
2. Current curriculum vitae or professional profile.
3. Proof of identity.
4. Relevant educational and professional certificates.
5. Evidence of relevant industry experience.
6. Previous training credentials, where applicable.
7. Evidence of SDFP completion.
8. Declaration of professional integrity and conflicts of interest.
9. Other programme-specific evidence requested by IBOSD.
10. Documents shall be authentic, accurate and sufficiently legible for verification.

IBOSD may request originals, certified copies or independent verification where necessary.

5.8 Outreach Trainer Licensing Fee

STANDARD INITIAL OUTREACH TRAINER LICENCE FEE

GBP 350

Payable in accordance with the official IBOSD invoice and licensing agreement.

The standard initial Outreach Trainer licence fee shall be GBP 350.

The fee relates to the processing and issuance of the Outreach Trainer authorisation under the applicable licensing arrangements.

Any additional programme-specific training, assessment, renewal or administrative charges shall be communicated through the applicable official fee schedule.

Payment of the licence fee does not guarantee approval where the applicant has not satisfied the prescribed eligibility and competence requirements.

5.9 Validity and Renewal of Licence

The validity of an Outreach Trainer licence shall be stated in the authorisation document or applicable agreement.

Renewal shall be subject to:

1. Continued satisfaction of eligibility requirements.
2. Evidence of ongoing professional competence.
3. Compliance with IBOSD policies.
4. Satisfactory training delivery and learner feedback, where available.
5. Completion of any prescribed professional development.
6. Resolution of outstanding nonconformities.
7. Payment of the applicable renewal fee.
8. IBOSD may require reassessment or updated competency evidence where professional standards, programme requirements or industry practices have materially changed.

Licence renewal shall not be automatic.

5.10 Scope of Outreach Trainer Authorisation

An Outreach Trainer shall deliver only those programmes specifically included within their approved authorisation scope.

The scope may identify:

- Approved programme titles.
- Subject or occupational specialisations.
- Permitted delivery modes.
- Applicable geographical restrictions.
- Specific assessment or practical-evidence responsibilities.

- Any additional conditions imposed by IBOSD.
- Authorisation for one programme shall not automatically extend to other programmes, even where subject matter overlaps.

Additional programme approval may be granted following evaluation of relevant qualifications and competence.

5.11 Rights of an Approved Outreach Trainer

Subject to the licensing agreement, an approved Outreach Trainer may:

1. Deliver IBOSD-approved programmes within their authorised scope.
2. Identify themselves as an IBOSD Authorised Outreach Trainer during the validity of their licence.
3. Use approved IBOSD branding in accordance with official guidelines.
4. Organise training in association with approved ATPs, RORTCs or other authorised arrangements.
5. Access relevant instructional guidance and programme information.
6. Facilitate learner registration through prescribed systems.
7. Coordinate practical learning activities.
8. Participate in approved professional development initiatives.
9. Apply for additional programme authorisations.
10. Receive official communication regarding programme updates and quality requirements.
11. These rights remain conditional upon compliance with the handbook and applicable agreement.

5.12 Responsibilities of Outreach Trainers

Every Outreach Trainer shall:

A. Academic Responsibilities

- Deliver programmes according to approved learning outcomes.
- Maintain the prescribed learning hours.
- Use technically accurate and current instructional content.
- Apply appropriate adult-learning and instructional methods.
- Conduct the required practical learning activities.

- Maintain consistency between lesson plans, learning outcomes and instructional materials.

B. Administrative Responsibilities

- Verify learner registration arrangements.
- Maintain accurate attendance records.
- Submit required learner progress and practical evidence records.
- Comply with official reporting deadlines.
- Maintain appropriate communication with IBOSD and relevant partner institutions.

C. Professional Responsibilities

- Maintain competence in their authorised subject areas.
- Participate in prescribed continuing professional development.
- Treat learners fairly and respectfully.
- Avoid discrimination, harassment and exploitation.
- Declare relevant conflicts of interest.
- Maintain professional boundaries and ethical conduct.

D. Quality Assurance Responsibilities

- Cooperate with IBOSD monitoring and audits.
- Facilitate authorised training observations.
- Respond to quality-assurance findings.
- Implement required corrective actions.
- Report suspected assessment malpractice or serious noncompliance.

5.13 Training Delivery Arrangements

Outreach Trainers may conduct approved programmes through authorised arrangements, including:

Institutional Training: Training organised in cooperation with an ATP or another approved institution.

Regional Training: Training coordinated through an RORTC.

Corporate Training: Training delivered for employers or professional organisations under approved registration and assessment arrangements.

Online Training: Virtual training conducted using suitable digital learning platforms and attendance-verification arrangements.

Blended Training: A combination of classroom, online and practical learning activities, where permitted by the approved programme.

Independent Training: Training organised directly by an Outreach Trainer where IBOSD has expressly approved the delivery, learner registration and assessment arrangements.

In all cases, the Outreach Trainer shall ensure that delivery arrangements satisfy the programme's academic, practical, administrative and quality requirements.

5.14 Learner Registration

Outreach Trainers shall ensure that learners seeking IBOSD certification are registered through an authorised process.

The trainer shall not promise certification before successful completion of the required learning and assessment activities.

Learner registration information must be accurate and submitted within prescribed deadlines.

Any training undertaken outside an approved registration arrangement shall not automatically qualify a learner for IBOSD certification.

5.15 Learning Hours and Attendance

Outreach Trainers shall deliver the minimum learning hours prescribed for each approved programme.

The trainer shall maintain reliable attendance evidence, including appropriate participation records for online delivery.

Attendance records shall identify the learner, programme, session date, duration and method of attendance verification.

A trainer shall not falsely certify attendance or record learning hours that have not been completed.

Any permissible make-up sessions or alternative arrangements must comply with the relevant programme requirements.

5.16 Practical Evidence Responsibilities

Outreach Trainers shall facilitate and supervise the practical learning activities prescribed within the programme.

Practical Evidence (PE) may include:

- Workplace inspections and observations.
- Hazard identification and risk assessment.
- Practical demonstrations.
- Case-study analysis.
- Technical documentation.
- Simulated workplace activities.
- Group exercises.
- Professional presentations.
- Competency observation records.
- The trainer shall ensure that practical evidence is authentic, relevant to the learning outcomes and sufficiently documented.

Where IBOSD requires independent verification, the trainer shall submit the evidence to the designated assessor or assessment authority.

A trainer shall not approve their own learners' final certification unless expressly authorised under an approved assessment arrangement.

5.17 Role in the PAEP Assessment Framework

The IBOSD PAEP framework evaluates learners through prescribed assessment components.

The standard assessment model includes:

Component	Assessment method	Primary responsibility
PAEP A	Knowledge-based MCQ assessment	IBOSD-controlled examination

Component	Assessment method	Primary responsibility
		process
PAEP B	Scenario-based application assessment	IBOSD-controlled examination process
PAEP C	Presentation, participation and training-quality evaluation	IBOSD assessor or specifically authorised evaluator

Outreach Trainers shall prepare learners for the assessments through approved learning activities.

They shall not access, disclose, reproduce or manipulate restricted assessment materials.

Any delegated assessment responsibilities must be specifically authorised and subject to IBOSD moderation and verification.

Final certification decisions remain under IBOSD authority.

5.18 Assessment Integrity and Malpractice Prevention

Outreach Trainers shall uphold the principles of assessment validity, reliability, fairness, authenticity and security.

The following practices are prohibited:

1. Providing learners with restricted examination questions.
2. Manipulating examination or assessment results.
3. Submitting fabricated practical evidence.
4. Falsifying attendance or training records.
5. Permitting impersonation during assessments.
6. Providing unauthorised assistance during examinations.
7. Accepting improper payments or benefits in exchange for assessment outcomes.
8. Misrepresenting learner competence.
9. Interfering with independent assessment or certification decisions.

10. Suspected malpractice shall be reported promptly through the prescribed IBOSD procedure.

5.19 Use of IBOSD Name, Logo and Branding

Approved Outreach Trainers may use IBOSD branding only in accordance with official branding guidelines and the conditions of their authorisation.

All promotional material shall clearly and accurately identify the trainer's authorised status.

Outreach Trainers shall not:

- Claim to be employees or statutory representatives of IBOSD unless separately appointed.
- Claim to be an accredited awarding body.
- Represent individual trainer approval as institutional ATP approval.
- Modify official IBOSD logos or certification marks.
- Make unsupported claims regarding government recognition.
- Issue certificates bearing the IBOSD name without authorisation.
- Use expired or suspended authorisation credentials.
- IBOSD may require correction or withdrawal of any misleading promotional material.

5.20 Professional Conduct and Learner Protection

Outreach Trainers shall provide a professional, respectful and safe learning environment.

They shall communicate programme fees, learning hours, attendance requirements, assessment arrangements and certification conditions accurately.

Trainers shall not guarantee employment, immigration benefits, statutory licensing or professional recognition that the programme does not provide.

They shall handle learner information confidentially and comply with applicable privacy and data-protection legislation.

Complaints concerning trainer conduct shall be addressed through the relevant institutional or IBOSD complaint procedure.

5.21 Continuing Professional Development

Outreach Trainers shall maintain and update their technical and instructional competence.

Professional development may include:

1. Participation in IBOSD workshops and professional seminars.
2. Relevant technical training.
3. Industry conferences and professional events.
4. Professional research and publication.
5. Workplace projects and technical assignments.
6. Updated regulatory or standards training.
7. Peer learning and instructional development.
8. Other relevant activities accepted by IBOSD.
9. IBOSD may prescribe minimum CPD requirements for particular programmes or trainer categories.

Trainers shall maintain suitable evidence of professional development when required for renewal or monitoring.

5.22 Performance Monitoring and Quality Assurance

IBOSD may monitor Outreach Trainer performance through:

- Learner feedback.
- Training observation.
- Review of instructional materials.
- Attendance and practical-evidence verification.
- Learner assessment outcomes.
- Complaint analysis.
- Professional development records.
- Compliance audits.
- Monitoring shall be proportionate to the risks and responsibilities associated with the trainer's approved programmes.

Where improvement is required, IBOSD may issue recommendations, corrective-action requirements or additional competence-development instructions.

5.23 Suspension of Outreach Trainer Authorisation

IBOSD may suspend an Outreach Trainer licence where there is credible evidence of:

1. Serious professional misconduct.
2. Assessment malpractice.
3. Fraudulent documentation.
4. Unauthorised certification activity.
5. Significant learner-protection concerns.
6. Material breach of the licence agreement.
7. Persistent failure to comply with quality requirements.
8. Other serious risks to certification integrity or institutional reputation.
9. Suspension may be imposed immediately where necessary to protect learners, assessment security or the public interest.

The trainer shall be notified of the reasons and any applicable review or appeal procedure.

5.24 Withdrawal or Termination of Licence

An Outreach Trainer licence may be withdrawn or terminated for serious or repeated noncompliance, failure to maintain eligibility, nonrenewal, contractual termination or other grounds specified in the applicable agreement.

Upon termination, the individual shall:

1. Cease representing themselves as an authorised IBOSD Outreach Trainer.
2. Stop using restricted IBOSD branding and materials.
3. Return or securely dispose of confidential materials as instructed.
4. Cooperate in the transfer of learner records.
5. Settle outstanding contractual obligations.
6. Avoid making representations that suggest continuing authorisation.
7. IBOSD shall make reasonable arrangements to protect the interests of learners affected by the termination.

5.25 Appeals Against Licensing Decisions

An applicant or licensed Outreach Trainer may appeal an adverse licensing decision in accordance with the applicable IBOSD appeals procedure.

Appeals shall be submitted in writing within the prescribed period and shall identify the grounds of appeal and relevant supporting evidence.

Where practicable, appeals shall be reviewed by personnel who were not responsible for the original decision.

The outcome shall be communicated in writing.

5.26 Relationship Between Outreach Trainers, ATPs and RORTCs

Outreach Trainers, ATPs and RORTCs operate as distinct categories within the IBOSD International Training Network.

An Outreach Trainer licence shall not automatically confer ATP or RORTC status.

Similarly, institutional authorisation shall not automatically confer individual trainer approval upon an organisation's employees.

Where an Outreach Trainer works with an ATP or RORTC, the respective responsibilities for training delivery, learner registration, fees, practical evidence, records and assessment coordination shall be established through the applicable agreements.

IBOSD shall retain central authority over trainer approval, programme standards, assessment integrity and certification.

5.27 Recordkeeping Requirements

Outreach Trainers shall maintain appropriate records relating to their approved activities.

These may include:

Record	Minimum requirement
Trainer authorisation	Valid licence and approved programme scope
Professional competence	Qualifications, experience and SDFP evidence

Record	Minimum requirement
Training schedules	Programme dates, hours and delivery arrangements
Learner attendance	Accurate session-wise participation records
Practical evidence	Relevant activities and verification records
Learner feedback	Evaluation and improvement records
CPD activities	Evidence of continuing competence
Complaints	Complaints received and action taken
Corrective actions	Nonconformities and documented resolution

Records shall be retained for the period prescribed by IBOSD policy, the applicable agreement and relevant legal requirements, whichever requires the longer lawful retention period.

5.28 General Conditions

1. Outreach Trainer authorisation is personal, conditional and nontransferable.
2. Approval is limited to the specified programme scope.
3. SDFP completion is mandatory.
4. Trainers shall maintain professional and instructional competence.
5. IBOSD retains authority over assessment and certification decisions.
6. All trainers shall cooperate with quality-assurance monitoring.
7. The licence may be suspended or withdrawn in accordance with established procedures.
8. Outreach Trainers shall comply with applicable local laws and regulations.
9. No trainer may claim authority beyond the scope expressly granted by IBOSD.

Part 5 – Policy Summary

Policy area	Standard requirement
Category	Individual Outreach Trainer

Policy area	Standard requirement
Minimum relevant experience	Normally 5 years
Academic eligibility	Relevant qualifications or accepted professional competence
SDFP	Mandatory
Initial licence fee	GBP 350
Programme authorisation	Limited to approved subjects
Training delivery	Independent or institutional, subject to IBOSD approval
Learner registration	Through authorised arrangements
Assessment	IBOSD-controlled, with specific delegation where approved
Certificate issuance	IBOSD only
Quality monitoring	Mandatory
Renewal	Subject to continued eligibility and compliance
Licence transfer	Not permitted

PART 6

RIGHTS, RESPONSIBILITIES AND LIMITATIONS OF NETWORK PARTICIPANTS

6.1 Introduction

The International Board of Skills and Development (IBOSD) – UK Ltd operates an international training network comprising Authorised Training Providers (ATPs), Regional Outreach Training Centres (RORTCs) and Outreach Trainers (ORTs).

Each category performs a distinct function within the IBOSD competency-based education, assessment and certification system.

This section establishes the rights, responsibilities, operational boundaries and accountability requirements applicable to each category.

The objectives are to ensure:

1. Clear separation of institutional and individual responsibilities.
2. Consistent delivery of IBOSD-approved programmes.
3. Protection of learners and institutional stakeholders.
4. Integrity of assessment and certification processes.
5. Prevention of unauthorised activities and misleading representations.
6. Effective coordination between network participants.
7. Compliance with IBOSD policies and applicable laws.
8. Transparent and accountable network operations.
9. All rights granted under this handbook are conditional upon valid authorisation, continued compliance and the applicable written agreement.

6.2 General Principles of Network Participation

6.2.1 Independent Legal Status

ATPs and RORTCs shall normally operate as independent legal entities. Outreach Trainers shall operate as independently licensed individuals or under separately established employment or contractual arrangements.

Network authorisation does not create an employment relationship, legal partnership, joint venture or general agency relationship with IBOSD.

No participant shall represent themselves as an employee, director, legal representative or authorised signatory of IBOSD unless separately appointed in writing.

6.2.2 Conditional Authorisation

All network authorisations are conditional and limited to the approved scope.

IBOSD reserves the right to review, restrict, suspend, withdraw or decline renewal of authorisation in accordance with the applicable agreement and established procedures.

6.2.3 Non-Exclusivity

Unless expressly granted through a separate written agreement, network participants shall not enjoy exclusive geographical or institutional rights.

IBOSD may appoint multiple ATPs, RORTCs and Outreach Trainers within the same country, region or locality.

6.2.4 Non-Transferability

Authorisation shall not be sold, assigned, sublicensed or transferred to another organisation or individual without prior written approval from IBOSD.

Changes in ownership, legal status or controlling management that materially affect an authorised entity shall be reported to IBOSD.

6.2.5 Regulatory Compliance

All network participants shall comply with the applicable legal and regulatory requirements of the jurisdictions in which they operate.

IBOSD authorisation does not replace any mandatory national or local licence, registration, permit or professional approval.

6.3 Rights of Authorised Training Providers (ATPs)

An ATP holding valid authorisation may exercise the following rights within its approved scope.

6.3.1 Programme Delivery

An ATP may organise and deliver IBOSD-approved programmes for which it has received authorisation.

Training may be conducted through classroom, online, blended or workplace-based methods where permitted by the relevant programme requirements.

6.3.2 Learner Admission and Registration

An ATP may recruit and admit eligible learners, establish appropriate training fees and register learners through the prescribed IBOSD procedures.

Admission decisions shall comply with published entry requirements and applicable learner-protection obligations.

6.3.3 Use of IBOSD Branding

An ATP may use the approved IBOSD name, logo and Authorised Training Provider designation for authorised activities.

Branding shall be used strictly in accordance with official guidelines.

6.3.4 Access to Programme Resources

An ATP may receive access to relevant approved programme documentation, including learning outcomes, instructional guidance, practical-evidence requirements and administrative procedures.

Access to confidential examination materials shall remain restricted.

6.3.5 Trainer Nomination

An ATP may nominate qualified professionals for IBOSD trainer approval.

All nominated trainers must satisfy the applicable eligibility requirements, including successful completion of the prescribed Skill Development Framework Programme (SDFP).

6.3.6 Institutional Development

An ATP may apply for additional programme authorisations, participate in approved IBOSD professional development activities and seek guidance regarding compliance and quality improvement.

6.3.7 Commercial Independence

Subject to the applicable agreement, an ATP may determine its learner training fees, marketing arrangements and operational expenditures.

Such independence does not permit alteration of IBOSD certification fees or misrepresentation of mandatory assessment requirements.

6.4 Responsibilities of Authorised Training Providers

6.4.1 Academic Responsibilities

ATPs shall:

1. Deliver programmes in accordance with approved learning outcomes.
2. Maintain prescribed learning hours.
3. Use approved and competent trainers.
4. Provide suitable instructional resources.
5. Conduct required practical learning activities.

6. Maintain appropriate learner support arrangements.
7. Ensure consistency between approved curricula, lesson plans and training delivery.
8. Implement programme revisions issued by IBOSD.

6.4.2 Administrative Responsibilities

ATPs shall:

1. Maintain accurate learner registration records.
2. Verify learner identity and entry eligibility.
3. Maintain attendance and training completion records.
4. Submit required assessment documentation.
5. Maintain secure records of practical evidence.
6. Communicate assessment and certification requirements accurately.
7. Cooperate with IBOSD administrative verification.
8. Maintain appropriate learner communication and complaint-handling procedures.

6.4.3 Financial Responsibilities

ATPs shall:

1. Pay applicable authorisation and renewal fees.
2. Pay learner registration and certification fees in accordance with the official fee schedule.
3. Maintain accurate financial records.
4. Issue appropriate receipts and invoices to learners.
5. Comply with applicable taxation and consumer-protection requirements.
6. Avoid unauthorised use or collection of fees in the name of IBOSD.
7. Clearly distinguish ATP training fees from IBOSD certification fees where both are disclosed.

6.4.4 Quality Assurance Responsibilities

ATPs shall:

1. Maintain internal quality controls.
2. Cooperate with audits and monitoring activities.

3. Facilitate authorised trainer observations.
4. Investigate complaints and reported irregularities.
5. Implement corrective actions within prescribed deadlines.
6. Report suspected malpractice.
7. Maintain learner and assessment confidentiality.
8. Participate in periodic quality reviews.

6.5 Limitations of ATP Authority

An ATP shall not:

1. Issue, reproduce or independently authenticate IBOSD certificates.
2. Alter official assessment results.
3. Modify approved programme titles, learning outcomes or mandatory learning hours without written approval.
4. Appoint or approve Outreach Trainers on behalf of IBOSD.
5. Grant ATP or RORTC authorisation to another institution.
6. Establish unauthorised franchise or sub-centre arrangements.
7. Claim exclusive territorial rights without written agreement.
8. Represent itself as an IBOSD headquarters or awarding body.
9. Make unsupported claims regarding government accreditation or professional licensing.
10. Disclose confidential assessment materials.
11. Guarantee learner certification regardless of assessment outcomes.
12. Use IBOSD intellectual property outside its approved scope.

6.6 Rights of Regional Outreach Training Centres (RORTCs)

RORTCs may exercise the following rights within their approved scope.

6.6.1 Regional Outreach

An RORTC may promote IBOSD-approved programmes and facilitate awareness of skills development opportunities within its approved operational area.

6.6.2 Training Coordination

An RORTC may coordinate training schedules, venues, learner groups and authorised training personnel.

Actual programme delivery shall remain subject to the applicable programme and trainer approval requirements.

6.6.3 Learner Mobilisation

An RORTC may identify prospective learners and assist with admissions and registration through approved arrangements.

6.6.4 Institutional Engagement

An RORTC may communicate with employers, professional associations, educational institutions and community organisations regarding IBOSD-approved training opportunities.

6.6.5 Outreach Trainer Recommendations

An RORTC may identify and recommend eligible professionals for Outreach Trainer approval.

Final approval remains exclusively with IBOSD.

6.6.6 Use of Branding

An RORTC may use approved IBOSD branding and the Regional Outreach Training Centre designation during the validity of its authorisation.

6.6.7 Regional Development Initiatives

An RORTC may propose local skills development initiatives, employer training programmes and institutional collaborations for IBOSD consideration.

Such proposals shall not become binding upon IBOSD without written approval.

6.7 Responsibilities of Regional Outreach Training Centres

6.7.1 Operational Responsibilities

RORTCs shall:

1. Maintain suitable administrative arrangements.
2. Coordinate only approved activities.
3. Maintain accurate regional activity records.
4. Provide timely information to learners and partner institutions.
5. Ensure that training activities are conducted by appropriately authorised personnel.
6. Maintain appropriate communication with IBOSD.
7. Avoid activities outside their approved operational scope.

6.7.2 Learner Protection

RORTCs shall:

1. Provide accurate programme information.
2. Clearly disclose applicable fees and assessment requirements.
3. Avoid misleading claims regarding employment or certification outcomes.
4. Maintain confidentiality of learner information.
5. Facilitate complaint reporting.
6. Support appropriate resolution of learner concerns.
7. Cooperate in learner-protection arrangements when activities are suspended or terminated.

6.7.3 Financial Responsibilities

RORTCs shall:

1. Pay the applicable authorisation and renewal fees.
2. Maintain transparent financial records.
3. Comply with applicable tax and financial regulations.
4. Avoid unauthorised collection of funds on behalf of IBOSD.

5. Observe the financial conditions of their individual agreements.

6.7.4 Quality Assurance

RORTCs shall cooperate with IBOSD monitoring, provide requested records, report irregularities and implement corrective actions.

6.8 Limitations of RORTC Authority

An RORTC shall not:

1. Issue IBOSD certificates.
2. Approve ATPs or other RORTCs.
3. Independently license Outreach Trainers.
4. Modify IBOSD curricula or assessment standards.
5. Conduct restricted assessments without written authorisation.
6. Claim exclusive geographical rights without a separate agreement.
7. Represent itself as an IBOSD awarding or certification authority.
8. Appoint sub-agents with authority to bind IBOSD.
9. Use IBOSD branding outside its approved scope.
10. Guarantee certification or employment outcomes.
11. Transfer its authorisation without approval.
12. Enter into commitments on behalf of IBOSD without delegated authority.

6.9 Rights of Outreach Trainers (ORTs)

An approved Outreach Trainer may:

1. Deliver programmes specifically included in their authorisation.
2. Identify themselves as an IBOSD Authorised Outreach Trainer.
3. Organise approved training activities independently where permitted.
4. Work with ATPs, RORTCs, employers and other approved organisations.
5. Use approved programme materials for authorised delivery.
6. Facilitate prescribed practical learning activities.
7. Support learner registration through authorised arrangements.
8. Participate in IBOSD professional development activities.
9. Apply for additional programme authorisations.
10. Receive relevant instructional and quality-assurance updates.

11. These rights shall remain subject to the trainer's licence conditions.

6.10 Responsibilities of Outreach Trainers

6.10.1 Training Responsibilities

Outreach Trainers shall:

1. Deliver programmes according to approved learning outcomes.
2. Maintain prescribed learning hours.
3. Use accurate and current technical information.
4. Apply appropriate instructional methods.
5. Facilitate required practical evidence activities.
6. Provide appropriate learner guidance and feedback.
7. Maintain professional classroom conduct.
8. Comply with programme-specific delivery requirements.

6.10.2 Administrative Responsibilities

Outreach Trainers shall:

1. Maintain accurate training and attendance records.
2. Verify learner registration arrangements.
3. Submit required practical evidence and completion records.
4. Cooperate with assessment administration.
5. Protect confidential learner information.
6. Report suspected malpractice.
7. Maintain their authorisation and professional competence records.

6.10.3 Professional Responsibilities

Outreach Trainers shall:

1. Maintain subject competence.
2. Complete the mandatory SDFP.
3. Participate in prescribed professional development.
4. Avoid conflicts of interest.
5. Treat learners fairly and respectfully.

6. Avoid discrimination, harassment and exploitation.
7. Maintain professional integrity.
8. Cooperate with IBOSD quality monitoring.

6.11 Limitations of Outreach Trainer Authority

An Outreach Trainer shall not:

1. Issue IBOSD certificates.
2. Approve or license other trainers.
3. Establish ATPs or RORTCs on behalf of IBOSD.
4. Modify approved curricula or assessment standards.
5. Disclose confidential examination materials.
6. Manipulate assessment outcomes.
7. Deliver programmes outside the approved scope.
8. Transfer or sublicense their individual authorisation.
9. Claim to be an IBOSD employee or statutory representative without appointment.
10. Guarantee learner certification or employment.
11. Conduct restricted assessments without authorisation.
12. Use expired, suspended or withdrawn credentials.

6.12 Comparative Authority and Responsibility Matrix

The following matrix provides an operational comparison of the three network categories.

“Conditional” means the activity requires explicit IBOSD approval or an applicable contractual arrangement.

Activity	ATP	RORTC	ORT
Promote approved programmes	Yes	Yes	Yes
Recruit learners	Yes	Yes	Yes
Register learners	Yes	Conditional	Conditional

Activity	ATP	RORTC	ORT
Organise training batches	Yes	Yes	Conditional
Deliver training	Yes, with approved trainers	Conditional	Yes, within scope
Nominate trainers	Yes	Recommend	No
Approve trainers	No	No	No
Conduct practical activities	Yes	Conditional	Yes
Conduct PAEP A/B	IBOSD-controlled	IBOSD-controlled	IBOSD-controlled
Evaluate PAEP C	Conditional	Conditional	Conditional
Issue IBOSD certificates	No	No	No
Use approved IBOSD branding	Yes	Yes	Yes
Approve new ATPs	No	No	No
Approve new RORTCs	No	No	No
Set local training fees	Yes	Contractual	Contractual
Modify IBOSD certification fees	No	No	No
Maintain learner records	Yes	As applicable	As applicable
Cooperate with IBOSD audits	Yes	Yes	Yes

All certification decisions and issuance of IBOSD certificates shall remain under IBOSD authority.

6.13 Relationship Between ATPs, RORTCs and Outreach Trainers

6.13.1 Institutional Cooperation

ATPs, RORTCs and Outreach Trainers may cooperate to facilitate programme delivery, learner mobilisation, training administration and practical learning activities.

Such cooperation shall not expand the authorisation scope of any participant.

6.13.2 Written Agreements

Where two or more network participants cooperate commercially, their respective responsibilities should be documented through an appropriate written agreement.

The agreement should address:

- Programme delivery responsibilities.
- Learner admission and registration.
- Training fees and payment arrangements.
- Trainer engagement and remuneration.
- Training facilities and resources.
- Attendance and practical evidence.
- Assessment coordination.
- Learner complaints and refunds.
- Recordkeeping and data protection.
- Liability and dispute resolution.
- No agreement between network participants may override mandatory IBOSD assessment, certification or quality-assurance requirements.

6.13.3 Avoidance of Conflicts

Network participants shall not interfere with another participant's contractual obligations, misuse confidential information or make misleading representations regarding their authority.

Any dispute materially affecting learners, assessment integrity or IBOSD branding shall be reported to IBOSD.

6.14 Responsibility for Programme Quality

6.14.1 IBOSD Responsibilities

IBOSD shall retain responsibility for establishing approved programme standards, assessment requirements, certification criteria and network quality-assurance policies.

6.14.2 ATP Responsibilities

ATPs shall be responsible for the quality and administration of training delivered under their authorisation.

6.14.3 RORTC Responsibilities

RORTCs shall be responsible for the quality and integrity of the outreach and coordination activities undertaken within their approved scope.

6.14.4 Outreach Trainer Responsibilities

Outreach Trainers shall be personally accountable for the technical accuracy, instructional quality and professional conduct of training they deliver.

6.14.5 Shared Responsibilities

Where multiple participants contribute to a training activity, their responsibilities shall be allocated clearly before commencement.

Shared delivery arrangements shall not dilute accountability or remove IBOSD's central quality-assurance authority.

6.15 Learner Protection and Fair Treatment

All network participants shall protect learners from misleading information, unfair treatment, unsafe learning conditions and unauthorised financial practices.

Learners shall receive clear information regarding:

1. Programme title and learning hours.

2. Entry requirements.
3. Training delivery arrangements.
4. Applicable fees and payment conditions.
5. Attendance requirements.
6. Practical evidence requirements.
7. Assessment and certification criteria.
8. Complaint and appeal procedures.
9. Refund and cancellation conditions.
10. The identity of the organisation responsible for training delivery.
11. No participant shall promise guaranteed certification without successful completion of the applicable requirements.

6.16 Financial Accountability

Each participant shall remain responsible for its own financial obligations unless otherwise expressly agreed.

IBOSD certification fees shall be governed by the official IBOSD fee schedule.

Training fees charged by independent providers shall be determined in accordance with their applicable agreements and local legal obligations.

All parties shall maintain transparent financial records and shall not misrepresent the recipient, purpose or compulsory nature of any payment.

6.17 Data Protection and Confidentiality

Network participants shall protect learner records, personal information, assessment materials and confidential institutional information.

Personal information shall be collected and processed only for legitimate, specified purposes and in accordance with applicable data-protection laws.

Access to records shall be limited to authorised personnel.

Any suspected personal-data breach affecting IBOSD systems or learners shall be reported promptly through the prescribed procedure.

Confidential assessment materials shall not be copied, shared or retained beyond the authorised purpose.

6.18 Intellectual Property and Branding

IBOSD retains ownership or applicable licensing rights over its official programme materials, assessment content, certification designs, logos, trademarks and other protected intellectual property.

Authorised participants receive only the limited rights expressly granted through their agreements.

Participants shall not reproduce, sell, sublicense, publish or distribute protected materials outside their approved scope.

All branding must comply with the official IBOSD identity guidelines.

6.19 Quality Monitoring and Audit Cooperation

IBOSD may conduct monitoring activities proportionate to the participant's scope and risk profile.

These may include:

1. Documentary reviews.
2. Virtual audits.
3. Physical inspections.
4. Training observations.
5. Learner record verification.
6. Practical evidence reviews.
7. Assessment integrity checks.
8. Complaint investigations.
9. Corrective-action verification.
10. Performance reviews.
11. Participants shall provide reasonable cooperation and access to relevant records, subject to applicable law and confidentiality safeguards.

6.20 Nonconformities and Corrective Actions

Where a nonconformity is identified, IBOSD may issue a formal corrective-action requirement.

The participant shall:

1. Acknowledge the finding.
2. Investigate its underlying cause.
3. Prepare a corrective-action plan.
4. Implement the required measures.
5. Submit supporting evidence.
6. Cooperate with verification of effectiveness.
7. Failure to resolve significant nonconformities may result in restrictions, suspension or withdrawal of authorisation.

6.21 Suspension and Termination

IBOSD may restrict, suspend or terminate network authorisation where permitted by the applicable agreement and established procedures.

Grounds may include:

- Fraud or deliberate misrepresentation.
- Assessment malpractice.
- Unauthorised certification activity.
- Serious learner-protection failures.
- Material contractual breaches.
- Persistent quality failures.
- Misuse of IBOSD intellectual property.
- Failure to maintain mandatory eligibility.
- Nonpayment of applicable contractual fees.
- Other serious risks to the integrity of IBOSD operations.
- Except where urgent protective action is necessary, participants shall normally receive written notice and an opportunity to respond.

6.22 Responsibilities Following Termination

Upon termination or expiry of authorisation, the participant shall:

1. Cease claiming current IBOSD-authorised status.
2. Discontinue unauthorised use of IBOSD branding.
3. Stop accepting new learners under the expired or withdrawn authorisation.
4. Secure and transfer learner records as directed and legally permitted.

5. Cooperate in the orderly completion or transfer of affected learner arrangements.
6. Return or securely dispose of confidential materials as instructed.
7. Settle outstanding contractual obligations.
8. Comply with continuing confidentiality and intellectual-property obligations.
9. IBOSD shall seek to minimise disruption to learners while preserving assessment and certification standards.

6.23 Complaints, Disputes and Appeals

Network participants shall maintain appropriate internal complaint-handling procedures for matters within their responsibility.

Complaints relating to IBOSD assessment, certification, institutional authorisation or misconduct may be referred to IBOSD through the prescribed procedure.

Where practicable, appeals against adverse IBOSD decisions shall be reviewed by personnel independent of the original decision.

Commercial disputes between independent participants shall ordinarily be addressed under their respective agreements, without prejudice to IBOSD's authority to act where learner protection or certification integrity is affected.

6.24 Continuous Improvement

All network participants shall support continuous improvement through periodic performance review, learner feedback, professional development and corrective-action processes.

IBOSD may issue updated guidance, revised programme requirements or additional quality-assurance instructions where necessary.

Participants shall implement applicable changes within the prescribed timeframe.

6.25 Summary of Core Responsibilities

Network participant	Principal function	Accountability
IBOSD – UK Ltd	Programme standards, assessment governance, certification and network approval	Institutional governance and certification integrity
ATP	Institutional training delivery and learner administration	Academic delivery, facilities, records and compliance
RORTC	Regional outreach and training coordination	Approved regional operations and learner support
Outreach Trainer	Individual instructional delivery and practical learning facilitation	Technical competence, instructional quality and professional conduct

6.26 Final Policy Provision

All ATPs, RORTCs and Outreach Trainers shall operate strictly within their respective authorisation scopes.

No participant shall assume or exercise authority reserved for IBOSD or another category of network participant.

Where uncertainty exists regarding operational authority, programme approval, assessment responsibilities or certification procedures, written clarification shall be obtained from IBOSD before undertaking the activity.

The authority to approve programmes, establish assessment standards, make final certification decisions and issue IBOSD certificates shall remain exclusively with IBOSD – UK Ltd, except for specifically documented delegations that do not compromise certification integrity.

PART 7

PROGRAMME APPROVAL, LEARNING HOURS AND TRAINING DELIVERY

7.1 Purpose and Scope

This Part establishes the academic, operational and quality assurance requirements governing the approval, organisation, delivery, monitoring and assessment of IBOSD programmes across its international training network.

The purpose is to ensure that every IBOSD-approved programme:

1. Meets defined international standards of professional and occupational competence.
2. Reflects current industry practices, technological developments and workforce requirements.
3. Incorporates measurable learning outcomes aligned with Bloom's Taxonomy.
4. Provides sufficient theoretical instruction, practical application and competency assessment.
5. Maintains consistent academic standards irrespective of the country, language or mode of delivery.
6. Generates verifiable evidence of learner participation, achievement and competence.
7. Complies with applicable national legislation, professional requirements and relevant international standards.
8. Operates under the academic supervision and quality assurance arrangements established by IBOSD.
9. All network participants shall comply with this Part when delivering programmes leading to IBOSD qualifications, skill certificates or professional certificates.

7.2 Categories of IBOSD Programmes

IBOSD shall organise its programmes primarily according to their intended learning outcomes, occupational relevance, competency requirements and approved learning hours.

The principal programme categories are:

Programme category	Learning hours	Primary purpose
Short Skill Certificate	20 hours	Foundational occupational skills and practical competence
Skill / Professional Certificate	40 hours	Applied professional and technical competence
Advanced Professional Certificate	120 hours	Advanced occupational knowledge, management and applied expertise
Professional Diploma	600 hours	Comprehensive professional competence, integrated practice and applied projects

7.2.1 Programme Titles

Programme titles shall clearly identify the subject, qualification category and approved learning hours.

Examples include:

- IBOSD Skill Certificate in Food Safety & Hygiene – 20 Learning Hours
- IBOSD Skill Certificate in ESG & Sustainability – 40 Learning Hours
- IBOSD Professional Certificate in Process Safety & Loss Prevention – 40 Learning Hours
- IBOSD Advanced Professional Certificate in Occupational Health & Safety – 120 Learning Hours
- IBOSD Professional Diploma in Environmental Management – 600 Learning Hours

- The use of terms such as Level 3, Level 5, Level 6 or Level 7 shall not be permitted in standard IBOSD programme titles unless a specific qualification has been formally mapped, recognised or approved within an applicable qualifications framework.

Programme duration alone shall not be presented as evidence of equivalence with any national or international qualification level.

7.2.2 Programme Classification

IBOSD shall determine the appropriate category of each programme based on:

- Depth and complexity of learning outcomes.
- Occupational and professional application.
- Practical evidence requirements.
- Assessment complexity.
- Expected learner autonomy and responsibility.
- Entry requirements, where applicable.
- Industry and stakeholder expectations.
- A programme shall not be classified solely according to its total learning hours.

7.3 Programme Development and Academic Approval

7.3.1 Central Academic Authority

IBOSD – UK Limited shall retain final academic authority over the development, approval, modification, withdrawal and certification of programmes issued under its name.

ATPs, RORTCs and Outreach Trainers shall not independently introduce, modify or advertise a programme as IBOSD-approved without written authorisation.

7.3.2 Programme Development Requirements

Every programme submitted for IBOSD approval shall contain, as applicable:

1. Programme title and classification.
2. Programme rationale and industry justification.
3. Target learner profile.
4. Entry requirements or recommendations.
5. Total approved learning hours.
6. Programme aims and measurable learning outcomes.
7. Module structure and individual learning-hour allocation.
8. Detailed learning content.
9. Trainer and learner instructional materials.
10. Practical Evidence (PE) activities.
11. Assessment strategy and marking criteria.
12. Question banks and assessment instruments.
13. Trainer guidance and lesson plans.
14. Reference and source documentation.
15. Applicable regulatory and technical references.
16. Quality assurance and programme review arrangements.
17. All materials shall undergo academic and technical verification before approval.

7.3.3 Programme Approval Stages

Stage 1 — Programme Proposal

Industry demand, target learners, objectives and proposed hours

Stage 2 — Academic Development

Modules, learning outcomes, learning materials and practical activities

Stage 3 — Technical and Quality Review

Subject matter verification, assessment alignment and compliance checks

Stage 4 — Formal IBOSD Approval

Approved title, programme code, delivery conditions and authorised materials

Stage 5 — Authorised Programme Release

Publication in the IBOSD programme register and release to eligible network participants

Only programmes that have completed the prescribed approval process may be delivered as IBOSD-approved programmes.

7.4 Learning Hours and Programme Duration

7.4.1 Definition of Learning Hours

Learning hours represent the approved time allocated to structured learning and assessment activities designed to achieve the specified programme outcomes.

Depending on the approved programme design, these may include:

- Instructor-led classroom teaching.
- Live virtual training.
- Supervised practical exercises.
- Workshops and simulations.
- Structured case-study analysis.
- Approved digital learning activities.
- Guided workplace assignments.
- Practical demonstrations.
- Formative and summative assessments.
- Unstructured personal study shall not be counted as supervised or guided learning hours unless the approved programme specification expressly permits and defines such activity.

7.4.2 Standard Learning-Hour Framework

The following table provides indicative planning arrangements. The approved programme specification shall establish the definitive allocation for each qualification.

Programme	Learning and practical activities	Final assessment	Total
20 hours	18 hours	2 hours	20
40 hours	36 hours	4 hours	40
120 hours	108 hours	12 hours	120

Programme	Learning and practical activities	Final assessment	Total
600 hours	540 hours	60 hours	600

These allocations are planning guidelines rather than mandatory divisions. For example, a 600-hour diploma may prescribe 150 hours of practical learning within its overall programme structure.

No ATP or trainer shall reduce the total approved learning hours or reallocate mandatory practical and assessment hours without IBOSD approval.

7.4.3 Training Schedules

Training schedules shall be appropriate to:

- The programme's technical complexity.
- Learner experience and preparedness.
- Training delivery mode.
- Practical activity requirements.
- Assessment arrangements.
- Learner wellbeing and reasonable rest periods.
- The published timetable shall distinguish instructional time, supervised practical activities, assessments and breaks.

Breaks shall not be counted as learning hours.

7.5 Learning Outcomes and Bloom's Taxonomy

Every IBOSD programme shall contain measurable learning outcomes defining the knowledge, skills and competencies learners are expected to demonstrate.

Learning outcomes shall use appropriate action verbs and shall be mapped to the relevant learning activities and assessment methods.

7.5.1 Bloom's Taxonomy Framework

Cognitive domain	Typical action verbs	Example of evidence
Remember	Identify, list, define	Knowledge test

Cognitive domain	Typical action verbs	Example of evidence
Understand	Explain, describe, summarise	Written explanation
Apply	Demonstrate, implement, calculate	Practical exercise
Analyse	Examine, differentiate, investigate	Case-study analysis
Evaluate	Assess, justify, recommend	Technical evaluation
Create	Design, develop, formulate	Project or professional output

7.5.2 Learning Outcome Alignment

IBOSD shall require constructive alignment between:

Learning Outcome → Learning Content → Learning Activity → Practical Evidence → Assessment → Competency Decision

For example, where a learning outcome requires a learner to evaluate workplace risks, an assessment requiring only the recall of hazard definitions shall be insufficient.

The learner must demonstrate the ability to analyse hazards, evaluate risks and recommend appropriate controls.

7.5.3 Programme Complexity

The cognitive complexity of assessments shall be proportionate to the programme's objectives.

Foundational programmes may emphasise understanding and application, while advanced professional programmes shall increasingly require analysis, evaluation, professional judgement and the development of practical solutions.

7.6 Practical Evidence (PE) Requirements

7.6.1 General Principle

Practical Evidence is a mandatory component wherever a programme requires demonstration of applied occupational competence.

IBOSD programmes shall not rely exclusively on theoretical examinations when the intended learning outcomes require practical skills or workplace application.

7.6.2 Acceptable Practical Evidence

Depending on the programme, evidence may include:

1. Completed workplace inspection reports.
2. Risk assessments and control plans.
3. Technical calculations and worksheets.
4. Photographic or video evidence of practical activities.
5. Equipment inspection and monitoring records.
6. Case-study solutions.
7. Simulated workplace activities.
8. Professional presentations.
9. Project reports and implementation plans.
10. Trainer-observed competency demonstrations.

7.6.3 Practical Evidence Standards

Each PE activity shall identify:

- Relevant learning outcomes.
- Required task and working conditions.
- Materials, equipment or data required.
- Expected deliverables.
- Assessment criteria.
- Evidence authentication method.
- Assessor responsibilities.
- Competency decision and feedback.

7.6.4 Evidence Authentication

ATPs shall take reasonable measures to verify that submitted evidence is the learner's own work.

These measures may include direct observation, learner declarations, oral questioning, supervised tasks, digital records and similarity checks.

The use of artificial intelligence or external assistance shall be governed by the programme's academic integrity rules. Learners shall not present externally generated work as independently demonstrated competence.

7.7 Approved Training Delivery Modes

IBOSD may approve the following delivery modes, subject to programme-specific requirements.

7.7.1 Classroom-Based Training

Training delivered through physical attendance at an approved training venue.

The ATP shall ensure appropriate classrooms, equipment, instructional resources, health and safety arrangements and attendance records.

7.7.2 Live Online Training

Instructor-led training delivered through approved virtual communication platforms.

ATPs shall maintain:

- Learner identity verification.
- Reliable attendance records.
- Active trainer–learner interaction.
- Participation and engagement monitoring.
- Access to instructional materials.
- Secure assessment arrangements.
- Simply logging into an online session shall not, by itself, establish successful participation.

7.7.3 Blended Learning

Blended learning combines approved face-to-face and digital learning activities.

The allocation of hours between delivery modes shall be specified in the approved programme plan.

7.7.4 Workplace-Based Training

Training may be conducted in workplaces, industrial facilities, construction sites, laboratories or other relevant occupational settings.

Workplace delivery shall be supported by appropriate risk assessments, competent supervision and applicable legal and organisational authorisations.

7.7.5 Self-Paced Digital Learning

Self-paced delivery may be permitted only where specifically authorised by IBOSD.

Such programmes shall include appropriate learning controls, engagement monitoring, identity verification and assessment security.

Programmes requiring direct observation of practical competence shall retain the required supervised assessment arrangements.

7.7.6 Restrictions

An ATP shall not change an approved classroom programme into a fully online or self-paced programme without obtaining written authorisation where the change affects assessment validity, practical requirements or approved delivery conditions.

7.8 Trainer Competence and Deployment

7.8.1 Trainer Approval

Training shall be delivered by individuals who possess the qualifications, occupational experience and instructional competence appropriate to the approved programme.

IBOSD shall determine trainer eligibility according to programme requirements.

7.8.2 Mandatory SDFP

All trainers nominated for formal approval within the IBOSD training network shall satisfy the mandatory SDFP requirement prescribed by IBOSD.

Completion or recognition of the required SDFP shall form part of the trainer approval process.

Professional or technical expertise alone shall not automatically exempt a trainer from this requirement.

Any exception must be expressly authorised in writing under an approved IBOSD policy.

7.8.3 Trainer Responsibilities

Approved trainers shall:

- Follow the authorised programme curriculum.
- Deliver the prescribed learning outcomes.
- Maintain accurate attendance and activity records.
- Conduct mandatory practical exercises.
- Provide learner feedback.
- Apply inclusive and professional teaching practices.
- Maintain technical currency.
- Cooperate with IBOSD quality assurance activities.

7.8.4 Guest Subject Matter Experts

ATPs may engage guest lecturers or Subject Matter Experts to support specific learning activities.

Such participation shall not confer automatic status as an IBOSD-approved trainer or assessor.

Overall responsibility for the approved programme shall remain with the authorised ATP and designated approved trainer.

7.9 Learner Registration and Admission

7.9.1 Registration Requirements

Every learner seeking IBOSD certification shall be registered through the approved IBOSD registration system.

Registration information shall include, as applicable:

- Learner's full legal name.
- Unique identification or registration number.
- Contact details.
- Programme title and code.
- ATP identification.
- Training commencement date.
- Approved delivery mode.
- Relevant entry qualifications or experience.

7.9.2 Admission Verification

ATPs shall verify that learners meet the published entry requirements or recommendations applicable to the programme.

Where an advanced programme prescribes mandatory prerequisites, the ATP shall not waive them without IBOSD authorisation.

7.9.3 Learner Information

Before commencement, learners shall receive information regarding programme objectives, duration, delivery arrangements, assessment requirements, fees, certification conditions and applicable complaints and appeals procedures.

ATPs shall not make misleading claims concerning employment guarantees, government recognition, professional licensing or qualification equivalence.

7.10 Attendance and Participation Requirements

7.10.1 Attendance Policy

As a proposed standard institutional rule, learners shall achieve a minimum of 80% verified attendance in the approved instructional activities, unless a programme-specific requirement prescribes a higher threshold.

All mandatory practical activities, competency demonstrations and summative assessments shall be completed regardless of the minimum attendance percentage.

7.10.2 Attendance Records

ATPs shall maintain reliable attendance records showing:

- Learner identification.
- Session date and duration.
- Actual participation time.
- Trainer identification.
- Delivery mode.
- Absences and approved make-up sessions.

7.10.3 Make-Up Learning

Where a learner fails to meet the attendance requirement, an ATP may arrange additional learning sessions.

Make-up sessions must cover the missed learning outcomes and be documented.

Attendance records shall not be retrospectively altered to create the appearance of participation.

7.10.4 Attendance Verification

IBOSD reserves the right to request supporting attendance evidence, including signed registers, platform attendance reports, learning activity records and trainer declarations.

7.11 Programme Assessment and PAEP

7.11.1 General Assessment Principle

Assessment shall establish whether learners have achieved the approved learning outcomes and demonstrated the required level of competence.

IBOSD shall operate its prescribed Professional Assessment and Evaluation Process (PAEP) for applicable programmes.

7.11.2 PAEP Components

The standard PAEP structure may include:

Component	Assessment purpose	Administration
PAEP A	Knowledge and technical understanding through objective questions	IBOSD-controlled assessment platform
PAEP B	Applied case studies, scenario analysis and control decisions	IBOSD-controlled assessment platform
PAEP C	Presentation, participation, professional communication and related competency evaluation	IBOSD assessor or specifically authorised assessor

The number of questions, marks, duration, pass criteria and reassessment rules shall be established in the approved assessment specification for each programme.

7.11.3 Assessment Integrity

ATPs and trainers shall not:

- Disclose confidential assessment questions.
- Provide unauthorised assistance during examinations.
- Alter assessment results.
- Submit fabricated practical evidence.
- Impersonate learners.
- Issue independent pass decisions contrary to IBOSD assessment rules.

7.11.4 Assessment Security

Assessment materials shall be handled securely.

Access to examination banks, marking guides and restricted assessment information shall be limited to authorised personnel.

7.11.5 Reassessment

Learners who do not achieve the required standard may be offered reassessment in accordance with the applicable programme assessment policy.

Reassessment shall not be used to bypass mandatory learning, practical evidence or competency requirements.

7.12 Programme Completion and Certification Eligibility

A learner shall be eligible for IBOSD certification only when all applicable requirements have been satisfied.

These include:

1. Valid learner registration.
2. Completion of the approved learning programme.
3. Achievement of the required attendance threshold.
4. Completion of mandatory Practical Evidence activities.
5. Achievement of the prescribed PAEP assessment standard.
6. Verification of learner identity and submitted evidence.
7. Completion of the applicable quality assurance checks.
8. Confirmation of relevant certification administration and fee requirements.

7.12.1 Certificate Issuance

IBOSD – UK Limited shall retain authority over the approval and issuance of certificates bearing its name and institutional identity.

ATPs, RORTCs and Outreach Trainers shall not independently produce or issue IBOSD certificates unless expressly authorised through an approved institutional arrangement.

7.12.2 Certification Records

IBOSD shall maintain an appropriate central record of certificates issued, including learner identification, programme information, completion date and certificate verification details.

7.13 Programme Language and International Delivery

7.13.1 Language of Instruction

IBOSD programmes may be delivered in English or another language approved by IBOSD.

Translated materials shall preserve the original learning outcomes, technical meaning, assessment requirements and academic standards.

7.13.2 Translation Controls

Translations shall be subject to appropriate technical and linguistic verification.

An ATP shall not independently modify assessment questions or technical terminology in ways that alter their intended meaning.

7.13.3 Local Regulatory Context

Where a programme is delivered internationally, trainers shall distinguish between:

- Internationally recognised principles and good practices.
- Relevant ISO and other technical standards.
- National legislation and statutory obligations.
- Sector-specific regulatory requirements.
- Employer or workplace-specific procedures.
- ATPs shall not present one country's legal requirements as universally applicable.

Where local legal requirements are more stringent than general international guidance, applicable local law shall take precedence.

7.13.4 Recognition Claims

Delivery of an IBOSD programme in a particular country shall not imply government recognition, national qualification framework inclusion or professional licensing approval in that country.

Such claims may be made only where supported by formal, verifiable authorisation.

7.14 Training Resources and Learning Environment

ATPs shall ensure that the training environment is suitable for the approved programme.

Required resources may include:

- Appropriate teaching facilities.
- Reliable internet and digital platforms.
- Qualified instructional personnel.
- Programme manuals and presentations.
- Practical equipment and instruments.
- Suitable PPE where required.
- Technical standards and reference materials.
- Accessible learning arrangements.
- Emergency procedures and first-aid provisions.
- Where physical or industrial activities are involved, the ATP shall undertake appropriate risk assessments and implement necessary safety controls before commencing practical training.

7.15 Programme Monitoring and Quality Assurance

7.15.1 Quality Monitoring

IBOSD may monitor programme delivery through:

1. Document reviews.
2. Attendance verification.
3. Trainer performance evaluation.
4. Learner feedback.
5. Assessment moderation.
6. Practical Evidence sampling.
7. Live or recorded session observations, subject to applicable privacy requirements.
8. ATP quality audits.
9. Complaints and appeals analysis.
10. Programme outcome and completion data.

7.15.2 Corrective Actions

Where nonconformities are identified, IBOSD may require corrective actions within a specified period.

Corrective actions may include additional trainer development, revised lesson plans, improved assessment controls, learner reassessment or other proportionate measures.

7.15.3 Serious Academic Nonconformity

Serious breaches involving examination fraud, falsified attendance, fabricated practical evidence or unauthorised certificate issuance may result in immediate protective measures, including suspension of affected delivery or certification activities pending investigation.

Any further disciplinary or contractual action shall follow the applicable IBOSD procedures and agreements.

7.16 Programme Review and Continuous Improvement

Every approved programme shall undergo periodic review to maintain technical accuracy, occupational relevance and assessment effectiveness.

Reviews shall consider:

- Changes in legislation and standards.
- Emerging industry risks.
- Technological developments.
- Employer and professional feedback.
- Learner achievement and completion data.
- Trainer and assessor observations.
- Assessment performance trends.
- Identified quality concerns.
- A formal programme review should ordinarily occur at least once every three years, with earlier review where material regulatory, technological or industry changes require it.

7.16.1 Programme Revision Control

All approved programme materials shall carry appropriate version identification.

Substantial amendments affecting learning outcomes, total hours, practical requirements or assessment arrangements shall require IBOSD approval before implementation.

7.16.2 Programme Withdrawal

IBOSD may suspend or withdraw a programme where it no longer meets academic, regulatory, technical or institutional requirements.

Appropriate learner-protection arrangements shall be established for learners already enrolled in an affected programme.

7.17 Records and Document Retention

ATPs shall maintain complete and accurate records of programme delivery.

Records shall include, where applicable:

- Learner registration information.
- Admission and eligibility verification.
- Training schedules.
- Attendance records.
- Trainer assignments.
- Practical Evidence submissions.
- Assessment records.
- Learner feedback.
- Complaints and appeals.
- Quality assurance findings.
- Corrective action records.
- Retention periods shall follow the IBOSD records retention schedule and applicable data protection legislation.

Records shall be securely stored and made available to IBOSD for authorised quality assurance purposes.

7.18 Responsibilities and Accountability

Activity	IBOSD UK	ATP	RORTC	Outreach Trainer
Programme development and final approval	Accountable	May propose	May recommend	May recommend
Curriculum modification	Approves	Requests approval	Requests approval	No independent authority
Learner registration	Controls system	Responsible	As authorised	As authorised
Training delivery	Oversees	Responsible	As authorised	Within approved scope
Trainer nomination	Approves	Nominates	As authorised	Subject to approval
Practical Evidence collection	Sets standards	Responsible	As authorised	Supports
PAEP A and B	Controls	Facilitates	As authorised	No independent control
PAEP C	Controls/authorises	Only if authorised	Only if authorised	Only if authorised
Certificate issuance	Accountable	No independent authority	No independent authority	No independent authority
Academic quality assurance	Accountable	Cooperates	Cooperates	Cooperates

All delegated activities remain subject to the participant's specific written authorisation and the applicable IBOSD agreement.

7.19 Mandatory Compliance Requirements

All IBOSD network participants shall comply with the following fundamental requirements:

1. Deliver only programmes approved and authorised by IBOSD.
2. Use the correct programme titles and approved learning hours.
3. Maintain alignment between learning outcomes, teaching activities, practical evidence and assessments.
4. Employ appropriately qualified and approved trainers.
5. Comply with mandatory SDFP requirements.
6. Maintain authentic learner registration, attendance and assessment records.
7. Complete all prescribed practical and competency assessments.
8. Protect confidential examination and assessment materials.
9. Respect applicable national legislation and regulatory requirements.
10. Refrain from unauthorised claims of accreditation, recognition or qualification equivalence.
11. Cooperate with IBOSD monitoring, audits and quality assurance activities.
12. Protect learners' interests and maintain professional standards throughout the training and certification process.
13. Noncompliance may result in corrective action, restrictions on programme delivery, suspension or termination of authorisation, subject to the applicable institutional procedures.

7.20 Institutional Authority

IBOSD – UK Limited retains ultimate authority for programme approval, academic standards, assessment control, quality assurance and certification within its international training network.

Authorisation as an ATP, RORTC or Outreach Trainer does not transfer ownership of IBOSD qualifications, assessment instruments, certification systems, trademarks or other institutional intellectual property.

All network participants shall operate strictly within the rights and responsibilities granted under their respective agreements and this Handbook.

7.X – Diagnostic-Based Training Needs Identification and Learner Development Planning

7.1 Purpose and Scope

The International Board of Skills and Development (IBOSD – UK Ltd.) establishes programme approval and training delivery requirements to promote consistent, accessible, professionally relevant and quality-assured skills development across its international network.

This Part applies to all Authorised Training Providers (ATPs), approved trainers, Regional Outreach Training Centres (RORTCs), Outreach Trainers (ORTs) and other authorised parties, within their respective approved scopes.

It governs programme authorisation, curriculum implementation, learning hours, instructional resources, trainer competence, diagnostic-based training needs identification, multilingual delivery, learner support and training quality assurance.

Formal examinations and certification decisions shall be governed by Part 8.

7.2 IBOSD Programme Approval and Authorised Delivery

7.2.1 Approved Programme Portfolio

ATPs may offer only those IBOSD programmes for which they have received the necessary institutional and programme delivery authorisation.

Programme approval shall identify, as applicable:

a. Official programme title.

b. Prescribed learning hours.

c. Approved learning outcomes.

d. Curriculum and module structure.

e. Practical evidence requirements.

f. Assessment and certification arrangements.

g. Approved language versions.

h. Applicable delivery methods.

i. Trainer competence requirements.

j. Additional programme-specific conditions.

7.2.2 Programme Titles and Learning Hours

IBOSD programmes shall be identified by their approved titles and prescribed learning hours.

Examples of programme categories may include:

- IBOSD Skill Certificate – 20 Learning Hours.
- IBOSD Skill Certificate – 40 Learning Hours.
- IBOSD Professional Certificate – 120 Learning Hours.
- IBOSD Diploma – 600 Learning Hours.
- These are illustrative categories, not confirmation that every programme exists at every duration.

ATPs shall use the exact approved programme title. They shall not independently assign qualification levels, academic equivalencies or regulatory status.

7.2.3 Restrictions on Unauthorised Delivery

ATPs shall not:

a. Deliver an unapproved programme under the IBOSD name.

b. Alter official programme titles.

c. Reduce prescribed learning hours.

d. Remove mandatory learning outcomes.

e. Substitute mandatory practical evidence.

f. Modify formal assessment requirements.

g. Deliver unapproved language versions.

h. Claim external accreditation beyond the verified scope.

i. Subcontract programme delivery without required authorisation.

Any material programme variation shall require prior written approval from IBOSD.

7.3 Curriculum Structure and Learning Outcomes

7.3.1 Curriculum Requirements

Each approved programme shall have an authorised curriculum specifying its educational purpose, target learners, learning outcomes, module content, learning hours, instructional activities and assessment requirements.

7.3.2 Learning Outcome Alignment

Programme content and activities shall be aligned with approved learning outcomes.

Learning outcomes should be clear, measurable and appropriate to the programme's intended occupational or professional competencies.

Where appropriate, curriculum development shall apply recognised educational principles, including Bloom's Taxonomy, to support progressive learning from knowledge and understanding to application, analysis, evaluation and creation.

7.3.3 Practical Application

Approved programmes shall incorporate relevant practical activities where required.

These may include case studies, workplace simulations, inspections, technical exercises, projects, demonstrations and other practical evidence tasks.

ATPs shall not replace prescribed practical activities solely with lectures or theoretical instruction.

7.3.4 Curriculum Review

IBOSD shall retain authority over the approval, revision and withdrawal of official programme specifications.

ATPs shall implement approved curriculum updates within the applicable transition arrangements.

7.4 Prescribed Learning Hours and Training Delivery

7.4.1 Mandatory Learning Hours

Every ATP shall deliver the prescribed learning hours stated in the approved programme specification.

Learning hours shall be allocated appropriately among instructional sessions, guided activities, practical exercises and other authorised learning components.

7.4.2 Delivery Methods

Subject to programme approval, delivery may include:

a. Classroom-based instruction.

b. Instructor-led online training.

c. Blended learning.

d. Supervised practical activities.

e. Workplace-based learning.

f. Other delivery methods expressly authorised by IBOSD.

Approval of one delivery method shall not automatically authorise all other methods.

7.4.3 Training Schedules

ATPs shall prepare and maintain training schedules identifying:

a. Programme title and duration.

b. Training dates and session times.

c. Delivery language.

d. Trainer details.

e. Module allocation.

f. Learning activities.

g. Practical evidence activities.

h. Breaks and relevant learner welfare arrangements.

i. Applicable assessment arrangements.

7.4.4 Attendance and Participation

ATPs shall maintain accurate attendance and participation records.

Attendance requirements shall be determined by the approved programme specification and applicable IBOSD policy.

Falsification or manipulation of attendance records shall constitute a serious compliance matter.

7.5 Trainer Competence, Nomination and Approval

7.5.1 Trainer Requirements

ATPs shall engage trainers possessing appropriate subject knowledge, professional experience, instructional capability and communication skills.

7.5.2 Mandatory SDFP Requirement

Trainer nomination and approval shall be subject to the applicable IBOSD Skills Development Facilitator Programme (SDFP) requirements.

ATPs shall comply with the approved trainer nomination procedures and any officially authorised transitional arrangements.

7.5.3 Trainer Responsibilities

Approved trainers shall:

a. Deliver the approved curriculum.

b. Follow prescribed learning outcomes.

c. Maintain professional conduct.

d. Use appropriate teaching methods.

e. Facilitate required practical activities.

f. Provide reasonable learning support.

g. Maintain accurate training records.

h. Protect learner information.

i. Report significant delivery or assessment concerns.

j. Participate in relevant professional development.

7.5.4 Trainer Substitution

ATPs shall ensure that replacement trainers satisfy applicable approval requirements.

A trainer substitution shall not compromise programme continuity or educational quality.

7.6 Learning Resources, Facilities and Delivery Infrastructure

7.6.1 Learning Resources

ATPs shall provide appropriate resources for approved programme delivery, which may include:

a. Approved presentations and training materials.

b. Learner handbooks and reference materials.

c. Case studies and practical exercises.

d. Applicable technical standards and guidance.

e. Suitable digital learning resources.

f. Practical demonstration equipment.

g. Required assessment preparation information.

7.6.2 Physical and Digital Facilities

Training facilities shall be suitable for the programme, learner group and delivery method.

Online delivery arrangements shall provide appropriate communication, instructional access, participation and technical support.

7.6.3 Health, Safety and Accessibility

ATPs shall take reasonable measures to provide safe and accessible learning environments.

Where training involves practical demonstrations, equipment or workplace activities, appropriate risk controls shall be implemented.

7.6.4 Intellectual Property

Official IBOSD programme materials shall remain subject to applicable ownership, licensing and intellectual property requirements.

ATPs shall not reproduce, sell, translate or distribute restricted materials beyond their authorised use.

7.7 Learner Admission, Orientation and Training Preparation

7.7.1 Admission Requirements

ATPs shall communicate programme entry requirements accurately and ensure that learners satisfy applicable prerequisites.

7.7.2 Learner Orientation

Before or at the commencement of training, learners shall receive appropriate information regarding:

a. Programme objectives and learning outcomes.

b. Prescribed learning hours.

c. Delivery schedule and language.

d. Attendance requirements.

e. Learning resources.

f. Practical evidence requirements.

g. Formal PAEP assessment arrangements.

h. Learner conduct expectations.

i. Available learning support.

j. Complaints and appeals procedures.

7.7.3 Preliminary Learning Needs

ATPs are encouraged to identify learners' existing knowledge, professional experience and training needs before commencing formal instruction.

Where available, the IBOSD Free Diagnostic Assessment Facility may support this process.

7.8 Diagnostic-Based Training Needs Identification and Learner Development Planning

7.8.1 Purpose and Scope

IBOSD recognises that effective professional education should be informed by an understanding of learners' existing knowledge, skills, experience and development needs.

ATPs are encouraged to incorporate Diagnostic-Based Training Needs Identification (TNI) into learner engagement, programme selection and training preparation.

The IBOSD Free Diagnostic Assessment Facility, described in Part 3, may be used to identify preliminary knowledge gaps and support appropriate programme recommendations.

Diagnostic assessment shall not replace the approved curriculum, prescribed learning hours, practical evidence or formal examination requirements.

7.8.2 Objectives

Diagnostic-based training needs identification aims to:

a. Identify existing learner knowledge.

b. Recognise areas requiring further development.

c. Support informed programme selection.

d. Improve learner readiness.

e. Assist trainers with instructional planning.

f. Identify common learning difficulties.

g. Encourage learner-centred training.

h. Support workforce development planning.

7.8.3 Application of the Free Diagnostic Assessment

Where an approved diagnostic assessment is available, ATPs may encourage prospective or enrolled learners to complete it before formal training.

Diagnostic activities may include:

a. Multiple-choice questions.

b. Scenario-based questions.

c. Workplace issue-identification activities.

d. Professional or regulatory awareness questions.

e. Other IBOSD-approved diagnostic activities.

Assessment format, content, availability and duration shall be determined by IBOSD.

Participation shall ordinarily be voluntary unless an approved programme-specific procedure states otherwise.

7.8.4 Identification and Interpretation of Learning Needs

Diagnostic results shall be treated as preliminary indicators rather than definitive evidence of occupational competence.

ATPs may use relevant findings to identify:

a. Learner strengths.

b. Knowledge gaps.

c. Common misconceptions.

d. Additional learning support needs.

e. Areas requiring greater instructional emphasis.

f. Opportunities for relevant practical examples.

Diagnostic scores shall not be presented as formal qualification results.

7.8.5 Programme Selection and Learner Guidance

Programme recommendations should consider:

a. Learner education and experience.

b. Diagnostic findings.

c. Career objectives.

d. Programme entry requirements.

e. Learning outcomes and technical scope.

f. Prescribed learning hours.

g. Appropriate learning support.

Recommendations shall be educationally justified and shall not be based solely on commercial considerations.

Diagnostic participation shall not create an obligation to enrol in a paid programme.

7.8.6 Integration with Training Planning

ATPs may use diagnostic findings to improve instructional planning through:

a. Instructional Emphasis: Providing additional explanation of commonly misunderstood subjects.

b. Contextualised Learning: Selecting relevant occupational examples and case studies.

c. Additional Support: Providing suitable revision, guidance or supplementary materials.

d. Differentiated Instruction: Accommodating reasonable differences in prior knowledge and learning readiness.

e. Learner Engagement: Encouraging learners to recognise their development needs.

f. Resource Planning: Identifying additional learning resources or demonstrations.

All adaptations shall remain consistent with the approved programme specification.

7.8.7 Protection of Learning Hours and Standards

Unless expressly authorised under a documented programme-specific policy:

a. Diagnostic participation shall not count towards prescribed learning hours.

b. Diagnostic scores shall not exempt learners from mandatory activities.

c. ATPs shall not shorten programmes because of high diagnostic scores.

d. Mandatory practical evidence shall remain applicable.

e. Approved learning outcomes shall not be removed.

f. Formal examination requirements shall remain unchanged.

7.8.8 Corporate and Institutional Training Needs

ATPs may use approved diagnostic assessments to support preliminary training needs identification for employers, educational institutions and professional organisations.

Subject to applicable privacy requirements, aggregated findings may help identify common workforce knowledge gaps and suitable training opportunities.

Diagnostic findings shall not be represented as comprehensive competency audits, statutory compliance assessments or workplace risk assessments unless such services have been separately authorised and appropriately conducted.

7.8.9 Learner Confidentiality and Data Protection

ATPs shall:

a. Explain the purpose of diagnostic information collection.

b. Provide appropriate privacy information.

c. Establish a lawful basis for processing personal data.

d. Restrict access to authorised personnel.

e. Protect identifiable learner results.

f. Avoid unauthorised disclosure.

g. Follow applicable retention requirements.

h. Comply with IBOSD policies and relevant legislation.

Diagnostic information shall not be used for unrelated marketing without an appropriate lawful basis.

7.8.10 ATP Responsibilities

ATPs shall:

a. Use only authorised diagnostic materials.

b. Communicate the developmental nature of the assessment.

c. Provide appropriate programme guidance.

d. Protect learner confidentiality.

e. Maintain approved programme standards.

f. Prevent misleading representations.

g. Ensure trainers interpret findings responsibly.

h. Report suspected misuse or security concerns.

i. Cooperate with IBOSD monitoring activities.

7.8.11 Relationship with Formal PAEP

The diagnostic assessment and formal Professional Assessment and Evaluation Process (PAEP) serve different purposes.

Diagnostic Assessment	Formal PAEP
Identifies preliminary learning needs	Evaluates achievement against approved criteria
Developmental and advisory	Formal and evaluative
Supports programme selection	Contributes to certification decisions

Diagnostic Assessment	Formal PAEP
Does not independently confer qualification credit	Determines formal assessment outcomes
Free for eligible prospective learners	Governed by formal examination procedures

Diagnostic results shall not substitute for PAEP A, PAEP B, PAEP C or other mandatory assessment components.

7.8.12 Monitoring and Continuous Improvement

IBOSD may review diagnostic assessment effectiveness through:

a. Participation and accessibility information.

b. Learner and trainer feedback.

c. Relevance of diagnostic content.

d. Appropriateness of programme recommendations.

e. Compliance with approved procedures.

f. Identified improvement opportunities.

7.8.13 Institutional Policy Statement

IBOSD promotes diagnostic-based training needs identification as a means of strengthening learner readiness, supporting informed programme selection and improving the relevance of professional education.

Diagnostic assessment shall remain a developmental support mechanism and shall not replace or compromise mandatory training, practical evidence, examination or certification requirements.

7.9 Multilingual Programme Delivery – English, French and Russian

7.9.1 International Language Policy

IBOSD recognises the importance of language accessibility in international skills development.

IBOSD supports English-language programme delivery and is progressively developing approved French and Russian language versions for relevant programmes.

The three principal languages within the planned multilingual framework are:

- English.
- French.
- Russian.
- Availability shall be determined separately for each programme and language version.

The inclusion of a language in this policy shall not constitute confirmation that all programmes, learning materials or examinations are currently available in that language.

7.9.2 Benefits to Authorised Training Providers

Multilingual delivery may enable ATPs to:

a. Expand into English-speaking, Francophone and Russian-speaking markets.

b. Reach wider professional communities.

c. Improve learner understanding and participation.

d. Support multinational corporate training requirements.

e. Establish cross-border institutional relationships.

f. Serve learners who prefer instruction in an approved language.

g. Develop additional authorised programme delivery opportunities.

h. Improve accessibility and international participation.

7.9.3 Approval of Language Versions

ATPs may deliver a programme in English, French or Russian only where the relevant version has been formally approved and made available by IBOSD.

Approved language versions shall maintain equivalent:

a. Learning outcomes.

b. Prescribed learning hours.

c. Curriculum coverage.

d. Technical requirements.

e. Practical evidence requirements.

f. Assessment standards.

g. Passing criteria.

h. Certification requirements.

Translated materials shall undergo appropriate linguistic and technical verification before approval.

7.9.4 Trainer Language Competence

ATPs shall ensure that trainers delivering programmes in a particular language possess sufficient proficiency to explain the approved subject matter accurately and support learner participation.

Trainers shall also satisfy the applicable technical competence, nomination, SDFP and approval requirements.

Language proficiency alone shall not constitute approval to deliver an IBOSD programme.

7.9.5 Multilingual Examinations

Where approved and available, IBOSD may administer PAEP examinations and associated assessment materials in English, French or Russian.

The availability of translated training materials shall not automatically establish the availability of formal examinations in the same language.

ATPs shall inform learners of the approved examination language before enrolment.

ATPs shall not independently translate examination questions, answer keys or official assessment materials without written authorisation.

7.9.6 Certification and Quality Assurance

IBOSD shall maintain oversight of multilingual programme delivery and assessment.

Quality assurance arrangements may include:

a. Translation accuracy reviews.

b. Technical verification.

c. Learning outcome alignment.

d. Examination equivalence checks.

e. Trainer language competence verification.

f. Learner feedback.

g. Review of linguistic ambiguity.

h. Periodic revision of approved materials.

Language differences shall not reduce the technical, educational or competency standards of an approved programme.

7.9.7 Institutional Policy Statement

IBOSD is committed to progressively expanding international access to skills development through approved English, French and Russian programme delivery.

ATPs may advertise or deliver a programme in a particular language only where IBOSD has confirmed that the relevant programme, materials and applicable assessment arrangements are approved and available.

7.10 Learner Support, Inclusive Delivery and Learning Environment

7.10.1 Learner Support

ATPs shall provide appropriate educational and administrative support to enable learners to participate effectively in approved programmes.

Support may include:

a. Programme orientation.

b. Access to approved learning materials.

c. Clarification of learning requirements.

d. Guidance on practical assignments.

e. Appropriate technical support.

f. Information on examination procedures.

g. Reasonable accessibility arrangements.

h. Information on complaints and appeals.

7.10.2 Inclusive Learning

ATPs shall seek to provide learning environments that respect learner dignity, cultural diversity and individual educational needs.

Reasonable adjustments shall be considered in accordance with applicable IBOSD policies and legal requirements.

Adjustments shall not compromise essential learning outcomes or competency standards.

7.10.3 Learner Welfare and Professional Conduct

ATPs shall maintain appropriate standards of learner welfare, safeguarding where applicable, professional behaviour and respectful communication.

Harassment, unlawful discrimination, intimidation and other serious misconduct shall not be tolerated.

7.11 Training Records, Monitoring and Quality Assurance

7.11.1 Mandatory Records

ATPs shall maintain accurate and secure records of:

a. Programme approval and delivery arrangements.

b. Training schedules.

c. Trainer assignments and approvals.

d. Learner registrations.

e. Attendance and participation.

f. Learning activities.

g. Practical evidence completion.

h. Learner support provided.

i. Relevant training feedback.

j. Training incidents or irregularities.

k. Corrective and improvement actions.

7.11.2 IBOSD Monitoring

IBOSD may review programme delivery through:

a. Document examination.

b. Training record sampling.

c. Learner feedback.

d. Trainer competence review.

e. Virtual or physical monitoring activities.

f. Review of practical evidence.

g. Assessment outcome analysis.

h. Investigation of complaints or irregularities.

i. Other proportionate quality assurance measures.

7.11.3 Corrective Action

Where deficiencies are identified, IBOSD may require the ATP to undertake appropriate corrective or preventive action.

ATPs shall cooperate with authorised quality assurance activities and implement required improvements within the prescribed arrangements.

7.11.4 Programme Delivery Reporting

ATPs shall submit programme delivery information and supporting records when required under applicable IBOSD procedures.

All submitted information shall be accurate, complete and verifiable.

7.12 Programme Completion and Transition to Formal Assessment

7.12.1 Completion Verification

Before recommending a learner for formal examination or certification, the ATP shall verify applicable requirements, including:

a. Valid learner registration.

b. Completion of prescribed learning hours.

c. Compliance with attendance requirements.

d. Completion of mandatory learning activities.

e. Submission of required practical evidence.

f. Satisfaction of programme-specific prerequisites.

g. Resolution of outstanding training requirements.

7.12.2 Transition to PAEP

Eligible learners shall proceed to the applicable IBOSD Professional Assessment and Evaluation Process in accordance with Part 8.

The standard PAEP framework comprises:

- PAEP A – Knowledge Assessment.
- PAEP B – Scenario-Based Application Assessment.
- PAEP C – Professional Presentation, Participation and Competency Evaluation.
- Programme-specific assessment variations shall apply where formally approved.

7.12.3 Certification Authority

Completion of training shall not automatically confer an IBOSD certificate.

Certification shall be subject to satisfactory completion of all applicable programme and assessment requirements and final verification and approval by IBOSD.

ATPs shall not independently issue IBOSD certificates or make unauthorised certification decisions.

7.13 Final Institutional Provisions

IBOSD shall retain authority over the approval, amendment, suspension and withdrawal of programmes and programme delivery arrangements.

ATPs shall implement approved curriculum, delivery, language and assessment requirements and shall not independently introduce material variations.

Where programme-specific requirements differ from general handbook provisions, the formally approved programme specification and applicable IBOSD policies shall govern, subject to the institutional document hierarchy.

All Authorised Training Providers shall maintain the integrity of approved learning outcomes, prescribed learning hours, practical evidence, multilingual delivery arrangements and learner support standards, ensuring that IBOSD programmes are delivered consistently, responsibly and in accordance with authorised institutional requirements.

PART 8

ASSESSMENT, EXAMINATION, PRACTICAL EVIDENCE AND CERTIFICATION

8.1 Purpose and Scope

The International Board of Skills and Development (IBOSD – UK Ltd.) is committed to maintaining a transparent, consistent, reliable and quality-assured system of learner assessment and certification across its international network of Authorised Training Providers (ATPs).

This Part establishes the institutional requirements governing learner assessment, examination administration, practical evidence, competency verification, result processing and certification.

It applies to all authorised ATPs, approved trainers, assessors, examination personnel and learners participating in IBOSD-approved programmes.

The purpose of the IBOSD assessment framework is to ensure that certification decisions are supported by appropriate evidence of learning achievement, practical application and satisfactory completion of prescribed programme requirements.

All assessment activities shall be conducted in accordance with the approved programme specification, applicable IBOSD assessment policies and relevant quality assurance requirements.

8.2 Fundamental Principles of Assessment

IBOSD assessments shall be designed and administered according to the following principles:

a. Validity

Assessment activities shall measure the knowledge, understanding, skills and competencies specified in the approved learning outcomes.

b. Reliability

Assessment procedures, marking criteria and certification decisions shall be sufficiently consistent to support fair outcomes across different assessors, training centres and geographical locations.

c. Fairness

All learners shall be assessed without unlawful discrimination, bias or unfair advantage.

d. Transparency

Assessment requirements, applicable passing standards and learner responsibilities shall be communicated before formal assessment.

e. Authenticity

Assessment evidence shall represent the learner's own work, knowledge, understanding or demonstrated competence.

f. Sufficiency

Assessment evidence shall be adequate to support a defensible decision against the prescribed criteria.

g. Accessibility

Reasonable adjustments shall be considered for eligible learners, without compromising the essential competencies or integrity of the assessment.

h. Security

Examination materials, question banks, learner records and assessment outcomes shall be protected against unauthorised access, disclosure, manipulation or misuse.

i. Independence and Quality Assurance

IBOSD shall retain appropriate oversight of assessment standards, moderation, result approval and certification decisions.

8.3 IBOSD Professional Assessment and Evaluation Process (PAEP)

The IBOSD Professional Assessment and Evaluation Process (PAEP) is the institutional assessment framework used to evaluate learner achievement in accordance with approved programme requirements.

The standard PAEP model comprises three components:

- **PAEP A – Knowledge Assessment**
- **PAEP B – Scenario-Based Application Assessment**
- **PAEP C – Professional Presentation, Participation and Competency Evaluation**
- The standard assessment model is intended to evaluate both theoretical understanding and the ability to apply knowledge in occupational or professional situations.

Individual programmes may adopt additional or modified assessment components where these are expressly specified in the approved programme documentation.

8.3.1 Standard PAEP Assessment Structure

Component	Assessment method	Maximum marks
PAEP A	50 multiple-choice knowledge questions	50
PAEP B	10 scenarios, each containing 8 questions	40
PAEP C	Professional presentation, participation and competency evaluation	10
Total		**100**

The standard overall passing requirement shall be **75 marks out of 100 (75%)**, subject to any additional mandatory component-level, practical evidence or programme-specific requirements.

A learner shall not be considered eligible for certification solely on the basis of achieving the overall passing mark if other mandatory programme requirements remain incomplete.

8.4 PAEP A – Knowledge Assessment

8.4.1 Purpose

PAEP A evaluates the learner's understanding of the essential knowledge, concepts, principles, terminology, procedures and professional responsibilities covered by the approved programme.

The assessment shall be mapped to the relevant learning outcomes and shall reflect the approved programme specification.

8.4.2 Standard Examination Format

Under the standard model:

a. The examination shall consist of 50 multiple-choice questions.

b. Each correct response shall carry one mark.

c. The maximum available score shall be 50 marks.

d. The standard examination duration shall be 50 minutes.

e. Questions shall be selected through an approved randomisation process.

f. The standard programme question bank shall contain 500 questions, where this bank size is prescribed in the approved assessment specification.

g. The examination shall ordinarily be administered through the official IBOSD examination portal.

Questions shall be designed to assess appropriate cognitive abilities, including recall, understanding, interpretation and application, consistent with the approved learning outcomes.

8.4.3 Question Bank Management

IBOSD shall maintain oversight of the development, verification, approval, security and periodic review of formal examination question banks.

Question banks shall be reviewed for:

a. Alignment with approved learning outcomes.

b. Technical accuracy and relevance.

c. Clarity and unambiguous wording.

d. Appropriate cognitive demand.

e. Balanced curriculum coverage.

f. Cultural and linguistic suitability where applicable.

g. Duplication, errors and outdated information.

h. Potential bias or unfairness.

ATPs shall not independently modify, reproduce, distribute or disclose official examination question banks without written authorisation.

8.5 PAEP B – Scenario-Based Application Assessment

8.5.1 Purpose

PAEP B evaluates the learner's ability to recognise occupational or professional issues, interpret realistic situations and select appropriate preventive, corrective or management controls.

The assessment shall emphasise practical reasoning and the application of knowledge rather than memorisation alone.

8.5.2 Standard Assessment Format

Under the standard PAEP B model:

a. The examination shall comprise 10 scenarios.

b. Each scenario shall contain eight multiple-choice questions.

c. Four questions shall assess the identification of relevant issues, hazards, deficiencies or other programme-specific concerns.

d. Four questions shall assess the selection of suitable controls, corrective measures or professional responses.

e. Each correct response shall carry 0.5 marks.

f. Each scenario shall carry a maximum of four marks.

g. The maximum available score shall be 40 marks.

The standard PAEP B examination shall therefore comprise 80 questions across 10 scenarios.

8.5.3 Scenario Design

Depending on the subject area, approved scenarios may include:

a. Workplace photographs or illustrations.

b. Occupational incidents or operational situations.

c. Technical case studies.

d. Management system deficiencies.

e. Environmental or sustainability-related situations.

f. Construction, industrial, commercial or service-sector activities.

g. Professional decision-making situations.

h. Other relevant occupational contexts.

Scenario questions shall be mapped to the approved learning outcomes and assessment criteria.

8.5.4 Scenario Bank and Randomisation

IBOSD may maintain an approved scenario bank from which examination scenarios are selected.

Where the standard programme specification requires a bank of 50 scenarios, the examination system may randomly select 10 scenarios for an individual learner.

Scenario content and associated answer keys shall remain confidential examination materials.

8.6 PAEP C – Professional Presentation, Participation and Competency Evaluation

8.6.1 Purpose

PAEP C evaluates relevant aspects of the learner's professional communication, participation, presentation and demonstrated understanding of the programme content.

It is intended to complement the knowledge and scenario-based assessments by providing additional evidence of engagement and applied understanding.

8.6.2 Standard Assessment Structure

PAEP C shall carry a maximum of 10 marks.

The approved assessment rubric may consider:

a. Accuracy and relevance of the learner's presentation or response.

b. Demonstrated understanding of relevant concepts.

c. Ability to explain the practical application of knowledge.

d. Quality and clarity of professional communication.

e. Appropriate participation in prescribed learning or assessment activities.

f. Other programme-specific criteria stated in the approved rubric.

The distribution of marks across these criteria shall be defined in the applicable programme assessment specification.

Attendance shall be verified separately against the programme's mandatory attendance requirements. Where attendance-related performance is included in the

approved PAEP C rubric, it shall be assessed only according to published criteria and shall not replace attendance eligibility checks.

8.6.3 Assessment Authority

PAEP C shall ordinarily be evaluated by an IBOSD-appointed assessor or assessment panel.

An authorised ATP may conduct or support PAEP C only where IBOSD has granted express permission.

Where such permission is granted:

a. The ATP shall use the approved assessment rubric.

b. Assessors shall meet applicable competency and impartiality requirements.

c. Assessment evidence and marks shall be recorded accurately.

d. Supporting documentation shall be submitted through the prescribed procedure.

e. IBOSD may moderate, verify or review the assessment outcome.

f. Final approval shall remain subject to IBOSD's assessment governance arrangements.

8.7 Programme-Specific Assessment Requirements

The standard PAEP A, B and C structure shall apply unless an approved programme specification prescribes a different assessment model.

Certain programmes, particularly those involving extended learning hours, advanced professional practice, technical projects or substantial workplace application, may require:

a. Additional examination questions.

b. Practical examinations.

c. Workplace observations.

d. Extended case studies.

e. Research or technical projects.

f. Portfolios of evidence.

g. Professional interviews or viva voce assessments.

h. Additional assessment components.

i. Programme-specific passing or component-level requirements.

Such requirements shall be communicated to ATPs and learners through the approved programme specification.

ATPs shall not independently alter an assessment model or substitute one assessment component for another.

8.8 Practical Evidence and Competency Demonstration

8.8.1 Purpose

IBOSD recognises that occupational and professional competence cannot always be demonstrated through written examinations alone.

Accordingly, approved programmes may require learners to complete practical evidence activities aligned with prescribed learning outcomes.

These activities may be designated as Practical Evidence (PE) tasks or other approved forms of competency demonstration.

8.8.2 Acceptable Forms of Practical Evidence

Depending on the programme, practical evidence may include:

a. Workplace inspection reports.

b. Risk assessments.

c. Hazard identification exercises.

d. Operational checklists.

e. Technical calculations.

f. Case study analyses.

g. Practical demonstrations.

h. Workplace observations.

i. Photographic or video evidence.

j. Professional presentations.

k. Project reports.

l. Management system documentation.

m. Other programme-specific practical assignments.

8.8.3 Practical Evidence Requirements

ATPs shall ensure that:

a. Practical evidence tasks are conducted in accordance with the approved programme specification.

b. Learners receive appropriate instructions and assessment criteria.

c. Submitted evidence is attributable to the relevant learner.

d. Required practical activities are completed satisfactorily.

e. Assessment records are accurate and verifiable.

f. Applicable health, safety, ethical and data protection requirements are observed.

g. Evidence is retained or submitted according to IBOSD requirements.

h. Unsatisfactory or incomplete evidence is addressed before certification is recommended.

8.8.4 Practical Evidence Verification

IBOSD may request copies of learner evidence, assessor observations, supporting records or other information necessary to verify compliance.

IBOSD reserves the right to reject evidence that is incomplete, unreliable, plagiarised, fabricated, unauthorised or otherwise inconsistent with the approved requirements.

8.9 Learner Eligibility for Formal Assessment

Before presenting a learner for formal assessment, the ATP shall verify that the learner has satisfied the applicable examination eligibility requirements.

These may include:

a. Completion of the prescribed learning hours.

b. Compliance with mandatory attendance requirements.

c. Completion of required learning activities.

d. Submission of prescribed practical evidence.

e. Completion of any mandatory formative activities.

f. Compliance with applicable learner registration requirements.

g. Verification of learner identity.

h. Satisfaction of programme-specific prerequisites.

i. Fulfilment of any other requirements prescribed by IBOSD.

A free diagnostic assessment shall not substitute for any of these mandatory conditions.

8.10 Learner Registration and Examination Scheduling

8.10.1 ATP Responsibilities

Authorised ATPs shall register learners through the prescribed IBOSD registration system and ensure the accuracy of submitted information.

The ATP shall verify:

a. Learner name and identity details.

b. Approved programme title.

c. Applicable programme learning hours.

d. Training commencement and completion details.

e. Examination eligibility.

f. Relevant contact information.

g. Required declarations and supporting records.

8.10.2 Examination Scheduling

Formal examinations shall be scheduled in accordance with the approved IBOSD examination arrangements.

ATPs shall communicate examination instructions to learners in advance, including:

a. Examination date and time.

b. Applicable time zone.

c. Examination duration.

d. Access and identity verification requirements.

e. Technical requirements for online examinations.

f. Examination conduct rules.

g. Procedures for reporting technical difficulties.

h. Applicable reasonable adjustment arrangements.

8.11 Examination Administration and Security

8.11.1 General Requirements

All formal examinations shall be conducted under conditions appropriate to the examination format and required level of security.

ATPs and learners shall comply with the official examination instructions.

8.11.2 Learner Identity Verification

IBOSD may require learners to verify their identity through approved methods before accessing formal examinations.

Identity verification measures shall be proportionate, lawful and consistent with applicable privacy requirements.

8.11.3 Examination Integrity

The following activities are prohibited unless expressly authorised:

a. Impersonation of another learner.

b. Unauthorised assistance during an examination.

c. Sharing examination questions or answers.

d. Use of prohibited reference materials or devices.

e. Unauthorised collaboration.

f. Manipulation of examination systems or records.

g. Recording, reproducing or distributing confidential examination content.

h. Submission of work produced by another person as the learner's own.

i. Any other conduct that compromises examination integrity.

8.11.4 Technical Difficulties

Where an online examination is interrupted by a verified technical problem, the learner or ATP shall report the incident through the prescribed procedure.

IBOSD shall determine the appropriate response, which may include technical investigation, restoration of access, rescheduling or another proportionate remedy.

Technical interruptions shall not automatically entitle a learner to a passing result.

8.12 Assessment Results and Passing Requirements

8.12.1 Standard Passing Requirement

Under the standard PAEP model, the overall maximum mark shall be 100.

The standard overall passing requirement shall be 75%.

8.12.2 Additional Certification Conditions

Achieving the overall passing mark shall not automatically establish certification eligibility.

Certification may additionally require:

a. Satisfactory completion of prescribed learning hours.

b. Compliance with attendance requirements.

c. Completion of mandatory practical evidence.

d. Satisfaction of programme-specific component-level requirements.

e. Verification of assessment authenticity.

f. Resolution of outstanding academic integrity matters.

g. Final approval of the assessment and certification record.

8.12.3 Result Verification

IBOSD shall maintain appropriate procedures for checking and approving formal assessment results.

Where necessary, results may be subject to:

a. Administrative verification.

b. Marking review.

c. Assessment moderation.

d. Investigation of irregularities.

e. Verification of practical evidence.

f. Confirmation of learner eligibility.

g. Final certification approval.

8.13 Reassessment and Unsuccessful Outcomes

8.13.1 Reassessment Eligibility

Learners who do not satisfy the applicable assessment requirements may be eligible for reassessment in accordance with the relevant IBOSD policy and programme specification.

8.13.2 Reassessment Conditions

Reassessment arrangements shall be determined by IBOSD and may include:

a. Reassessment of an unsuccessful component.

b. Additional preparation or remedial learning.

c. Submission of corrected or additional practical evidence.

d. Repetition of a practical competency demonstration.

e. Completion of a new examination attempt.

f. Other programme-specific requirements.

The number of permitted attempts, reassessment conditions, applicable time limits and administrative procedures shall be governed by the relevant IBOSD policy.

ATPs shall not promise unlimited attempts or automatic reassessment eligibility unless expressly authorised.

8.13.3 Reassessment Integrity

Reassessment shall maintain the same essential assessment standards and competency requirements as the original assessment.

IBOSD may use alternative examination questions, scenarios or practical tasks to protect assessment integrity.

8.14 Reasonable Adjustments and Special Consideration

IBOSD is committed to fair access to assessment for eligible learners.

Reasonable adjustments may be considered where a learner has a disability or other recognised need affecting assessment access.

Adjustments shall be determined according to the relevant policy, applicable law and the essential requirements of the assessment.

Possible adjustments may include:

a. Additional examination time.

b. Approved accessibility arrangements.

c. Suitable alternative presentation of assessment materials.

d. Approved assistive technology.

e. Other appropriate measures.

Requests should normally be submitted before the scheduled assessment.

Special consideration may be considered where an eligible learner experiences an exceptional circumstance affecting assessment performance, subject to the applicable policy.

Neither reasonable adjustments nor special consideration shall automatically waive essential competency requirements.

8.15 Assessment Malpractice and Maladministration

8.15.1 Learner Malpractice

Learner malpractice may include cheating, plagiarism, impersonation, unauthorised collaboration, fabrication of evidence or other conduct compromising assessment integrity.

8.15.2 ATP or Personnel Maladministration

Maladministration may include:

a. Inaccurate learner registration.

b. Failure to follow examination procedures.

c. Improper handling of assessment materials.

d. Inadequate identity verification.

e. Unauthorised alteration of marks.

f. Failure to maintain required assessment records.

g. Improper certification recommendations.

h. Failure to report known irregularities.

8.15.3 Investigation and Corrective Action

IBOSD may investigate suspected malpractice or maladministration and take proportionate action under the applicable policies.

Such action may include:

a. Requiring additional evidence.

b. Withholding an assessment result.

c. Requiring reassessment.

d. Invalidating an affected assessment outcome.

e. Requiring corrective action from an ATP.

f. Restricting examination administration privileges.

g. Initiating disciplinary or authorisation review procedures.

Affected parties shall have access to applicable review or appeal procedures.

8.16 Assessment Appeals and Result Reviews

Learners shall have access to a documented procedure for requesting review of an assessment decision where permitted under IBOSD policy.

An appeal may concern:

a. Alleged procedural irregularity.

b. Incorrect application of assessment criteria.

c. Administrative or recording errors.

d. Relevant concerns regarding assessment fairness.

e. Other grounds recognised by the applicable appeals policy.

A disagreement with academic or professional judgement alone shall not necessarily constitute grounds for changing an assessment outcome.

Appeals shall be handled impartially, with appropriate records and separation of responsibilities wherever practicable.

ATPs shall provide learners with information about the applicable appeals procedure and shall cooperate with any authorised investigation.

8.17 Certification Eligibility and Final Approval

8.17.1 Certification Requirements

A learner shall be eligible for certification only after satisfactory completion and verification of all applicable programme requirements.

These may include:

a. Valid learner registration.

b. Completion of prescribed learning hours.

c. Compliance with attendance requirements.

d. Achievement of approved learning outcomes.

e. Completion of mandatory practical evidence.

f. Successful completion of applicable PAEP components.

g. Satisfaction of programme-specific assessment criteria.

h. Resolution of outstanding assessment or integrity matters.

i. Final verification and approval by IBOSD.

8.17.2 Certification Authority

IBOSD shall retain final authority over the approval and issuance of certificates under its programmes.

Authorised ATPs may deliver approved training, register learners, maintain training records and undertake specifically authorised assessment activities.

ATP authorisation shall not independently confer the right to issue IBOSD certificates, alter official results or approve qualifications on behalf of IBOSD.

8.18 Certificate Issuance and Verification

8.18.1 Certificate Issuance

Following successful verification of certification eligibility, IBOSD may issue the appropriate certificate in accordance with the approved programme and certification procedures.

The certificate shall identify the relevant programme and may include:

a. Learner's approved name.

b. Official programme title.

c. Prescribed learning hours.

d. Certificate or registration number.

e. Date of issue.

f. Applicable verification information.

g. Authorised institutional signatures.

h. Other approved certification details.

8.18.2 Certificate Authenticity

IBOSD may provide an official certificate verification facility or other authorised mechanism for confirming the authenticity of issued certificates.

ATPs shall direct verification enquiries through approved IBOSD channels.

8.18.3 Certificate Amendments and Replacement

Requests for correction, replacement or reissue of certificates shall be handled according to the applicable IBOSD procedure.

No ATP shall independently modify an issued IBOSD certificate or create an unauthorised replacement.

8.18.4 Use of Institutional and Accreditation Marks

Only marks, logos, endorsements and accreditation references expressly authorised for the relevant programme and certificate may be displayed.

Institutional membership, organisational accreditation and individual programme accreditation shall not be presented as interchangeable forms of recognition.

ATPs shall not claim that an individual programme is accredited, endorsed or recognised by an external body unless that specific claim is supported by valid approval covering the relevant scope.

8.19 Assessment Records and Evidence Retention

ATPs shall maintain accurate and secure records of training delivery and assessment activities in accordance with IBOSD requirements and applicable law.

Such records may include:

a. Learner registration information.

b. Attendance records.

c. Training completion records.

d. Practical evidence submissions.

e. Assessment records and rubrics.

f. PAEP C evaluation records, where applicable.

g. Examination incident reports.

h. Learner declarations.

i. Reassessment records.

j. Appeals and related decisions.

k. Certification recommendations and supporting information.

Records shall be protected against unauthorised access, alteration, loss or disclosure.

Retention periods and disposal procedures shall follow the applicable IBOSD records management policy and legal requirements.

8.20 IBOSD Assessment Quality Assurance

IBOSD shall maintain appropriate oversight of the assessment and certification process through risk-based quality assurance arrangements.

These may include:

a. Examination question bank review.

b. Learning outcome and assessment mapping.

c. Assessor competence verification.

d. Sampling of assessment evidence.

e. PAEP C moderation.

f. Review of examination irregularities.

g. Analysis of assessment performance.

h. Monitoring of reassessment trends.

i. Investigation of suspected malpractice.

j. Review of learner complaints and appeals.

k. ATP compliance monitoring.

l. Periodic review of programme assessment arrangements.

IBOSD may require corrective or preventive action where deficiencies are identified.

8.21 Responsibilities of Authorised Training Providers

Every authorised ATP shall:

a. Communicate assessment requirements accurately to learners.

b. Deliver the approved programme in accordance with prescribed learning hours and learning outcomes.

c. Maintain accurate attendance and training records.

d. Facilitate completion of mandatory practical evidence.

e. Register learners through approved procedures.

f. Verify learner eligibility before examination.

g. Protect examination materials and confidential information.

h. Prevent and report suspected malpractice.

i. Cooperate with IBOSD-appointed assessors and quality assurance personnel.

j. Submit assessment records and evidence when required.

k. Support learners with legitimate reassessment or appeal enquiries.

l. Refrain from issuing unauthorised certification claims.

m. Comply with all applicable IBOSD examination and certification policies.

8.22 Separation of Diagnostic Assessment and Formal Certification Assessment

The IBOSD Free Diagnostic Assessment Facility is intended to support learner engagement, training needs identification and educational planning.

It shall remain separate from the formal PAEP examination and certification system.

A learner's diagnostic result shall not:

a. Be treated as a formal examination result.

b. Automatically contribute marks towards PAEP.

c. Replace mandatory programme learning hours.

d. Exempt the learner from prescribed practical evidence.

e. Establish automatic certification eligibility.

f. Constitute an IBOSD qualification or professional certificate.

ATPs shall clearly communicate this distinction to learners and prospective applicants.

8.23 Institutional Authority and Policy Review

IBOSD reserves the right to review and amend assessment procedures, examination arrangements, security measures, quality assurance requirements and certification processes in accordance with its governance and document control procedures.

Any material changes affecting an approved programme shall be communicated through appropriate official channels.

ATPs shall implement applicable changes within the prescribed arrangements and shall not independently vary approved assessment requirements.

8.24 Institutional Policy Statement

IBOSD considers assessment integrity, reliable competency evaluation and responsible certification to be fundamental to the credibility of its international training network.

The Professional Assessment and Evaluation Process (PAEP), supported by mandatory learning outcomes, practical evidence and appropriate quality assurance, is intended to ensure that certification decisions are based on demonstrable learner achievement.

All Authorised Training Providers shall uphold the integrity of IBOSD examinations, maintain accurate assessment records, protect learner interests and recognise IBOSD's final authority over certification decisions.

PART 9

QUALITY ASSURANCE, INSTITUTIONAL MONITORING, AUDITS AND COMPLIANCE MANAGEMENT

9.1 Purpose and Scope

The International Board of Skills and Development (IBOSD – UK Ltd.) is committed to maintaining consistent standards of academic quality, institutional integrity, operational transparency, learner protection and regulatory compliance throughout its International Training Network.

This Part establishes the Quality Assurance (QA) and Compliance Management Framework applicable to all institutions and individuals operating under IBOSD authorisation.

The framework applies to:

1. Authorised Training Providers (ATPs).
2. Regional Outreach Training Centres (RORTCs).
3. IBOSD-approved Outreach Trainers.
4. Approved trainers, assessors and academic coordinators.
5. Organisations delivering IBOSD-approved programmes through authorised arrangements.
6. Personnel undertaking registration, assessment administration, certification support or learner services on behalf of authorised institutions.
7. The principal objectives are to ensure that:

- IBOSD-approved programmes are delivered according to approved academic and operational standards.
- Learners receive fair, consistent and professionally managed training services.
- Institutional activities remain transparent, traceable and auditable.
- Training and assessment irregularities are identified and corrected promptly.
- Certificates issued under IBOSD authority maintain their integrity and credibility.
- Continuous improvement is embedded throughout the International Training Network.
- Quality assurance is a continuing obligation and shall not be limited to initial institutional authorisation.

9.2 Quality Assurance Governance and Institutional Accountability

IBOSD shall retain overall responsibility for establishing, implementing, reviewing and enforcing the Quality Assurance Framework.

The following governance structure shall apply.

9.2.1 IBOSD Central Authority

IBOSD shall be responsible for:

a. Establishing academic and institutional quality standards.

b. Approving institutional quality assurance requirements.

c. Monitoring compliance across the International Training Network.

d. Conducting or commissioning institutional audits.

e. Reviewing learner complaints and significant institutional irregularities.

f. Approving corrective and preventive action requirements.

g. Authorising suspension, restriction, reinstatement or withdrawal of institutional approval.

h. Maintaining central quality assurance records and institutional compliance histories.

i. Reviewing the effectiveness of the overall quality management framework.

9.2.2 Authorised Training Providers

Each ATP shall be accountable for the quality of activities conducted under its authorisation.

Every ATP shall nominate an Institutional Quality Coordinator (IQC), who may be an existing senior employee with suitable responsibilities and competence.

The IQC shall:

- Maintain institutional quality records.
- Coordinate internal monitoring activities.
- Ensure implementation of IBOSD policies.
- Review trainer and learner feedback.
- Report significant nonconformities to IBOSD.
- Coordinate corrective actions.
- Serve as the principal contact for institutional audits.
- 9.2.3 Regional Outreach Training Centres

RORTCs shall maintain quality controls appropriate to their authorised outreach, coordination and training-related activities.

A RORTC shall not independently exercise awarding-body, programme accreditation or certification authority.

9.2.4 Outreach Trainers

Outreach Trainers shall comply with IBOSD's approved instructional, professional conduct, reporting and evidence requirements.

They shall cooperate with performance evaluations, observations and compliance reviews.

9.3 Institutional Quality Management System

Every authorised ATP and RORTC shall maintain a documented quality management system proportionate to its size, delivery activities and institutional risk profile.

The system may be electronic, paper-based or a combination of both.

At a minimum, the system shall address the following:

Quality area	Minimum requirement
Institutional governance	Defined responsibilities and reporting arrangements

Quality area	Minimum requirement
Academic delivery	Compliance with approved programmes and learning hours
Trainer management	Competence records, SDFP compliance and performance monitoring
Learner administration	Accurate registration, attendance and progression records
Assessment administration	Secure handling of assessment information and evidence
Complaints and appeals	Documented receipt, investigation and resolution
Document control	Approved documents, version control and restricted access
Risk management	Identification, assessment and treatment of operational risks
Corrective actions	Recorded findings, responsibilities and closure evidence
Continuous improvement	Periodic review of feedback, performance and outcomes

IBOSD may provide standard templates and reporting formats to support consistent implementation.

Institutions shall not be required to obtain independent ISO certification unless such certification is separately imposed as a condition of their authorisation.

9.4 Institutional Monitoring Framework

IBOSD shall implement a risk-based monitoring system to evaluate the continuing suitability and performance of authorised institutions.

Monitoring may include:

A. Routine monitoring

Regular examination of institutional information, learner registration trends, training activities and compliance reports.

B. Performance-based monitoring

Reviews initiated when performance indicators suggest possible deterioration in academic quality, learner support or operational compliance.

C. Risk-based monitoring

Enhanced scrutiny of institutions presenting elevated academic, financial, administrative, reputational or learner-protection risks.

D. Incident-based monitoring

Investigations arising from complaints, allegations, assessment irregularities, suspected misrepresentation or other significant incidents.

E. Renewal monitoring

Review of institutional performance and compliance history before renewal of authorisation.

IBOSD may conduct monitoring remotely, through document examination, live online observation, interviews or physical inspections.

9.5 Institutional Quality Performance Indicators

IBOSD shall evaluate institutions using measurable Quality Performance Indicators (QPIs).

The following indicators shall form the standard monitoring framework.

Indicator	Expected standard
Learner registration accuracy	100%
Approved trainer compliance	100%
Programme learning-hour compliance	100%
Mandatory Practical Evidence completion	100%
Assessment integrity	No substantiated malpractice
Learner attendance compliance	Minimum 80%, subject to programme-specific rules
Learner feedback collection	Minimum 80% response target

Indicator	Expected standard
Complaint acknowledgement	Within 5 working days
Corrective action closure	Within the approved deadline
Institutional annual quality review	Mandatory
Quality records availability	Available for authorised audit

These indicators shall be interpreted in conjunction with programme requirements, learner circumstances and the seriousness of any identified deficiency.

A numerical target does not automatically determine institutional suspension or termination.

IBOSD may revise QPIs through formally issued quality assurance notices.

9.6 Trainer Quality Assurance and Performance Evaluation

All trainers involved in IBOSD programme delivery shall be subject to ongoing performance monitoring.

The purpose of trainer evaluation is to confirm professional competence, instructional effectiveness, ethical conduct and compliance with approved programme requirements.

9.6.1 Trainer Evaluation Criteria

Trainer evaluation shall consider:

a. Subject knowledge and professional currency.

b. Clarity of explanations and instructional communication.

c. Alignment of delivery with approved learning outcomes.

d. Effective application of adult-learning principles.

e. Use of appropriate practical activities and workplace examples.

f. Learner participation and engagement.

g. Accuracy and fairness in learner guidance.

h. Compliance with attendance, evidence and assessment procedures.

i. Professional behaviour and ethical standards.

j. Completion of mandatory IBOSD trainer development requirements, including the Skill Development Facilitator Programme (SDFP).

9.6.2 Methods of Evaluation

Trainer performance may be evaluated through:

- Classroom or virtual-session observation.
- Learner feedback.
- Review of lesson plans and teaching resources.
- Examination of practical evidence records.
- Professional development records.
- Institutional quality reports.
- IBOSD assessor observations.
- 9.6.3 Performance Improvement

Where weaknesses are identified, IBOSD or the authorised institution may require a Trainer Improvement Plan.

Such a plan shall specify:

- The performance deficiency.
- The expected improvement.
- Required support or professional development.
- The completion deadline.
- The method of verification.
- Serious or repeated deficiencies may result in temporary restriction or withdrawal of trainer approval.

9.7 Internal Institutional Audits

Every ATP shall conduct an internal quality audit at least once during each twelve-month authorisation period.

The audit shall be coordinated by the Institutional Quality Coordinator or another competent person nominated by institutional management.

Where practicable, auditors should not audit activities for which they have direct operational responsibility.

9.7.1 Minimum Audit Coverage

The internal audit shall examine:

1. Institutional authorisation status and conditions.
2. Approved programme delivery arrangements.
3. Trainer eligibility and competence records.
4. Learner registration and attendance controls.
5. Practical Evidence administration.
6. Assessment security and reporting controls.
7. Learner complaints and appeals.
8. Marketing, publicity and brand compliance.
9. Data protection and confidentiality arrangements.
10. Previous audit findings and corrective action effectiveness.
11. 9.7.2 Internal Audit Report

Each internal audit shall produce a documented report containing:

- Audit date and scope.
- Auditor identification.
- Activities and records examined.
- Findings and supporting evidence.
- Identified nonconformities.
- Required corrective actions.
- Responsible persons and completion deadlines.
- Management review and approval.
- The report shall be retained and made available to IBOSD upon request.

9.8 IBOSD External Audits and Institutional Inspections

IBOSD reserves the right to conduct external compliance audits of any authorised ATP, RORTC or Outreach Trainer.

External audits may be scheduled or initiated in response to identified risks.

9.8.1 Types of External Audits

Initial verification audit: Conducted where IBOSD determines that further verification is necessary before full authorisation.

Routine surveillance audit: Conducted periodically to confirm continuing compliance.

Special investigation audit: Initiated following serious complaints, irregularities or suspected violations.

Renewal audit: Conducted as part of the institutional renewal process where required.

Follow-up audit: Conducted to verify completion and effectiveness of corrective actions.

9.8.2 Audit Access

Authorised institutions shall provide reasonable access to:

- Relevant institutional premises.
- Training facilities and equipment.
- Approved programme documentation.
- Trainer qualification and approval records.
- Learner registration and attendance records.
- Assessment administration records.
- Complaints and quality improvement registers.
- Personnel responsible for relevant activities.
- Access to personal information shall be limited to what is necessary, lawful and proportionate to the audit purpose.

9.8.3 Audit Cooperation

Institutions shall cooperate with authorised IBOSD auditors and provide accurate information.

Deliberate obstruction, concealment of relevant records or falsification of evidence shall constitute serious noncompliance.

9.9 Risk-Based Institutional Classification

IBOSD shall classify institutions according to their quality and compliance risk.

Low

Low-Risk Institution

Consistent compliance, satisfactory learner feedback, reliable documentation and no unresolved major findings.

Monitoring: routine surveillance and annual review.

Moderate

Moderate-Risk Institution

Repeated minor deficiencies, inconsistent records or emerging performance concerns.

Monitoring: enhanced reporting and targeted follow-up.

High

High-Risk Institution

Serious noncompliance, suspected malpractice, unresolved major findings or significant learner-protection concerns.

Monitoring: immediate intervention, special audit or restriction of activities.

Risk classifications shall be reviewed periodically and may change according to verified institutional performance.

The classification process shall be evidence-based and proportionate.

9.10 Classification of Nonconformities

An institutional nonconformity is a failure to satisfy an applicable IBOSD requirement, approved procedure or condition of authorisation.

Nonconformities shall be classified according to severity.

9.10.1 Minor Nonconformity

An isolated deficiency that does not materially compromise learner welfare, academic standards or certification integrity.

Examples:

- Incomplete administrative records.
- Minor document-control deficiencies.
- Delayed submission of routine reports.
- Isolated procedural deviations.
- 9.10.2 Major Nonconformity

A significant or repeated failure that may affect institutional compliance, academic quality or learner interests.

Examples:

- Repeated failure to maintain required training records.
- Delivery of programmes outside approved conditions.
- Persistent use of trainers without required approval.
- Repeated failure to implement corrective actions.
- Serious deficiencies in assessment administration.
- 9.10.3 Critical Nonconformity

A violation presenting immediate or substantial risk to learners, institutional integrity, assessment security or the credibility of IBOSD certification.

Examples:

- Fraudulent learner registrations.
- Falsification of assessment results.
- Issuing unauthorised certificates.
- Deliberate misrepresentation of IBOSD recognition or accreditation.
- Serious threats to learner safety.
- Deliberate destruction or manipulation of audit evidence.
- Critical nonconformities may justify immediate protective restrictions pending investigation.

9.11 Corrective and Preventive Action Management

Every identified nonconformity shall be recorded and managed through a documented Corrective and Preventive Action (CAPA) process.

The standard CAPA sequence shall be:

1. Identification: Record the finding and supporting evidence.
2. Classification: Determine the severity and associated risk.
3. Containment: Implement immediate controls where necessary.
4. Root-cause analysis: Identify the underlying reasons for the failure.
5. Corrective action: Eliminate the cause of the identified nonconformity.
6. Preventive action: Address comparable risks elsewhere in the institution.
7. Verification and closure: Confirm that actions are effective and formally close the finding.

8. 9.11.1 Standard Corrective Action Deadlines

Classification	Standard deadline
Minor	Within 30 calendar days
Major	Within 15 calendar days
Critical	Immediate containment and formal action plan within 48 hours

IBOSD may prescribe different deadlines according to the nature and severity of the finding.

A critical finding shall not be regarded as resolved merely because an action plan has been submitted.

9.11.2 Verification of Closure

IBOSD may request:

- Documentary evidence.
- Updated procedures.
- Training records.
- Photographs or video evidence.
- Remote verification interviews.
- Follow-up inspection reports.
- Closure shall be confirmed only when the corrective action has been satisfactorily verified.

9.12 Learner Feedback and Institutional Improvement

All ATPs shall operate a documented learner feedback mechanism.

Feedback should be collected at appropriate stages of programme delivery and shall normally include an end-of-programme evaluation.

The feedback system shall address:

a. Quality of instructional delivery.

b. Trainer subject competence.

c. Relevance of learning materials.

d. Adequacy of practical activities.

e. Training facilities or online learning arrangements.

f. Administrative support.

g. Overall learner satisfaction.

h. Recommendations for improvement.

Institutions shall analyse feedback trends and document improvement actions.

Learner feedback shall not be manipulated, selectively suppressed or falsified.

IBOSD may independently collect learner feedback to validate institutional quality reports.

9.13 Complaints, Whistleblowing and Institutional Investigations

Every authorised institution shall maintain accessible procedures through which learners, trainers, employees and relevant stakeholders may report quality concerns.

Complaints may concern:

- Misleading programme information.
- Inappropriate trainer conduct.
- Unfair administrative practices.
- Failure to deliver approved training.
- Assessment irregularities.
- Discrimination or harassment.
- Unauthorised fees or financial misrepresentation.
- Suspected certificate fraud.
- Breaches of confidentiality.
- 9.13.1 Complaint Handling

Institutions shall:

1. Acknowledge complaints within five working days.
2. Record the complaint and assign responsibility.
3. Conduct an impartial investigation.
4. Provide a reasoned written outcome.
5. Record corrective actions where necessary.
6. Explain the available escalation or appeal arrangements.

7. Complaints should normally be resolved within 30 calendar days unless the complexity of the investigation reasonably requires additional time.

9.13.2 Direct Reporting to IBOSD

Learners and stakeholders may report serious concerns directly to IBOSD.

IBOSD may intervene where institutional handling is inadequate, conflicted or likely to compromise learner interests.

9.13.3 Protection Against Retaliation

Institutions shall not penalise individuals solely for raising genuine concerns in good faith.

Knowingly false or malicious allegations may be addressed through applicable disciplinary procedures.

9.14 Institutional Compliance with Marketing and Public Representation

Authorised institutions shall ensure that their public communications accurately describe their relationship with IBOSD.

Institutions shall not:

a. Claim to be IBOSD itself or an independent awarding body.

b. Present ATP or RORTC authorisation as government accreditation.

c. Claim recognition by regulatory bodies unless such recognition is verified and applicable to the relevant institution or programme.

d. Misrepresent CPD accreditation, HLACT accreditation or other institutional recognition as universal accreditation of every IBOSD programme.

e. Use IBOSD logos, certificate designs or institutional titles outside approved permissions.

f. Promise certificates without satisfaction of applicable learner requirements.

g. Publish misleading claims concerning employment guarantees, immigration benefits or international qualification equivalence.

9.14.1 Accreditation Statements

Any statement referring to IBOSD's CPD or HLACT accreditation shall accurately reflect the current approved scope, conditions and authorised wording.

Where an accreditation applies only to specified programmes or institutional activities, the statement shall clearly preserve that limitation.

9.14.2 Promotional Material Review

IBOSD may require the correction or withdrawal of misleading institutional publicity.

Repeated or deliberate misrepresentation may constitute a major or critical nonconformity.

9.15 Document Control, Records and Data Integrity

Every ATP and RORTC shall maintain reliable and secure records of activities performed under IBOSD authorisation.

9.15.1 Document Control

Institutions shall ensure that:

- Current approved documents are available to relevant personnel.
- Superseded versions are identified and withdrawn from operational use.
- Changes are authorised and traceable.
- Confidential information is appropriately protected.
- Electronic records are protected against unauthorised modification.
- 9.15.2 Record Retention

Records shall be retained for the period specified by IBOSD's applicable records retention schedule and relevant legal requirements.

Where different requirements apply, institutions shall follow the longer legally permissible retention period, subject to applicable data protection obligations.

9.15.3 Data Protection

Institutions shall comply with applicable data protection and privacy legislation, including the UK GDPR where applicable.

Personal information shall be processed lawfully, securely and only for authorised purposes.

Institutions shall promptly notify IBOSD of any significant incident involving IBOSD learner information.

9.16 Annual Institutional Quality Review

Every ATP and RORTC shall complete an Annual Institutional Quality Review (AIQR).

The review shall assess institutional performance during the preceding authorisation period.

The AIQR shall include:

1. Institutional profile and authorisation status.
2. Programmes delivered and learner registration totals.
3. Trainer competence and professional development.
4. Internal audit results.
5. External audit findings, where applicable.
6. Learner feedback and satisfaction trends.
7. Complaints and their resolution.
8. Assessment administration and integrity concerns.
9. Corrective and preventive actions.
10. Institutional risks and improvement priorities.
11. Management confirmation of continuing compliance.
12. The AIQR shall be approved by institutional management and submitted to IBOSD in the prescribed format when requested or required for renewal.

Failure to submit a required AIQR may affect institutional renewal or continuing authorisation.

9.17 Institutional Sanctions and Enforcement Measures

Where an authorised institution fails to satisfy IBOSD requirements, proportionate enforcement measures may be applied.

Possible measures include:

Stage 1 – Advisory Notice

Issued for minor or emerging concerns requiring improvement.

Stage 2 – Formal Corrective Action Notice

Issued where documented deficiencies require corrective action within a specified period.

Stage 3 – Enhanced Monitoring

Additional reporting, observation or audit requirements may be imposed.

Stage 4 – Restriction of Authorised Activities

IBOSD may temporarily restrict specific programmes, trainers, learner registrations or institutional functions.

Stage 5 – Suspension of Authorisation

An institution may be temporarily prohibited from undertaking specified or all activities under IBOSD authorisation.

Stage 6 – Withdrawal or Termination of Authorisation

IBOSD may withdraw authorisation where serious or persistent violations justify termination.

The stages are not mandatory sequential steps. Serious or critical incidents may warrant immediate protective action.

Enforcement decisions shall consider:

- Severity of the violation.
- Risk to learners.
- Previous compliance history.
- Institutional cooperation.
- Effectiveness of corrective action.
- Proportionality of the proposed measure.
- Except where immediate protective action is necessary, the institution shall be informed of the allegations and given a reasonable opportunity to respond before a final adverse decision.

9.18 Learner Protection During Institutional Suspension or Closure

Learner protection shall be a primary consideration in any institutional suspension, withdrawal or closure.

Where an institution is unable or no longer authorised to continue programme delivery, IBOSD may coordinate appropriate learner protection arrangements.

These may include:

a. Transfer to another authorised ATP, subject to learner consent and practical availability.

b. Continuation of approved learning activities under alternative arrangements.

c. Preservation of verified attendance and Practical Evidence records.

d. Independent review of learner assessment status.

e. Access to outstanding assessment opportunities where feasible and authorised.

f. Clear communication concerning the learner's position and available options.

g. Appropriate treatment of fees, refunds and contractual obligations under applicable agreements and law.

Learner protection arrangements shall not guarantee certification where academic and assessment requirements have not been satisfied.

9.19 Quality Assurance Appeals

An ATP, RORTC or Outreach Trainer affected by an adverse quality assurance decision may request a formal review.

Appeals may concern:

- Audit findings.
- Nonconformity classification.
- Restrictions on authorised activities.
- Suspension decisions.
- Withdrawal of institutional authorisation.
- Trainer approval restrictions.
- 9.19.1 Submission Period

An appeal should be submitted in writing within 15 working days of notification of the decision.

9.19.2 Grounds for Appeal

Appeals should identify one or more of the following:

- Material factual error.
- Procedural irregularity.
- New relevant evidence.
- Disproportionate enforcement action.
- Failure to consider relevant information.
- 9.19.3 Independent Review

Where practicable, an appeal shall be considered by personnel who were not directly responsible for the original decision.

IBOSD shall communicate a reasoned decision following the review.

Submission of an appeal shall not automatically suspend an immediate learner-protection or assessment-security restriction.

9.20 Continuous Improvement and Quality Development

IBOSD shall promote continuous improvement throughout its International Training Network.

Quality development activities may include:

- Periodic institutional quality workshops.
- Trainer development and SDFP-related professional development.
- Publication of updated quality guidelines.
- Dissemination of good institutional practices.
- Standardisation meetings involving authorised institutions.
- Analysis of audit trends and learner feedback.
- Review of quality indicators and institutional risks.
- Improvements to electronic registration, monitoring and reporting systems.
- Institutions are encouraged to adopt recognised quality management principles, including those reflected in ISO 21001 for educational organisations, where relevant.

Reference to ISO 21001 shall not imply that an institution is independently certified to that standard.

9.21 Institutional Quality Assurance Declaration

Every authorised ATP and RORTC shall formally acknowledge its obligation to maintain the standards established by IBOSD.

The declaration shall confirm that the institution:

1. Understands and accepts the IBOSD Quality Assurance Framework.
2. Will cooperate with authorised monitoring and audits.
3. Will maintain accurate and accessible institutional records.
4. Will implement required corrective actions.
5. Will protect learner interests and confidential information.

6. Will accurately represent its authorisation and accreditation status.
7. Will promptly report significant quality and compliance incidents.
8. Accepts that continued authorisation is conditional upon satisfactory compliance.
9. The declaration may be incorporated into the institutional agreement, renewal application or annual compliance submission.

9.22 Authority, Interpretation and Policy Review

IBOSD – UK Ltd. shall retain the authority to interpret and administer this Quality Assurance Framework.

IBOSD may issue supplementary procedures, reporting formats, audit protocols and compliance notices consistent with the applicable institutional agreement.

Material changes to institutional obligations shall be communicated through official IBOSD channels.

Where this Part conflicts with applicable legislation, mandatory regulatory requirements or a legally binding institutional agreement, the relevant legal or contractual hierarchy shall be applied.

The framework shall be reviewed periodically to ensure its continuing suitability for IBOSD's international operations.

9.23 Part 9 – Compliance Summary

Compliance requirement	ATP	RORTC	Outreach Trainer
Documented quality controls	Mandatory	Mandatory	Applicable personal records
Institutional Quality Coordinator	Mandatory	Mandatory	Not applicable
Annual internal quality audit	Mandatory	Mandatory, proportionate to activities	Subject to monitoring

Compliance requirement	ATP	RORTC	Outreach Trainer
IBOSD external audit cooperation	Mandatory	Mandatory	Mandatory
Trainer performance monitoring	Mandatory	Where training is delivered	Mandatory participation
Learner feedback monitoring	Mandatory	Where learners are served	Cooperation required
CAPA implementation	Mandatory	Mandatory	As applicable
Annual quality review	Mandatory	Mandatory	As requested
Data protection compliance	Mandatory	Mandatory	Mandatory
Marketing and branding compliance	Mandatory	Mandatory	Mandatory
Incident and nonconformity reporting	Mandatory	Mandatory	Mandatory
Institutional sanctions and appeals	Applicable	Applicable	Applicable to individual authorisation

PART 10

FINANCIAL ADMINISTRATION, AUTHORISATION FEES, RENEWALS AND FINANCIAL COMPLIANCE

International Board of Skills and Development (IBOSD – UK Ltd.)

10.1 Purpose and Scope

The International Board of Skills and Development (IBOSD – UK Ltd.) shall maintain a transparent, accountable and standardised financial administration framework for its International Training Network.

This Part establishes the financial policies, procedures and obligations applicable to:

1. Authorised Training Providers (ATPs).
2. Regional Outreach Training Centres (RORTCs).
3. IBOSD-approved Outreach Trainers (OTs).
4. Institutions and individuals operating under an IBOSD authorisation or licensing agreement.
5. Personnel responsible for learner registration, institutional financial administration and reporting.
6. The principal objectives are to:

- Establish uniform financial administration standards across the International Training Network.
- Define standard institutional authorisation and renewal fees.
- Regulate financial obligations between IBOSD and its authorised institutions.
- Prevent unauthorised collection or misrepresentation of IBOSD fees.
- Maintain accurate and auditable financial records.

- Protect learners and institutions against unfair or misleading financial practices.
- Support the financial sustainability and integrity of IBOSD's international operations.
- All authorised institutions shall comply with the financial requirements specified in this Handbook, their institutional agreements and officially issued IBOSD financial policies.

10.2 Financial Governance and Authority

IBOSD – UK Ltd. shall retain overall authority over the establishment, administration, revision and enforcement of fees payable directly to IBOSD.

IBOSD central administration shall be responsible for:

a. Approving standard authorisation and licensing fees.

b. Establishing annual renewal charges.

c. Maintaining official financial policies and fee schedules.

d. Issuing official invoices and payment instructions.

e. Maintaining institutional financial transaction records.

f. Verifying payments received from authorised institutions.

g. Authorising refunds, credits and adjustments where applicable.

h. Monitoring institutional financial compliance.

i. Reviewing suspected financial irregularities.

j. Implementing appropriate financial controls and corrective measures.

No ATP, RORTC, Outreach Trainer, regional representative or other intermediary shall have authority to modify IBOSD's official fees or financial obligations without written approval from IBOSD.

10.3 Standard Institutional Authorisation and Licensing Fees

The following standard fees shall apply to institutions and individuals seeking authorisation within the IBOSD International Training Network.

10.3.1 Authorisation and Licensing Fee Schedule

Authorisation category	Initial fee	Annual renewal
Authorised Training Provider (ATP)	£2,000	£250
Regional Outreach Training Centre (RORTC)	£2,500	£250
Outreach Trainer (OT)	£350	As prescribed in the applicable licence agreement

These fees represent the standard institutional authorisation and licensing structure.

All payments shall be subject to the terms of the applicable agreement and official invoice.

The fees do not automatically include programme-specific charges, third-party fees or other separately specified services.

10.3.2 ATP Authorisation Fee

The standard ATP authorisation fee of £2,000 shall cover the institutional evaluation and authorisation process and the rights expressly granted under the ATP Agreement.

Subject to satisfactory approval, these may include:

- Institutional application evaluation.
- Verification of organisational eligibility.
- Review of institutional documentation.
- Issuance of the ATP authorisation letter.
- Assignment of an ATP identification number.
- Permission to use the approved IBOSD ATP designation.
- Access to applicable IBOSD administrative and learner registration arrangements.
- Eligibility to deliver specifically approved IBOSD programmes.
- Inclusion in the official IBOSD ATP directory, where applicable.
- ATP authorisation does not confer independent awarding-body status or unrestricted authority to offer all IBOSD programmes.

10.3.3 RORTC Authorisation Fee

The standard RORTC authorisation fee of £2,500 shall apply to approved Regional Outreach Training Centres.

The fee shall cover the institutional evaluation and authorisation process and the rights expressly specified in the RORTC Agreement.

These may include:

- Institutional evaluation.
- Regional outreach authorisation.
- Issuance of the RORTC authorisation or appointment letter.
- Allocation of an institutional identification number.
- Permission to use the approved RORTC designation.
- Access to authorised institutional coordination arrangements.
- Recognition within the IBOSD International Training Network.
- RORTC authorisation shall not independently permit the issuance of IBOSD certificates or the approval of ATPs.

10.3.4 Outreach Trainer Licence Fee

The standard Outreach Trainer licence fee shall be £350.

An Outreach Trainer licence shall be granted only after satisfactory verification of eligibility, competence and applicable requirements.

The licence shall not confer authority to issue IBOSD certificates independently or to approve other institutions.

Trainer nomination, approval and Skill Development Facilitator Programme (SDFP) requirements shall remain governed by the relevant provisions of this Handbook.

Completion of mandatory SDFP requirements shall be a condition of trainer approval as prescribed by IBOSD.

10.4 Annual Institutional Renewal

Institutional authorisation shall remain valid only for the period specified in the relevant authorisation document.

Unless otherwise stated in the institutional agreement, ATP and RORTC authorisation shall operate on an annual renewal cycle.

10.4.1 Renewal Fee

The standard annual renewal fee shall be:

- ATP: £250.
- RORTC: £250.
- Outreach Trainer licence renewal requirements and any applicable charges shall be communicated through the individual licence agreement or official fee schedule.

10.4.2 Renewal Eligibility

Renewal shall be subject to satisfactory compliance with:

a. Institutional quality assurance requirements.

b. Financial obligations to IBOSD.

c. Learner registration and certification procedures.

d. Approved programme delivery conditions.

e. Trainer competence and approval requirements.

f. Complaints and corrective action procedures.

g. Branding and marketing requirements.

h. Annual institutional reporting requirements.

10.4.3 Renewal Procedure

Institutions shall normally be notified of their approaching renewal date.

The institution shall submit any required renewal declaration, updated institutional information and applicable renewal payment.

IBOSD may request additional documents or conduct a compliance review before confirming renewal.

10.4.4 Failure to Renew

Failure to complete renewal within the prescribed period may result in:

- Temporary restriction of new learner registrations.
- Suspension of active authorisation status.
- Removal from the public directory of active institutions.
- Withdrawal of permission to represent itself as currently authorised.
- Termination of authorisation in accordance with the institutional agreement.

- The institution shall remain responsible for outstanding financial and learner-related obligations.

10.5 Learner Registration and Certification Fee Administration

IBOSD shall establish and maintain a separate official Learner Registration and Certification Fee Schedule applicable to programmes delivered through Authorised Training Providers.

The applicable fees, payment procedures, administrative arrangements and related conditions shall be communicated directly to authorised institutions through official IBOSD channels.

All ATPs shall be responsible for complying with the prevailing fee schedule and ensuring timely payment of applicable learner registration and certification charges.

IBOSD reserves the right to review and revise these fees periodically, subject to applicable contractual obligations and prior notification where required.

The detailed certification fee schedule shall be maintained as a separate controlled document and shall not form part of this public Handbook.

10.6 ATP Training Fees and Institutional Pricing Autonomy

IBOSD recognises that authorised ATPs operate in different countries and economic environments.

Accordingly, ATPs may determine their own learner training fees, subject to the terms of their authorisation agreements and applicable laws.

An ATP may consider:

a. Local market conditions.

b. Programme duration and complexity.

c. Trainer remuneration.

d. Training facilities and equipment.

e. Learning materials and practical activities.

f. Administrative and marketing expenses.

g. Applicable taxes and statutory charges.

h. Institutional operating costs.

IBOSD shall not ordinarily prescribe a uniform global learner tuition fee unless a particular programme or agreement expressly requires one.

10.6.1 Mandatory Fee Transparency

ATPs shall clearly communicate to prospective learners:

- Total programme fees.
- Payment instalment arrangements, if applicable.
- Taxes and other compulsory charges.
- Included training and assessment services.
- Refund and cancellation conditions.
- Any additional charges for reassessment, printed certificates or optional services.
- ATPs shall not advertise misleadingly low fees while concealing mandatory charges.

10.6.2 Institutional Revenue

Subject to payment of IBOSD fees and compliance with applicable agreements, training fees collected by an ATP shall constitute the ATP's institutional revenue.

IBOSD shall not automatically claim a percentage of ATP tuition revenue unless expressly provided for in a separate written agreement.

10.7 Learner Registration and Financial Obligations

Every learner undertaking an IBOSD programme through an ATP shall be registered through the prescribed IBOSD registration process.

10.7.1 Registration Requirements

Before registration is confirmed, the ATP shall provide the required:

1. Learner identification details.
2. Programme title and learning hours.
3. ATP identification number.
4. Training batch or delivery information.
5. Applicable learner registration and certification arrangements.
6. Any other mandatory registration information.

10.7.2 Payment Obligations

The ATP shall be responsible for remitting applicable fees to IBOSD in accordance with the current official fee schedule.

Unless an approved credit arrangement exists, payment shall be completed before the relevant registration or certification transaction is confirmed, as specified in IBOSD's procedures.

10.7.3 Learner Registration Accuracy

Institutions shall ensure that learner information is accurate and complete.

IBOSD may require correction or verification of inaccurate records before confirming registration or issuing certification.

10.7.4 Unregistered Learners

An ATP shall not represent a learner as officially registered with IBOSD unless the registration has been accepted through the authorised process.

Training participation alone shall not establish entitlement to an IBOSD certificate.

10.8 Financial Administration of PAEP Assessments

The IBOSD Professional Assessment and Evaluation Process (PAEP) shall be administered in accordance with the approved assessment framework for each programme.

The applicable components may include:

- PAEP A – Knowledge Assessment.
- PAEP B – Scenario-Based Assessment.
- PAEP C – Presentation, Participation or Competence Evaluation.
- Additional practical, project or other assessment components where specified in the approved programme.

10.8.1 Assessment Administration

Assessment administration and related financial arrangements shall be governed by the approved programme requirements and applicable official IBOSD fee schedule.

10.8.2 Reassessment Arrangements

Where a learner requires reassessment, the applicable academic and financial conditions shall be communicated before the reassessment is scheduled.

10.8.3 ATP Administrative Charges

An ATP may recover reasonable costs for additional training, supervised reassessment sessions or other separately provided services, provided that such charges are disclosed in advance and comply with the applicable agreement.

10.8.4 Assessment Integrity

No payment shall guarantee a passing grade, favourable assessment decision or certification.

All assessment outcomes shall remain subject to approved academic requirements and independent verification.

10.9 Invoicing and Payment Procedures

All fees payable to IBOSD shall be supported by an official invoice, payment request or authorised electronic payment record.

10.9.1 Invoice Information

IBOSD invoices should contain:

- IBOSD – UK Ltd. legal name.
- Registered office details.
- Invoice number and date.
- Name of the paying institution or individual.
- Description of the service.
- Amount payable.
- Applicable currency.
- Taxes, where legally applicable.
- Payment due date.
- Authorised payment instructions.

10.9.2 Official Payment Channels

Payments shall be made only through bank accounts, electronic payment gateways or other channels formally authorised by IBOSD.

Institutions shall not make payments to personal accounts or unauthorised intermediaries.

10.9.3 Payment Reference

Institutions shall include the relevant invoice number, ATP/RORTC identification number or other prescribed reference when making payments.

10.9.4 Payment Confirmation

IBOSD shall maintain appropriate records of payments received and shall provide confirmation through an official receipt, account statement or electronic transaction record.

10.10 Currency, International Payments and Taxes

IBOSD's standard international fee schedule shall be expressed in British Pounds Sterling (GBP).

10.10.1 Currency Conversion

Where IBOSD authorises payment in another currency, the applicable conversion rate and payable amount shall be communicated through the invoice or authorised payment platform.

Institutions shall not independently apply exchange rates that result in underpayment of the invoiced amount.

10.10.2 Bank and Transaction Charges

Unless otherwise specified, the paying institution shall be responsible for bank transfer charges, payment gateway fees and intermediary bank deductions associated with its payment.

The full invoiced amount must be received by IBOSD.

10.10.3 Taxation

Taxes shall be applied in accordance with applicable legislation.

The quoted standard fees shall not be interpreted as including all taxes in every jurisdiction.

ATPs and RORTCs shall remain responsible for complying with local taxation, invoicing and statutory reporting obligations.

10.10.4 Withholding Taxes

Where local law requires withholding tax on a payment to IBOSD, the institution shall notify IBOSD before payment and provide the relevant statutory documentation.

The treatment of withholding taxes shall be determined according to applicable law and the relevant contractual terms.

10.11 Refunds, Cancellations and Financial Adjustments

IBOSD shall administer refunds and financial adjustments according to its published policies, applicable agreements and relevant consumer or commercial laws.

10.11.1 Institutional Authorisation Fees

An application fee or authorisation payment shall not automatically guarantee approval.

Where an application is rejected, withdrawn or cancelled, any refund shall be determined by:

- The applicable agreement.
- The stage of application processing.
- Services already performed.
- The reason for rejection or withdrawal.
- Applicable legal requirements.

10.11.2 Annual Renewal Fees

Renewal payments shall be governed by the renewal terms communicated to the institution.

Where a payment has been made in error or duplicated, the institution may request an adjustment or refund supported by payment evidence.

10.11.3 Learner-Related Financial Adjustments

Any learner-related refund, credit or payment adjustment shall be governed by the applicable official IBOSD fee schedule and relevant contractual terms.

10.11.4 Refund Request Procedure

A refund request shall normally include:

1. Institution name and identification number.
2. Invoice or transaction reference.
3. Amount requested.
4. Reason for the request.
5. Supporting documentation.
6. Authorised contact details.
7. IBOSD shall review the request and communicate its decision.

10.12 Financial Recordkeeping and Audit Requirements

All ATPs and RORTCs shall maintain accurate financial records relating to their IBOSD-authorised activities.

10.12.1 Minimum Financial Records

Institutions shall retain:

- IBOSD authorisation and renewal invoices.
- Payment confirmations.
- Relevant learner financial records.
- Refund and adjustment records.
- Financial correspondence.
- Records of outstanding amounts payable to IBOSD.

10.12.2 Financial Reconciliation

Institutions shall periodically reconcile their authorised activities, learner registrations and payments due to IBOSD.

Any discrepancies shall be investigated and corrected promptly.

10.12.3 Audit Access

IBOSD may request records reasonably necessary to verify compliance with its financial agreements.

Such requests shall be proportionate and limited to relevant activities.

IBOSD shall not ordinarily require unrestricted access to an ATP's unrelated commercial financial information.

10.12.4 Record Retention

Financial records shall be retained in accordance with applicable law, the institutional agreement and IBOSD's approved records retention requirements.

10.13 Financial Integrity and Prevention of Misconduct

All authorised institutions and individuals shall conduct financial transactions honestly, transparently and lawfully.

The following activities are prohibited:

a. Collection of unauthorised payments in the name of IBOSD.

b. Issuance of fraudulent IBOSD invoices or receipts.

c. Deliberate underreporting of learner registrations.

d. Falsification of payment confirmations.

e. Misrepresentation of authorisation or certification charges.

f. Offering certificates in exchange for payments without the required training and assessment.

g. Misappropriation of learner-related payments.

h. Use of IBOSD's name to solicit unauthorised investments, deposits or financial commitments.

i. Bribery, kickbacks or improper financial inducements connected with institutional authorisation or certification.

j. Deliberate concealment of material financial irregularities.

Suspected misconduct may be investigated under the quality assurance and disciplinary provisions of this Handbook.

10.14 Outstanding Payments and Financial Noncompliance

Institutions shall settle financial obligations within the deadlines specified in their invoices or agreements.

10.14.1 Payment Reminders

IBOSD may issue reminders where payments remain outstanding.

10.14.2 Financial Restrictions

Where an institution fails to resolve overdue payments, IBOSD may impose proportionate restrictions, including:

- Suspension of new learner registrations.
- Restriction of additional programme approvals.
- Suspension of renewal processing.
- Restriction of non-essential institutional services.
- Formal compliance review.

10.14.3 Learner Protection

Financial disputes between IBOSD and an ATP shall be managed with due regard to the interests of learners who have already completed their contractual and academic obligations.

IBOSD shall seek to avoid unfairly penalising learners for an institution's financial default.

Certification shall nevertheless remain subject to verified registration, assessment completion and applicable requirements.

10.14.4 Serious or Repeated Default

Persistent nonpayment, fraudulent financial conduct or deliberate concealment of learner registrations may result in suspension or termination of institutional authorisation.

10.15 Financial Responsibilities of Regional Outreach Training Centres

RORTCs shall comply with the financial terms specified in their individual authorisation agreements.

Unless expressly authorised in writing, RORTCs shall not:

1. Collect ATP authorisation fees on behalf of IBOSD.
2. Modify IBOSD's official fee schedule.
3. Issue invoices in the name of IBOSD.
4. Promise unauthorised financial concessions.
5. Receive learner-related payments intended for IBOSD.
6. Enter into financial commitments binding IBOSD.
7. Offer commissions or incentives on behalf of IBOSD.
8. Where a RORTC is authorised to perform fee collection or other financial administration functions, the arrangement shall be documented separately.

The agreement shall specify payment handling, reporting, reconciliation, financial accountability and audit obligations.

10.16 Financial Responsibilities of Outreach Trainers

Outreach Trainers shall maintain professional financial conduct in all IBOSD-related activities.

An Outreach Trainer shall not independently:

- Collect institutional authorisation fees on behalf of IBOSD without written authority.
- Issue official IBOSD invoices.
- Guarantee learner certification in return for payment.
- Represent personal training fees as official IBOSD charges.
- Offer unauthorised fee reductions.
- Commit IBOSD to financial obligations.
- Where an Outreach Trainer delivers training through an ATP, the trainer's remuneration shall be governed by the relevant agreement between the parties.

IBOSD shall not automatically be responsible for payment disputes arising from independently negotiated trainer–ATP arrangements.

10.17 Financial Separation Between IBOSD and Authorised Institutions

Authorisation as an ATP, RORTC or Outreach Trainer shall not establish an employment relationship, legal partnership, joint venture or agency relationship with IBOSD unless expressly agreed in writing.

Each authorised institution shall ordinarily operate as an independent legal and financial entity.

Accordingly:

a. ATPs shall be responsible for their own operational expenses.

b. Institutions shall independently manage employee salaries and trainer payments.

c. Institutions shall be responsible for local taxes and statutory obligations.

d. IBOSD shall not automatically be liable for institutional debts.

e. Institutions shall not create financial obligations in the name of IBOSD without written authorisation.

f. Institutional financial statements shall remain separate from IBOSD's corporate accounts.

This separation shall not limit responsibilities expressly established under applicable law or a written agreement.

10.18 Financial Reporting and Institutional Performance

IBOSD may require authorised institutions to submit periodic financial information relevant to their IBOSD activities.

Such information may include:

- Number of learners registered.
- Number of learners certified.
- Status of payments due to IBOSD.
- Outstanding IBOSD invoices.
- Refunds or registration adjustments.
- Financial discrepancies requiring correction.
- IBOSD may use this information to assess institutional activity, payment compliance and network performance.

Financial reporting requirements shall be proportionate to the institution's authorised activities.

10.19 Fee Schedule Revisions

IBOSD reserves the right to review its standard fee schedules periodically.

Revisions may be necessary due to:

a. Changes in administrative and operational costs.

b. Technological and platform development.

c. Changes in applicable taxation or regulatory requirements.

d. Programme development and assessment costs.

e. International operating expenses.

f. Long-term financial sustainability considerations.

10.19.1 Notification of Changes

Material changes to fees shall be communicated through official IBOSD channels.

The notice shall identify the revised amount, effective date and applicable category of payment.

10.19.2 Existing Agreements

Fee revisions shall be implemented in accordance with the applicable agreement and legal obligations.

Where a fee has already been invoiced or paid, any subsequent adjustment shall be governed by the relevant terms.

10.19.3 Official Fee Schedules

The current officially issued IBOSD fee schedules shall constitute the authoritative operational references for applicable fees, subject to existing contractual rights.

Detailed learner-related financial schedules shall be maintained separately from this public Handbook.

10.20 Financial Disputes and Appeals

An authorised institution may submit a written request for review where it disputes:

- An invoice amount.
- A payment allocation.
- A duplicate charge.
- A refund decision.
- A financial compliance finding.
- A payment-related restriction.
- The request shall identify the disputed transaction and provide relevant supporting evidence.

IBOSD shall review the matter and communicate its findings.

Where appropriate, the review shall be undertaken by personnel who were not solely responsible for the original disputed decision.

The existence of a dispute shall not automatically suspend undisputed payment obligations.

10.21 Institutional Financial Compliance Declaration

Every ATP and RORTC shall acknowledge its responsibility to comply with the IBOSD Financial Administration Framework.

The institution shall declare that it:

1. Accepts the applicable authorisation and renewal fees.
2. Understands that learner-related fees are governed by separate official schedules.
3. Will remit applicable fees through authorised payment channels.
4. Will maintain accurate learner and financial records.
5. Will not misrepresent IBOSD fees or collect unauthorised payments.
6. Will comply with applicable taxation and financial legislation.
7. Will cooperate with reasonable financial compliance reviews.
8. Will promptly report suspected financial irregularities.
9. Understands that serious financial noncompliance may affect its authorisation.
10. The declaration may form part of the institutional agreement or annual renewal process.

10.22 Financial Administration Responsibilities Matrix

Financial activity	IBOSD	ATP	RORTC	Outreach Trainer
Set official IBOSD fees	Authorised	No	No	No
Pay initial authorisation/licence fee	Recipient	Yes	Yes	Yes
Pay applicable renewal fee	Recipient	Yes	Yes	As prescribed
Determine ATP tuition fees	No general control	Yes	Only for independently authorised services	As contractually agreed
Register IBOSD learners	System authority	Yes	Only if separately authorised	Only if separately authorised
Remit applicable learner fees	Recipient	Yes	Only if separately authorised	Only if separately authorised
Issue official IBOSD invoices	Yes	No	Only with written authority	No
Issue IBOSD certificates	Yes	No	No	No

Financial activity	IBOSD	ATP	RORTC	Outreach Trainer
Maintain relevant financial records	Yes	Yes	Yes	Yes
Cooperate with financial compliance reviews	Responsible authority	Mandatory	Mandatory	Mandatory
Authorise IBOSD fee adjustments	Yes	No	No	No
Report financial irregularities	Mandatory	Mandatory	Mandatory	Mandatory

10.23 Standard Institutional Authorisation Fee Schedule – Consolidated Reference

Authorisation category	Initial authorisation/licence	Annual renewal
Authorised Training Provider (ATP)	£2,000	£250
Regional Outreach Training Centre (RORTC)	£2,500	£250
Outreach Trainer (OT)	£350	As prescribed

All amounts are expressed in GBP.

Applicable taxes and separately specified charges shall be additional where required.

Learner registration and certification fees shall be governed by separate official IBOSD fee schedules issued to authorised institutions.

10.24 Authority, Interpretation and Policy Review

IBOSD – UK Ltd. shall retain responsibility for interpreting and administering the financial policies established in this Part.

All authorised institutions and individuals shall comply with the applicable financial provisions of their agreements and officially issued fee schedules.

Where a provision of this Handbook conflicts with mandatory legislation or an enforceable contractual obligation, the applicable legal and contractual requirements shall prevail.

IBOSD may revise its financial administration procedures to strengthen transparency, operational efficiency and financial accountability.

PART 11

INSTITUTIONAL SUSPENSION, WITHDRAWAL, TERMINATION, APPEALS AND LEARNER PROTECTION

11.1 Purpose and Scope

The International Board of Skills and Development (IBOSD – UK Ltd.) is committed to maintaining the integrity, credibility, accountability and professional standards of its International Training Network.

This Part establishes the policies and procedures governing suspension, voluntary withdrawal, non-renewal, termination, reinstatement and appeals relating to IBOSD institutional authorisations and individual licences.

It also establishes mandatory learner protection arrangements to safeguard the interests of learners affected by institutional closure, suspension or termination.

The provisions of this Part shall apply to:

1. Authorised Training Providers (ATPs).
2. Regional Outreach Training Centres (RORTCs).
3. IBOSD-approved Outreach Trainers (OTs).
4. Institutions and individuals operating under an IBOSD authorisation or licensing agreement.
5. Other authorised entities undertaking IBOSD-related academic, administrative or outreach activities.
6. The principal objectives are to:

- Establish fair, transparent and consistent procedures for institutional disciplinary action.
- Protect the integrity of IBOSD authorisation and certification.
- Ensure proportionate responses to institutional noncompliance.
- Provide institutions with reasonable opportunities to respond to allegations and correct deficiencies.
- Protect learners from unnecessary disruption to their education and assessment.
- Establish procedures for voluntary withdrawal and institutional closure.
- Define the consequences of suspension or termination.
- Provide appropriate review and appeal mechanisms.
- Safeguard IBOSD intellectual property, institutional records and public reputation.

11.2 General Principles Governing Institutional Authorisation

Authorisation granted by IBOSD is conditional and shall remain valid only while the authorised institution or individual complies with the applicable requirements.

Authorisation shall not constitute permanent accreditation, ownership of IBOSD intellectual property or an unrestricted right to deliver IBOSD programmes.

The following principles shall govern authorisation decisions:

11.2.1 Institutional Accountability

Every ATP, RORTC and Outreach Trainer shall remain accountable for activities conducted under its authorisation or licence.

11.2.2 Proportionality

Any restriction, suspension or termination shall be proportionate to the seriousness of the noncompliance and the risks presented.

11.2.3 Procedural Fairness

Except where immediate protective action is necessary, the affected institution or individual shall be informed of the concerns and provided a reasonable opportunity to respond.

11.2.4 Evidence-Based Decisions

Decisions shall be based on relevant records, audit findings, verified complaints, documented incidents or other credible evidence.

11.2.5 Learner Protection

The interests of learners shall be considered before, during and after any suspension, withdrawal or termination.

11.2.6 Institutional Integrity

IBOSD shall retain authority to protect its academic standards, assessment systems, certificates, trademarks and institutional reputation.

11.3 Circumstances Leading to Institutional Review

IBOSD may initiate an institutional compliance review where concerns arise regarding an authorised institution's suitability, conduct or performance.

Circumstances may include:

a. Failure to comply with IBOSD policies or the applicable institutional agreement.

b. Repeated deficiencies identified through quality assurance monitoring.

c. Failure to maintain approved training facilities or required institutional resources.

d. Delivery of programmes outside the institution's approved scope.

e. Use of trainers who do not satisfy applicable approval or SDFP requirements.

f. Inaccurate learner registration or assessment records.

g. Failure to implement required corrective actions.

h. Financial default or suspected financial misconduct.

i. Misleading marketing or unauthorised accreditation claims.

j. Serious or repeated learner complaints.

k. Suspected assessment malpractice or certificate fraud.

l. Breaches of confidentiality or data protection obligations.

m. Failure to cooperate with authorised IBOSD audits or investigations.

n. Conduct that materially threatens learner welfare, academic integrity or the reputation of IBOSD.

An institutional review shall not automatically result in suspension or termination.

11.4 Classification of Institutional Noncompliance

Institutional noncompliance shall be classified according to the Quality Assurance Framework established in Part 9 of this Handbook.

Classification	Nature of noncompliance	Possible response
Minor	Isolated administrative or procedural deficiency	Advisory notice or corrective action
Major	Significant or repeated failure affecting institutional standards	Formal warning, enhanced monitoring or restriction
Critical	Serious threat to learner welfare, assessment integrity or institutional credibility	Immediate protective suspension or termination following appropriate process

IBOSD shall consider the severity, frequency, impact and underlying causes of each nonconformity.

A repeated minor nonconformity may be reclassified as major where corrective action has been ineffective.

11.5 Formal Warning and Corrective Action Procedure

Where noncompliance does not require immediate protective intervention, IBOSD shall normally provide the institution with an opportunity to correct the identified deficiencies.

11.5.1 Advisory Notice

An Advisory Notice may be issued for minor or emerging concerns.

The notice shall identify:

- The observed deficiency.
- The applicable requirement.
- Recommended corrective action.
- Any required response or completion date.

11.5.2 Formal Noncompliance Notice

A Formal Noncompliance Notice may be issued where a significant deficiency requires documented corrective action.

The notice shall specify:

a. The nature of the noncompliance.

b. Relevant supporting evidence.

c. The applicable policy or contractual requirement.

d. The required corrective actions.

e. The deadline for implementation.

f. The possible consequences of failure to comply.

11.5.3 Corrective Action Deadlines

Unless IBOSD specifies otherwise, the standard deadlines established under Part 9 shall apply.

Classification	Standard corrective action deadline
Minor	30 calendar days
Major	15 calendar days
Critical	Immediate containment and formal action plan within 48 hours

The deadline may be extended where justified by the nature of the corrective action, provided learner protection and institutional integrity are not compromised.

11.5.4 Verification of Corrective Action

IBOSD may require documentary evidence, remote verification, interviews or an institutional inspection to confirm completion of corrective actions.

Failure to implement satisfactory corrective measures may result in escalation.

11.6 Suspension of Institutional Authorisation

Suspension is a temporary restriction imposed on an authorised institution or individual.

Suspension may apply to the entire authorisation or to specified programmes, activities or operational functions.

11.6.1 Grounds for Suspension

IBOSD may suspend authorisation where:

1. Serious or repeated noncompliance has been identified.
2. Required corrective actions remain unresolved.
3. There is credible evidence of assessment malpractice.
4. Learner safety or welfare is at risk.
5. An institution has failed to maintain essential authorisation conditions.
6. Significant financial obligations remain unresolved.
7. Misleading or unauthorised accreditation claims continue.
8. An institution refuses to cooperate with a compliance investigation.
9. Immediate protective intervention is reasonably necessary.

11.6.2 Types of Suspension

A. Programme-Specific Suspension

The institution may be prohibited from enrolling learners or delivering one or more specified IBOSD programmes.

B. Registration Suspension

The institution may be temporarily prohibited from registering new learners.

C. Trainer Approval Suspension

A trainer may be temporarily prohibited from delivering or assessing IBOSD programmes.

D. Institutional Suspension

The institution may be prohibited from undertaking all or specified activities under its IBOSD authorisation.

11.6.3 Suspension Notice

A formal suspension notice shall normally identify:

- The institution or individual concerned.
- The grounds for suspension.
- The scope of restricted activities.
- The effective date.

- Any immediate learner protection requirements.
- Conditions for reinstatement.
- Available appeal procedures.

11.6.4 Effect of Suspension

During suspension, an institution shall not undertake activities expressly prohibited by the suspension notice.

The institution shall continue to fulfil lawful obligations relating to enrolled learners, record preservation, confidentiality and cooperation with IBOSD.

Suspension shall not automatically cancel valid certificates previously issued to learners.

11.7 Emergency Protective Suspension

IBOSD may impose immediate temporary restrictions where credible evidence indicates an urgent risk to:

- Learner safety or welfare.
- Assessment security.
- Certification integrity.
- Personal data or confidential information.
- Institutional or public interests.
- Emergency suspension may be imposed before completion of a full investigation where delay would create an unacceptable risk.

IBOSD shall communicate the reasons for the action as soon as reasonably practicable.

The affected institution shall be provided an opportunity to respond and submit relevant evidence.

Emergency restrictions shall be reviewed periodically and shall remain in force only for as long as reasonably necessary.

11.8 Withdrawal and Termination of Institutional Authorisation

Termination is the formal ending of an institution's or individual's authority to operate under IBOSD approval.

Termination may arise through voluntary withdrawal, expiry, non-renewal or an IBOSD enforcement decision.

11.8.1 Grounds for Termination by IBOSD

IBOSD may terminate authorisation where an institution:

a. Commits serious or repeated violations of IBOSD requirements.

b. Engages in fraudulent learner registration or certification practices.

c. Falsifies assessment records or other material documentation.

d. Issues or facilitates unauthorised certificates.

e. Deliberately misrepresents IBOSD accreditation, recognition or awarding authority.

f. Continues unauthorised activities after suspension.

g. Fails to implement essential corrective actions.

h. Engages in serious financial misconduct.

i. Refuses to cooperate with a legitimate investigation.

j. No longer satisfies essential eligibility or operational requirements.

k. Engages in conduct causing substantial harm to learners or IBOSD's institutional integrity.

Termination shall be subject to the applicable agreement, procedural fairness requirements and relevant law.

11.8.2 Termination Decision

Except where immediate action is legally justified, IBOSD shall ordinarily:

1. Notify the institution of the proposed termination.
2. State the grounds and supporting evidence.
3. Provide a reasonable opportunity for written representation.
4. Review the institution's response.
5. Consider proportionate alternatives.
6. Issue a reasoned final decision.

11.8.3 Termination Notice

The termination notice shall specify:

- The effective termination date.

- The authorisation or licence being terminated.
- The reasons for the decision.
- Restrictions on future use of IBOSD branding.
- Learner protection obligations.
- Record transfer and preservation requirements.
- Outstanding financial or contractual obligations.
- Appeal rights, where applicable.

11.9 Voluntary Withdrawal by an ATP or RORTC

An authorised institution may voluntarily withdraw from the IBOSD International Training Network.

11.9.1 Notice of Withdrawal

Unless the institutional agreement specifies otherwise, the institution shall provide at least 30 calendar days' written notice of its intention to withdraw.

The notice shall include:

a. Institution name and authorisation number.

b. Proposed withdrawal date.

c. Reason for withdrawal.

d. Details of active programmes.

e. Number of learners currently enrolled.

f. Status of outstanding assessments and certification applications.

g. Proposed learner protection arrangements.

h. Contact details of the responsible institutional representative.

11.9.2 Responsibilities During Withdrawal

The institution shall:

- Stop accepting new IBOSD enrolments from the date directed by IBOSD.
- Inform affected learners appropriately.
- Cooperate with approved learner completion or transfer arrangements.
- Submit outstanding learner records.
- Resolve financial obligations.
- Return or securely dispose of controlled materials as instructed.

- Discontinue unauthorised use of IBOSD branding.

11.9.3 Withdrawal Confirmation

IBOSD shall issue written confirmation of withdrawal once the applicable administrative and contractual requirements have been addressed.

Voluntary withdrawal shall not automatically release the institution from outstanding obligations.

11.10 Non-Renewal and Expiry of Authorisation

Institutional authorisation shall expire where renewal is not completed within the applicable validity period, subject to any contractual grace period or extension formally granted by IBOSD.

An institution whose authorisation has expired shall not represent itself as currently authorised.

The institution shall not accept new learners under expired authorisation.

Where learners remain enrolled, the institution shall cooperate with IBOSD to establish appropriate completion or transfer arrangements.

IBOSD may require a fresh application where an institution seeks authorisation following an extended period of expiry.

11.11 Institutional Closure, Insolvency or Operational Discontinuation

An ATP or RORTC shall promptly notify IBOSD where it intends to close, becomes insolvent or is otherwise unable to continue authorised activities.

11.11.1 Mandatory Notification

Notification shall be made as soon as the institution becomes aware that continued delivery or fulfilment of learner obligations is materially at risk.

11.11.2 Required Information

The institution shall provide:

- Current learner enrolment details.
- Programme delivery and completion status.

- Assessment and Practical Evidence records.
- Outstanding certification requirements.
- Relevant trainer and administrative contacts.
- Proposed learner continuation arrangements.
- Information concerning learner fees and outstanding obligations.

11.11.3 Continuity Planning

IBOSD may coordinate with other authorised institutions to explore appropriate learner continuation arrangements.

Such arrangements shall depend on programme compatibility, available capacity, learner consent and applicable legal requirements.

IBOSD shall not automatically assume the debts or contractual liabilities of a closing institution.

11.12 Learner Protection Policy

Learner protection shall be a fundamental requirement of the IBOSD International Training Network.

Where an institution is suspended, withdrawn, terminated or closed, IBOSD and the institution shall take reasonable measures to minimise disruption to learners.

11.12.1 Learner Protection Principles

The following principles shall apply:

1. Learners shall receive accurate and timely information.
2. Verified learning and assessment achievements shall be preserved.
3. Learners shall not be subjected to unnecessary academic disadvantage.
4. Confidential personal information shall be protected.
5. Reasonable continuation or transfer options shall be considered.
6. Certification decisions shall remain based on verified academic requirements.
7. Learner complaints and appeals shall remain accessible.

11.12.2 Learner Completion Arrangements

Where feasible, IBOSD may permit learners to complete outstanding requirements through:

- Another authorised ATP.
- Approved alternative delivery arrangements.

- IBOSD-supervised assessment arrangements.
- Other academically appropriate and authorised mechanisms.
- The original institution shall cooperate with such arrangements.

11.12.3 Transfer of Learner Records

Institutions shall provide accurate and complete learner records necessary for approved transfer or completion arrangements.

These may include:

a. Learner registration information.

b. Attendance records.

c. Learning outcome completion records.

d. Practical Evidence records.

e. PAEP assessment status.

f. Assessment results and verified achievements.

g. Relevant learner support information, where lawful and necessary.

Record transfers shall comply with applicable data protection requirements.

11.12.4 Learner Financial Protection

Learner refunds and outstanding financial obligations shall be determined according to the relevant learner agreement and applicable law.

Where an ATP has collected tuition fees, that ATP shall ordinarily remain responsible for its contractual refund obligations.

IBOSD shall not automatically become liable for tuition fees collected independently by an ATP.

This provision shall not exclude any liability imposed by applicable law or expressly accepted under a written agreement.

11.13 Protection of Existing Learner Certification Rights

Suspension or termination of an ATP shall not automatically invalidate legitimate learner achievements.

Learners who have completed all applicable academic and assessment requirements may remain eligible for certification, subject to verification.

IBOSD shall retain authority to:

- Verify learner registration.
- Review attendance and Practical Evidence records.
- Confirm assessment outcomes.
- Investigate suspected malpractice.
- Determine certification eligibility.
- Issue or withhold certification according to approved requirements.
- Previously issued certificates shall remain valid unless there is a lawful and substantiated basis for correction, cancellation or withdrawal.

11.14 Cessation of IBOSD Branding and Representation

Following termination, expiry or voluntary withdrawal, the institution shall cease representing itself as an active IBOSD-authorised entity.

11.14.1 Prohibited Activities

Unless otherwise authorised in writing, the institution shall discontinue:

a. Use of the current ATP or RORTC designation.

b. Display of IBOSD authorisation certificates as evidence of current approval.

c. Use of IBOSD logos in a manner implying continuing authorisation.

d. Advertising new IBOSD-approved training programmes.

e. Acceptance of new learners under IBOSD authorisation.

f. Issuance of documents suggesting current IBOSD approval.

g. Representation as an official IBOSD regional office or representative.

11.14.2 Website and Publicity Updates

The institution shall remove or amend misleading references to active IBOSD authorisation from:

- Websites.
- Social media accounts.
- Promotional brochures.
- Digital advertisements.

- Institutional prospectuses.
- Business directories.
- Public signage.
- Historical references may be retained where factually accurate and not misleading.

11.14.3 Authorisation Documents

IBOSD may require the surrender, return or secure destruction of controlled authorisation documents.

Electronic authorisation credentials may be revoked.

11.15 Intellectual Property and Confidential Materials

All IBOSD intellectual property shall remain subject to the ownership and licensing terms established in the applicable agreements.

Following termination or expiry, institutions shall discontinue unauthorised use of:

- IBOSD programme materials.
- Assessment question banks.
- PAEP scenarios and assessment resources.
- Certificate templates.
- Institutional logos and trademarks.
- Restricted administrative documents.
- Confidential training and assessment resources.
- Proprietary electronic systems and access credentials.
- Institutions shall not reproduce, distribute, sell, modify or transfer controlled IBOSD materials without written permission.

Confidentiality obligations shall continue after termination to the extent specified in the applicable agreement and law.

11.16 Return and Preservation of Institutional Records

Following suspension, withdrawal or termination, institutions shall cooperate with IBOSD in preserving records necessary for:

- Learner certification.
- Assessment verification.
- Complaints and appeals.

- Regulatory compliance.
- Financial reconciliation.
- Institutional investigations.
- Legal obligations.
- IBOSD may require the transfer of relevant records through secure and authorised channels.

Institutions shall not destroy or alter records that are subject to an ongoing investigation, legal preservation obligation or authorised learner protection arrangement.

Records not required for continued retention shall be handled according to applicable data protection and records management requirements.

11.17 Settlement of Outstanding Financial Obligations

Suspension, withdrawal, expiry or termination shall not automatically cancel financial obligations accrued before the effective date.

The institution shall remain responsible for:

a. Outstanding authorisation or renewal payments lawfully due.

b. Applicable learner-related fees.

c. Contractually agreed charges.

d. Other verified liabilities arising under the institutional agreement.

IBOSD shall provide reasonable supporting documentation for disputed charges.

Refunds, credits and financial adjustments shall be governed by Part 10, the applicable agreements and relevant law.

11.18 Reinstatement Following Suspension

An institution whose authorisation has been suspended may apply for reinstatement after addressing the grounds for suspension.

11.18.1 Reinstatement Requirements

IBOSD may require:

1. Completion of outstanding corrective actions.
2. Submission of supporting compliance evidence.

3. Resolution of relevant financial obligations.
4. Updated trainer and institutional records.
5. Successful completion of a follow-up audit.
6. Implementation of appropriate preventive measures.
7. Management confirmation of continuing compliance.

11.18.2 Reinstatement Review

IBOSD shall assess whether the institution has demonstrated sufficient corrective action and reduced the relevant risks to an acceptable level.

Reinstatement may be:

- Granted without additional conditions.
- Granted subject to enhanced monitoring.
- Restricted to specified programmes or activities.
- Deferred pending additional evidence.
- Refused where essential requirements remain unsatisfied.

11.18.3 Written Confirmation

Reinstatement shall take effect only upon written confirmation from IBOSD.

An institution shall not resume suspended activities merely because it has submitted corrective action evidence.

11.19 Reapplication Following Termination

An institution whose authorisation has been terminated may submit a new application only where IBOSD permits reapplication.

A fresh application shall not automatically restore previous rights or authorisation status.

IBOSD may consider:

- The reasons for previous termination.
- The seriousness of any misconduct.
- Corrective and preventive measures undertaken.
- Changes in institutional ownership or management.
- Current operational competence.
- Financial and contractual compliance history.
- Risks to learners and institutional integrity.

- Where termination involved deliberate fraud, serious assessment malpractice or other critical misconduct, IBOSD may refuse reapplication where justified and lawful.

11.20 Appeals Against Suspension or Termination

An institution or individual affected by an adverse authorisation decision may request a formal appeal.

11.20.1 Appealable Decisions

Appeals may concern:

- Institutional suspension.
- Programme restrictions.
- Trainer approval suspension.
- Termination of authorisation.
- Refusal of reinstatement.
- Other significant authorisation decisions.

11.20.2 Appeal Submission Deadline

An appeal should be submitted in writing within 15 working days of notification of the decision.

IBOSD may accept a late appeal where exceptional circumstances justify an extension.

11.20.3 Grounds for Appeal

Appeals shall identify one or more of the following:

a. Material factual error.

b. Procedural irregularity.

c. New and relevant evidence.

d. Disproportionate enforcement action.

e. Failure to consider relevant information.

f. Material inconsistency with applicable IBOSD policy or contractual requirements.

11.20.4 Appeal Documentation

The appellant shall submit:

- Institution or licence identification details.
- Reference to the decision being appealed.
- Grounds for appeal.
- Supporting documents.
- Requested outcome.
- Authorised contact information.

11.20.5 Appeal Review

Where practicable, the appeal shall be reviewed by personnel who were not directly responsible for the original decision.

The review may involve examination of documents, written representations or an interview.

11.20.6 Appeal Outcome

The appeal decision may:

1. Uphold the original decision.
2. Modify the restriction or sanction.
3. Refer the matter for further investigation.
4. Set aside the original decision.
5. Direct reconsideration under specified conditions.
6. IBOSD shall communicate the outcome in writing.

11.20.7 Effect of an Appeal

Submission of an appeal shall not automatically suspend restrictions imposed to protect learners, assessment integrity or other legitimate interests.

11.21 Special Provisions for Outreach Trainers

Outreach Trainer licences may be suspended or terminated where the individual:

- Fails to maintain applicable professional competence.
- Does not satisfy mandatory SDFP requirements.
- Engages in serious professional misconduct.
- Misrepresents IBOSD authority or accreditation.
- Conducts unauthorised assessment or certification activities.
- Misuses confidential materials.
- Engages in fraudulent or misleading financial practices.
- Repeatedly fails to comply with applicable licence conditions.

- Where appropriate, IBOSD may require additional professional development, reassessment or supervised practice before reinstatement.

Termination of an Outreach Trainer licence shall not automatically terminate an ATP's authorisation unless separate grounds exist.

11.22 Special Provisions for Regional Outreach Training Centres

RORTCs shall remain accountable for activities conducted within their authorised scope.

A RORTC may be subject to suspension or termination where it:

a. Exceeds its approved outreach authority.

b. Represents itself as an independent awarding or accreditation body.

c. Grants unauthorised ATP approvals.

d. Collects unauthorised fees in the name of IBOSD.

e. Makes misleading representations concerning IBOSD recognition.

f. Fails to maintain required operational and compliance standards.

g. Engages in conduct materially damaging to the integrity of the International Training Network.

Termination of a RORTC's authorisation shall not automatically terminate separately authorised ATPs associated with its outreach activities.

Each affected institution shall be reviewed according to its own authorisation status and compliance obligations.

11.23 Public Register and Institutional Status Verification

IBOSD may maintain a public register of authorised institutions and individuals.

The register may identify:

- Institution or individual name.
- Authorisation category.
- Country or region.
- Authorisation identification number.
- Approved status.

- Validity period.
- Other information appropriate for public verification.
- IBOSD may update the register following suspension, expiry, withdrawal or termination.

Public statements concerning disciplinary decisions shall be accurate, proportionate and consistent with applicable confidentiality and data protection obligations.

Institutions shall not publish misleading statements concerning their authorisation status.

11.24 Institutional Closure and Exit Compliance Checklist

The following checklist shall guide the closure of an institutional authorisation.

Requirement	Responsible party
Formal withdrawal or termination notice	IBOSD / Institution
Identification of active learners	Institution
Learner communication	Institution, with IBOSD coordination
Learner completion or transfer plan	IBOSD / Institution
Submission of learner records	Institution
Verification of pending assessments	IBOSD / Institution
Financial reconciliation	IBOSD / Institution
Discontinuation of unauthorised branding	Institution
Return or secure disposal of controlled materials	Institution
Revocation of institutional system access	IBOSD
Update of public authorisation register	IBOSD
Closure of outstanding compliance findings	IBOSD / Institution

Requirement	Responsible party
Final administrative closure confirmation	IBOSD

Completion of the applicable exit requirements shall be documented.

Where an institution refuses to cooperate, IBOSD may take reasonable measures to protect learners and institutional records.

11.25 Institutional Rights and Responsibilities During Enforcement

An institution subject to compliance proceedings shall retain the right to:

1. Receive information concerning the allegations, subject to lawful confidentiality restrictions.
2. Submit relevant evidence and written representations.
3. Request clarification of applicable requirements.
4. Receive a reasoned decision.
5. Exercise available appeal rights.
6. Receive fair and proportionate treatment.
7. The institution shall remain responsible for:

1. Cooperating with authorised investigations.
2. Preserving relevant evidence.
3. Protecting enrolled learners.
4. Complying with imposed restrictions.
5. Maintaining confidentiality.
6. Providing accurate information.
7. Fulfilling applicable financial and contractual obligations.
8. No institution shall obstruct an investigation or retaliate against individuals who raise genuine concerns in good faith.

11.26 Institutional Authorisation Status Classification

IBOSD shall maintain consistent terminology for institutional status.

Active

Active Authorisation

The institution holds valid authorisation and may undertake activities within its approved scope.

Restricted

Restricted Authorisation

The institution remains authorised but specified activities are subject to limitations.

Suspended

Suspended Authorisation

Some or all authorised activities are temporarily prohibited pending corrective action or investigation.

Expired

Expired Authorisation

The authorisation validity period has ended without effective renewal.

Withdrawn

Withdrawn Authorisation

The institution has voluntarily exited the International Training Network.

Terminated

Terminated Authorisation

IBOSD has formally ended the authorisation following the applicable decision-making process.

Institutional status shall be determined by IBOSD's official records.

11.27 Authority, Interpretation and Policy Review

IBOSD – UK Ltd. shall retain responsibility for interpreting and administering the policies established in this Part.

The provisions shall be read together with:

- The applicable ATP, RORTC or Outreach Trainer agreement.
- Part 9 – Quality Assurance, Institutional Monitoring, Audits and Compliance Management.

- Part 10 – Financial Administration, Authorisation Fees, Renewals and Financial Compliance.
- Other relevant sections of this Handbook.
- Applicable legislation and mandatory regulatory requirements.
- Where a provision conflicts with mandatory law or an enforceable contractual obligation, the applicable legal and contractual requirements shall prevail.

IBOSD may revise its enforcement, appeals and learner protection procedures to maintain fairness, institutional integrity and compliance with applicable requirements.

Material revisions shall be communicated through official IBOSD channel

PART 12

INSTITUTIONAL ETHICS, PROFESSIONAL CONDUCT, ANTI-BRIBERY, DATA PROTECTION AND SAFEGUARDING

International Board of Skills and Development (IBOSD – UK Ltd.)

12.1 Purpose and Scope

The International Board of Skills and Development (IBOSD – UK Ltd.) is committed to promoting ethical leadership, professional integrity, responsible institutional governance, learner welfare and lawful conduct throughout its International Training Network.

This Part establishes the minimum ethical, professional, safeguarding and information protection standards applicable to all institutions and individuals operating under IBOSD authorisation.

The provisions apply to:

1. Authorised Training Providers (ATPs).
2. Regional Outreach Training Centres (RORTCs).
3. IBOSD-approved Outreach Trainers (OTs).
4. Approved trainers, assessors, invigilators and academic coordinators.
5. Institutional directors, managers, employees and authorised representatives.
6. Contractors, consultants and other individuals performing activities under IBOSD authorisation.
7. The objectives are to:

- Promote honesty, integrity and accountability.
- Prevent bribery, corruption, fraud and conflicts of interest.
- Protect learners against abuse, exploitation, discrimination and harassment.
- Maintain fairness in training, assessment and certification.
- Protect confidential information and personal data.
- Establish responsible professional conduct.
- Promote transparency in institutional relationships and communications.
- Provide safe and accessible mechanisms for reporting misconduct.
- Protect the credibility and reputation of IBOSD qualifications and certificates.
- Compliance with this Part shall be a continuing condition of institutional authorisation and individual licensing.

12.2 IBOSD Code of Institutional Ethics

All authorised institutions and individuals shall uphold the following principles.

12.2.1 Integrity

Institutions shall conduct their activities honestly and shall not knowingly provide false or misleading information.

12.2.2 Accountability

Institutions and individuals shall accept responsibility for decisions and activities undertaken within their authorised roles.

12.2.3 Fairness

Learners, employees, trainers and stakeholders shall be treated fairly and without unlawful discrimination.

12.2.4 Professional Competence

Individuals shall undertake only those activities for which they possess the necessary competence, approval and authority.

12.2.5 Transparency

Institutions shall communicate accurately regarding programmes, fees, authorisation status, assessments and certification requirements.

12.2.6 Confidentiality

Personal, academic, commercial and institutional information shall be protected against unauthorised disclosure.

12.2.7 Learner Welfare

Institutions shall maintain safe, respectful and supportive learning environments.

12.2.8 Compliance with Law

Institutions shall comply with applicable laws, regulatory obligations and the terms of their IBOSD authorisation.

12.2.9 Continuous Improvement

Institutions shall encourage ethical reflection, professional development and improvement in institutional practices.

12.3 Institutional Professional Conduct

Every ATP and RORTC shall maintain standards of professional conduct appropriate to an internationally authorised training organisation.

Institutions shall:

a. Conduct business in a lawful and ethical manner.

b. Maintain accurate institutional and learner records.

c. Employ or engage suitably competent personnel.

d. Provide accurate information concerning training programmes.

e. Honour legitimate contractual commitments.

f. Maintain appropriate learner support arrangements.

g. Cooperate with authorised IBOSD monitoring and audits.

h. Avoid conduct likely to compromise assessment integrity.

i. Respect intellectual property and confidentiality obligations.

j. Maintain professional communications with learners, institutions and regulatory authorities.

Institutional personnel shall not misuse their positions to obtain improper personal, financial or professional advantages.

12.4 Professional Conduct of Trainers and Assessors

Trainers and assessors shall demonstrate professional competence, impartiality, ethical behaviour and respect for learners.

12.4.1 Trainer Responsibilities

Trainers shall:

1. Deliver programmes in accordance with approved learning outcomes.
2. Maintain current professional knowledge.
3. Follow applicable IBOSD trainer approval and SDFP requirements.
4. Treat learners respectfully and fairly.
5. Encourage active participation and independent learning.
6. Provide accurate technical information.
7. Maintain appropriate professional boundaries.
8. Protect confidential learner information.
9. Avoid misleading claims concerning qualifications or employment outcomes.
10. Report significant safety, safeguarding or academic integrity concerns.

12.4.2 Assessor Responsibilities

Assessors shall:

- Apply approved assessment criteria consistently.
- Maintain impartiality.
- Protect assessment materials.
- Avoid conflicts of interest.
- Record assessment outcomes accurately.
- Provide appropriate feedback.
- Report suspected malpractice.
- Refuse improper inducements or pressure to alter results.
- No trainer or assessor shall guarantee a passing result or certificate in exchange for payment, personal benefit or other consideration.

12.5 Anti-Bribery and Anti-Corruption Policy

IBOSD maintains a zero-tolerance policy toward bribery, corruption and improper financial inducements.

Authorised institutions and individuals shall comply with applicable anti-bribery legislation, including the UK Bribery Act 2010 where relevant.

12.5.1 Prohibited Conduct

The following conduct is prohibited:

a. Offering, promising or giving a bribe.

b. Requesting, agreeing to receive or accepting a bribe.

c. Providing improper payments to obtain institutional authorisation.

d. Offering inducements to influence assessment or certification decisions.

e. Making unauthorised payments to public officials.

f. Concealing improper commissions or financial benefits.

g. Using intermediaries to facilitate corrupt transactions.

h. Falsifying financial records to conceal improper payments.

i. Offering personal benefits to obtain confidential IBOSD information.

j. Retaliating against individuals who report suspected corruption in good faith.

12.5.2 Gifts and Hospitality

Reasonable and lawful professional hospitality may be permitted where it:

- Has a legitimate business purpose.
- Is modest and proportionate.
- Does not create an obligation or expectation of favourable treatment.
- Does not influence assessment, authorisation or procurement decisions.
- Complies with applicable laws and institutional policies.
- Gifts or hospitality intended to influence an official decision are prohibited regardless of value.

12.5.3 Facilitation Payments

Improper payments intended to expedite routine administrative or governmental actions are prohibited.

Institutions shall seek lawful alternatives and report any demand for such payments through appropriate channels.

12.5.4 Reporting Suspected Bribery

Suspected bribery or corruption shall be reported promptly to institutional management or IBOSD through the designated reporting channel.

Reports shall be handled confidentially to the extent reasonably possible and legally permitted.

12.6 Conflict of Interest Management

A conflict of interest arises where personal, financial, professional or institutional interests may improperly influence an individual's judgement or responsibilities.

Conflicts may be actual, potential or perceived.

12.6.1 Examples of Conflicts of Interest

Examples include:

- Assessing a close family member without appropriate safeguards.
- Participating in procurement decisions involving a personally owned business.
- Accepting financial benefits from an institution under evaluation.
- Influencing trainer approval for personal gain.
- Using confidential information for private commercial advantage.
- Holding undisclosed interests in competing organisations where those interests affect official responsibilities.

12.6.2 Declaration Requirements

Personnel shall disclose relevant conflicts of interest to the appropriate institutional authority.

Where a conflict may affect IBOSD assessment, authorisation or certification activities, the matter shall also be reported to IBOSD.

12.6.3 Conflict Management

Appropriate measures may include:

1. Formal disclosure.
2. Independent review.
3. Withdrawal from a decision-making process.
4. Reassignment of assessment responsibilities.
5. Additional supervision.
6. Restriction of access to sensitive information.

7. A declared conflict does not automatically constitute misconduct. Failure to disclose or appropriately manage a material conflict may constitute noncompliance.

12.7 Equality, Diversity, Inclusion and Non-Discrimination

IBOSD expects authorised institutions to provide fair and inclusive access to education and professional development.

Institutions shall comply with applicable equality and anti-discrimination legislation, including the UK Equality Act 2010 where applicable.

12.7.1 Equal Treatment

Learners and personnel shall not be subjected to unlawful discrimination based on protected characteristics under applicable law.

Institutions shall promote fair access to:

- Programme information.
- Admission procedures.
- Training delivery.
- Assessment opportunities.
- Learner support.
- Complaints and appeals.
- Professional development opportunities.

12.7.2 Reasonable Adjustments

Institutions shall consider reasonable adjustments for learners with disabilities or other legally protected needs.

Adjustments may include accessible learning materials, appropriate facilities, assistive technologies or modified assessment arrangements where academically valid.

Any adjustment affecting assessment conditions shall comply with IBOSD's assessment requirements.

Reasonable adjustments shall not compromise essential competence standards.

12.7.3 Respectful Learning Environment

Institutions shall prohibit bullying, harassment, intimidation and degrading treatment.

Learners shall be encouraged to participate in an environment that respects cultural, linguistic and professional diversity.

12.8 Safeguarding and Learner Protection

Every authorised institution shall maintain appropriate arrangements to protect learners from abuse, exploitation, neglect and foreseeable harm.

Safeguarding responsibilities shall reflect the age and vulnerability of learners, the nature of the programme and applicable local legislation.

12.8.1 Safeguarding Principles

Institutions shall:

a. Promote learner safety and wellbeing.

b. Maintain appropriate professional boundaries.

c. Prevent harassment, abuse and exploitation.

d. Establish accessible reporting mechanisms.

e. Respond promptly to safeguarding concerns.

f. Protect confidential information.

g. Cooperate with relevant authorities where legally required.

h. Maintain appropriate safeguarding records.

12.8.2 Safeguarding Coordinator

Every ATP shall designate a responsible person to coordinate safeguarding matters.

This function may be assigned to an appropriately trained existing manager or senior employee.

The designated person shall:

- Receive safeguarding concerns.
- Coordinate appropriate responses.
- Maintain restricted records.
- Refer matters to competent authorities where necessary.
- Communicate with IBOSD regarding significant safeguarding incidents relevant to authorised activities.

12.8.3 Protection of Minors and Vulnerable Adults

Where programmes involve children or vulnerable adults, institutions shall implement enhanced safeguards appropriate to the jurisdiction and programme.

These may include:

- Appropriate background checks where legally required.
- Staff safeguarding training.
- Supervision arrangements.
- Parental or guardian consent where necessary.
- Safe communication procedures.
- Restrictions on inappropriate personal contact.
- Clear reporting and referral arrangements.

12.8.4 Prohibited Conduct

The following conduct is prohibited:

1. Physical, sexual or psychological abuse.
2. Sexual harassment or exploitation.
3. Bullying or intimidation.
4. Discriminatory harassment.
5. Inappropriate personal relationships involving abuse of authority.
6. Retaliation against safeguarding complainants.
7. Deliberate concealment of serious safeguarding incidents.

12.8.5 Safeguarding Incident Response

Where an immediate risk exists, the institution shall prioritise the safety of the affected individual and contact appropriate emergency or protective authorities.

Significant safeguarding incidents connected with IBOSD-authorised activities shall be reported to IBOSD promptly, subject to applicable law and confidentiality requirements.

Institutions shall not delay urgent protective action while awaiting IBOSD instructions.

12.9 Prevention of Harassment, Bullying and Exploitation

All authorised institutions shall maintain a working and learning environment free from harassment, bullying, intimidation and exploitation.

This obligation applies to:

- Physical training locations.
- Online classrooms.
- Workplace practical activities.
- Institutional events.
- Professional communication channels.
- Assessment activities.
- Work-related travel and meetings.
- Institutions shall establish procedures for receiving, investigating and resolving complaints.

Investigations shall be conducted fairly, with appropriate protection for complainants, respondents and witnesses.

Where misconduct is substantiated, proportionate disciplinary action shall be taken.

12.10 Data Protection and Privacy

IBOSD and its authorised institutions shall process personal data lawfully, fairly, transparently and securely.

Institutions shall comply with applicable data protection legislation, including the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018 where applicable.

12.10.1 Personal Data Covered

Personal data may include:

- Learner names and contact details.
- Identification information.
- Academic and assessment records.
- Attendance information.
- Trainer qualification records.
- Payment and transaction information.
- Complaints and appeals records.
- Other information necessary for authorised institutional activities.

12.10.2 Data Protection Principles

Institutions shall ensure that personal data is:

1. Processed lawfully, fairly and transparently.
2. Collected for specified and legitimate purposes.

3. Limited to what is necessary.
4. Accurate and kept up to date.
5. Retained only for an appropriate period.
6. Protected against unauthorised access, loss or misuse.
7. Managed with appropriate accountability.

12.10.3 Data Controller and Processor Responsibilities

IBOSD and an authorised institution may act as independent controllers, joint controllers or controller and processor depending on the actual processing arrangement.

The relevant responsibilities shall be established through appropriate contractual and operational documentation.

Institutions shall not assume that all data processing undertaken for IBOSD is automatically covered by IBOSD's own privacy notices or legal obligations.

12.10.4 International Data Transfers

Where personal data is transferred between countries, the parties shall ensure that appropriate legal safeguards are in place.

These may include applicable adequacy arrangements, approved contractual safeguards or other lawful transfer mechanisms.

12.10.5 Learner Privacy Notices

Institutions shall provide appropriate privacy information explaining:

- What personal data is collected.
- Why it is collected.
- The applicable lawful basis for processing.
- With whom it may be shared.
- Relevant international transfers.
- Retention arrangements.
- Applicable individual rights.
- Contact details for privacy enquiries.

12.11 Information Security and Cybersecurity

Authorised institutions shall implement reasonable technical and organisational measures to protect information and electronic systems.

12.11.1 Minimum Security Requirements

Institutions shall maintain appropriate controls for:

a. User authentication and password security.

b. Access restrictions based on job responsibilities.

c. Secure storage of learner and assessment records.

d. Protection against malware and unauthorised access.

e. Secure transmission of confidential information.

f. Regular data backup and recovery arrangements.

g. Timely removal of access for departing personnel.

h. Protection of IBOSD portal credentials.

i. Secure disposal of obsolete records and devices.

12.11.2 IBOSD Portal Access

Access to IBOSD electronic systems shall be limited to authorised users.

Institutions shall not:

- Share individual login credentials.
- Permit unauthorised persons to access restricted systems.
- Attempt to bypass security controls.
- Download or disclose restricted information without permission.
- Use IBOSD systems for unlawful purposes.

12.11.3 Security Incident Reporting

Institutions shall promptly report significant security incidents affecting IBOSD systems, learner records or confidential assessment materials.

Where a personal data breach occurs, the parties shall assess applicable notification obligations and statutory deadlines.

12.12 Confidentiality and Non-Disclosure

All authorised institutions and individuals shall protect confidential information obtained through their relationship with IBOSD.

Confidential information may include:

- Assessment question banks.
- PAEP scenario materials.
- Unpublished programme content.
- Learner and trainer personal data.
- Institutional financial information.
- Internal operational procedures.
- Restricted portal information.
- Confidential contractual arrangements.
- Proprietary academic and administrative resources.
- Confidential information shall be used only for authorised purposes.

Disclosure to third parties shall require appropriate authority or another lawful basis.

Confidentiality obligations shall continue after termination or expiry of authorisation to the extent required by the applicable agreement and law.

12.13 Academic Integrity and Prevention of Malpractice

Academic integrity is fundamental to the credibility of IBOSD qualifications and certificates.

Institutions shall prevent, identify and address academic malpractice.

12.13.1 Learner Malpractice

Examples include:

- Cheating during examinations.
- Plagiarism.
- Submission of fabricated Practical Evidence.
- Impersonation.
- Unauthorised collaboration.
- Use of prohibited assessment assistance.
- Falsification of attendance or competency records.

12.13.2 Institutional or Staff Malpractice

Examples include:

a. Providing learners with confidential assessment answers.

b. Altering assessment results.

c. Falsifying learner attendance.

d. Certifying incomplete practical activities.

e. Submitting fabricated assessment evidence.

f. Permitting unauthorised individuals to conduct assessments.

g. Interfering with independent assessment decisions.

h. Issuing unauthorised certificates.

12.13.3 Malpractice Investigations

Suspected malpractice shall be documented and investigated.

Affected individuals shall be provided a reasonable opportunity to respond.

IBOSD may require reassessment, invalidate compromised assessment results, restrict institutional activities or impose other proportionate measures.

Any certification decision shall be based on verified evidence and applicable academic requirements.

12.14 Responsible Use of Artificial Intelligence and Digital Tools

IBOSD recognises the potential of artificial intelligence and digital technologies to support education, training administration and professional development.

However, such technologies shall be used responsibly and shall not compromise academic integrity, confidentiality or learner protection.

12.14.1 Permitted Uses

Subject to institutional approval and applicable programme requirements, AI tools may support:

- Lesson planning.
- Development of instructional activities.
- Language assistance.
- Administrative documentation.
- Learning resource development.
- Formative learning support.
- Accessibility improvements.
- Data analysis using appropriately protected information.

12.14.2 Prohibited or Restricted Uses

Institutions and individuals shall not:

1. Upload confidential IBOSD assessment banks to unauthorised AI platforms.
2. Disclose learner personal data through unapproved AI systems.
3. Use AI-generated content without appropriate accuracy checks.
4. Fabricate Practical Evidence or assessment records using AI.
5. Submit AI-generated learner work as independently completed work where prohibited.
6. Use AI to make unreviewed high-impact decisions concerning learners.
7. Circumvent examination security through AI tools.

12.14.3 Human Accountability

Personnel shall remain accountable for decisions, materials and records produced with AI assistance.

AI-generated technical content shall be verified by appropriately competent individuals before use in training or assessment.

12.15 Ethical Marketing and Public Communication

Authorised institutions shall ensure that marketing, publicity and recruitment activities are accurate, lawful and professionally responsible.

Institutions shall not:

a. Misrepresent IBOSD authorisation as government accreditation.

b. Claim recognition or accreditation beyond the verified scope.

c. Guarantee employment, visas, migration outcomes or professional licences.

d. Misrepresent programme learning hours or assessment requirements.

e. Promise certificates without successful completion of applicable requirements.

f. Publish misleading claims about international qualification equivalence.

g. Use unauthorised IBOSD logos or institutional designations.

h. Make false claims about partnerships with governments, universities or regulatory bodies.

i. Conceal mandatory learner charges.

j. Engage in deceptive or coercive recruitment practices.

12.15.1 Accreditation and Recognition Claims

Any reference to CPD, HLACT or other accreditation or recognition associated with IBOSD shall accurately reflect the applicable status, scope and conditions.

Institutional recognition shall not automatically be represented as programme-specific accreditation.

Applications or processes seeking future recognition shall not be presented as approvals already granted.

12.15.2 Employment and Career Claims

Institutions may describe the potential professional relevance of IBOSD programmes.

However, they shall not guarantee employment, promotion, immigration eligibility or acceptance by a particular employer or regulatory authority unless such claims are independently substantiated.

12.16 Ethical Recruitment and Learner Admissions

ATPs and authorised representatives shall conduct learner recruitment responsibly.

Institutions shall provide accurate information concerning:

- Programme objectives.
- Entry requirements.
- Learning hours.
- Training delivery arrangements.
- Assessment requirements.
- Certification conditions.
- Fees and refund policies.
- Available learner support.
- Recruitment personnel shall not use intimidation, deception or misleading urgency to secure admissions.

Institutions shall take reasonable measures to ensure that learners understand the nature of the programme before enrolment.

12.17 Responsible Partnerships and Third-Party Arrangements

Authorised institutions may engage external trainers, consultants, marketing representatives or service providers where permitted under their agreements.

The institution shall remain responsible for ensuring that outsourced activities comply with applicable IBOSD requirements.

12.17.1 Third-Party Due Diligence

Institutions should consider:

a. Legal and professional standing.

b. Relevant competence and experience.

c. Ethical and compliance history.

d. Data protection arrangements.

e. Financial integrity.

f. Safeguarding requirements.

g. Conflicts of interest.

12.17.2 Written Agreements

Material outsourced arrangements should be documented through appropriate written agreements.

Such agreements shall not grant rights exceeding the institution's own IBOSD authorisation.

12.17.3 Accountability

Outsourcing shall not remove the ATP's or RORTC's responsibility for compliance with its authorisation conditions.

12.18 Whistleblowing and Protected Reporting

IBOSD encourages the responsible reporting of suspected misconduct, malpractice, corruption, safeguarding concerns and serious institutional irregularities.

12.18.1 Reportable Concerns

Reports may relate to:

- Fraud or corruption.
- Assessment malpractice.
- Certificate falsification.
- Learner abuse or exploitation.
- Serious discrimination or harassment.

- Data protection violations.
- Misuse of IBOSD intellectual property.
- Significant financial misconduct.
- Deliberate concealment of noncompliance.

12.18.2 Reporting Channels

Concerns may be reported through:

1. The institution's designated compliance officer.
2. The Institutional Quality Coordinator.
3. The institutional safeguarding representative.
4. An official IBOSD reporting channel.
5. Competent public authorities where appropriate or legally required.

12.18.3 Protection Against Retaliation

Institutions shall not retaliate against individuals who raise genuine concerns in good faith.

Reports shall be handled with appropriate confidentiality and impartiality.

Legal whistleblower protections shall apply according to the relevant jurisdiction.

12.18.4 Investigation

IBOSD may request evidence, conduct interviews, review records or initiate a special compliance audit.

Investigations shall be proportionate and shall respect applicable confidentiality, privacy and procedural fairness requirements.

12.19 Institutional Ethical Compliance Officer

Every ATP and RORTC shall designate a responsible person to coordinate implementation of this Part.

The role may be assigned to an existing senior manager, Institutional Quality Coordinator or another competent individual.

The responsible person shall:

- Promote awareness of ethical obligations.
- Coordinate compliance declarations.
- Maintain relevant incident records.

- Support conflict-of-interest management.
- Coordinate misconduct reporting.
- Liaise with IBOSD during investigations.
- Monitor corrective actions.
- Support periodic ethical compliance reviews.
- The institution shall ensure that the responsible person has sufficient authority to raise concerns with senior management.

12.20 Ethical Compliance Training and Awareness

Institutions shall provide appropriate ethical compliance awareness to relevant personnel.

Training or briefings should cover:

1. Professional conduct.
2. Anti-bribery and corruption.
3. Conflicts of interest.
4. Safeguarding.
5. Equality and non-discrimination.
6. Data protection.
7. Information security.
8. Academic integrity.
9. Ethical marketing.
10. Whistleblowing and reporting procedures.
11. Personnel involved in higher-risk activities, such as assessment administration, financial handling or safeguarding, may require additional role-specific training.

Institutions shall maintain appropriate records of completed compliance training.

12.21 Ethical Compliance Monitoring and Audit

Compliance with this Part shall be monitored through the IBOSD Quality Assurance Framework.

Monitoring may include:

- Review of institutional policies.
- Examination of incident registers.

- Staff and learner interviews.
- Trainer performance observations.
- Review of complaints and safeguarding arrangements.
- Examination of marketing materials.
- Data protection compliance checks.
- Assessment integrity reviews.
- Corrective action verification.
- Significant ethical concerns may trigger enhanced monitoring or a special investigation.

Institutions shall cooperate with authorised reviews while protecting legally privileged and otherwise protected information.

12.22 Classification of Ethical Violations

Ethical violations shall be classified according to their seriousness, impact and associated risks.

Classification	Examples	Possible action
Minor	Isolated procedural deficiency or incomplete declaration	Advisory notice or corrective action
Major	Repeated misconduct, significant confidentiality failure or serious misleading communication	Formal warning, enhanced monitoring or restriction
Critical	Bribery, deliberate certificate fraud, serious abuse or exploitation	Immediate protective action, investigation and possible termination

The classification shall be determined through an evidence-based review.

Allegations shall not be treated as established findings before appropriate investigation.

12.23 Corrective and Disciplinary Measures

Where an ethical violation is substantiated, IBOSD may require or impose appropriate measures.

These may include:

a. Written advisory notice.

b. Mandatory corrective action.

c. Additional compliance training.

d. Independent monitoring.

e. Restriction of specified activities.

f. Suspension of trainer approval.

g. Suspension of institutional authorisation.

h. Termination of authorisation or licensing.

i. Referral to competent authorities where required or justified by law.

The measures shall be proportionate to the seriousness of the violation and the need to protect learners and institutional integrity.

Appeals shall be handled in accordance with Part 11.

12.24 Institutional Ethical Risk Management

Every ATP and RORTC shall identify and manage ethical risks relevant to its operations.

Potential risk areas include:

- Learner recruitment and fee collection.
- Trainer selection and assessment.
- Conflicts of interest.
- Confidential assessment materials.
- Personal data processing.
- Third-party service providers.
- Marketing and accreditation claims.
- Learner safeguarding.
- Financial transactions.
- Digital platforms and AI tools.
- Institutions shall maintain proportionate controls to prevent, detect and respond to identified risks.

Higher-risk activities shall receive additional monitoring where appropriate.

12.25 Ethical Compliance Responsibilities Matrix

Compliance area	ATP	RORTC	Outreach Trainer
Professional conduct	Mandatory	Mandatory	Mandatory
Anti-bribery and corruption	Mandatory	Mandatory	Mandatory
Conflict-of-interest disclosure	Mandatory	Mandatory	Mandatory
Equality and non-discrimination	Mandatory	Mandatory	Mandatory
Safeguarding	Mandatory	As applicable to activities	Mandatory
Data protection	Mandatory	Mandatory	Mandatory
Confidentiality	Mandatory	Mandatory	Mandatory
Information security	Mandatory	Mandatory	Mandatory
Academic integrity	Mandatory	Where applicable	Mandatory
Ethical marketing	Mandatory	Mandatory	Mandatory
Responsible AI use	Mandatory	Mandatory	Mandatory
Whistleblowing cooperation	Mandatory	Mandatory	Mandatory
Ethical compliance monitoring	Mandatory	Mandatory	Mandatory
Incident reporting	Mandatory	Mandatory	Mandatory

12.26 Institutional Code of Conduct Declaration

Every authorised ATP and RORTC shall formally acknowledge its commitment to the IBOSD Code of Institutional Ethics.

The declaration shall confirm that the institution:

1. Has reviewed and understood the ethical requirements of this Handbook.
2. Will conduct authorised activities honestly and professionally.
3. Will prevent bribery, corruption and improper inducements.
4. Will identify and manage conflicts of interest.
5. Will maintain fair and inclusive learning environments.
6. Will implement appropriate safeguarding arrangements.
7. Will protect personal data and confidential information.
8. Will maintain academic and assessment integrity.
9. Will ensure truthful marketing and public representation.
10. Will cooperate with legitimate compliance investigations.
11. Will report significant ethical violations.
12. Accepts that serious noncompliance may result in suspension or termination of authorisation.
13. The declaration may be incorporated into the institutional agreement, annual renewal documentation or a separate compliance statement.

12.27 Authority, Interpretation and Policy Review

IBOSD – UK Ltd. shall retain responsibility for interpreting and administering the policies established in this Part.

The provisions shall be read together with:

- Part 9 – Quality Assurance, Institutional Monitoring, Audits and Compliance Management.
- Part 10 – Financial Administration, Authorisation Fees, Renewals and Financial Compliance.
- Part 11 – Institutional Suspension, Withdrawal, Termination, Appeals and Learner Protection.
- Applicable ATP, RORTC and Outreach Trainer agreements.
- Relevant legislation and mandatory regulatory requirements.
- Where a provision conflicts with mandatory law or an enforceable contractual obligation, the applicable legal and contractual requirements shall prevail.

IBOSD may revise its ethical compliance procedures to reflect changes in legislation, international professional standards, technology and institutional risk.

Material changes shall be communicated through official IBOSD channels.

PART 13

INSTITUTIONAL BRANDING, INTELLECTUAL PROPERTY, MARKETING, PUBLIC COMMUNICATIONS AND INTERNATIONAL REPRESENTATION

13.1 Purpose and Scope

The International Board of Skills and Development (IBOSD – UK Ltd.) recognises that a consistent, credible and professionally managed institutional identity is essential to the integrity and international reputation of its qualifications, programmes, certifications and authorised training network.

This Part establishes the policies and requirements governing the use of the IBOSD name, logos, trademarks, institutional designations, promotional materials, intellectual property and public communications.

It applies to:

1. Authorised Training Providers (ATPs).
2. Regional Outreach Training Centres (RORTCs).
3. IBOSD-approved Outreach Trainers (OTs).
4. Approved trainers, assessors and institutional representatives.
5. Marketing agencies, consultants and other third parties engaged by authorised institutions.
6. Other organisations and individuals permitted to use IBOSD intellectual property or represent an authorised relationship with IBOSD.

7. The principal objectives are to:

- Protect the identity, credibility and reputation of IBOSD.
- Ensure consistent and accurate institutional representation.
- Prevent unauthorised use of logos, trademarks and certification designs.
- Establish standards for ethical marketing and public communication.
- Protect IBOSD's academic and commercial intellectual property.
- Prevent misleading claims concerning accreditation, recognition and awarding authority.
- Regulate international representation and regional promotional activities.
- Establish clear approval procedures for institutional branding.
- Protect learners and stakeholders from misleading information.
- Compliance with this Part shall be a continuing condition of institutional authorisation and individual licensing.

13.2 Ownership of the IBOSD Name and Institutional Identity

The official name of the organisation is:

International Board of Skills and Development (IBOSD – UK Ltd.)

The IBOSD name, approved institutional logos, visual identity, certificate designs, official programme materials and other protected intellectual property shall remain under the ownership or lawful control of IBOSD – UK Ltd., subject to any applicable third-party rights.

No institution or individual shall acquire ownership of IBOSD intellectual property merely through authorisation, licensing, membership or participation in the International Training Network.

Authorised institutions shall use the IBOSD name and branding only within the scope of their written authorisation.

13.2.1 Official Institutional Name

The full institutional name shall be used in formal communications where identification of the awarding organisation is necessary.

The abbreviation IBOSD may be used in subsequent references and approved promotional materials.

Institutions shall not modify the official name or create alternative expansions of the abbreviation.

13.2.2 Prohibited Institutional Representations

An ATP, RORTC or Outreach Trainer shall not represent itself as:

a. IBOSD – UK Ltd.

b. The legal headquarters of IBOSD.

c. An independent IBOSD awarding body.

d. An official government accreditation authority.

e. An IBOSD regional headquarters without specific written appointment.

f. An entity authorised to approve other institutions unless expressly permitted.

g. An organisation possessing powers or recognition beyond those granted under its authorisation.

13.3 Official IBOSD Brand Identity

IBOSD shall maintain an official institutional brand identity.

The identity may include:

- Official IBOSD logo.
- Approved institutional colours.
- Typography and visual design standards.
- Institutional name and abbreviation.
- Approved certificate templates.
- Authorisation seals and identification marks.
- Approved digital and print promotional templates.
- Website and digital communication standards.
- Authorised institutions shall use only official branding materials supplied or approved by IBOSD.

13.3.1 Logo Integrity

The IBOSD logo shall not be:

1. Redrawn or reconstructed without permission.
2. Distorted, stretched or disproportionately resized.
3. Recoloured outside approved brand specifications.
4. Combined with unauthorised symbols.
5. Modified to imply government or regulatory endorsement.

6. Incorporated into another institution's logo without approval.
7. Used in a manner that misrepresents institutional authorisation.
8. Applied to certificates or awards not issued or authorised by IBOSD.

13.3.2 Brand Consistency

Institutions shall maintain appropriate spacing, proportions, visibility and colour reproduction when displaying IBOSD branding.

The official IBOSD Brand Guidelines, where issued, shall govern detailed design requirements.

13.4 Authorised Use of Institutional Designations

Institutions may use only the designation corresponding to their current authorisation category.

13.4.1 Authorised Training Provider

An approved ATP may use:

“Authorised Training Provider (ATP) of IBOSD – UK Ltd.”

or another designation formally approved by IBOSD.

The designation shall not imply that the ATP is itself an awarding body.

13.4.2 Regional Outreach Training Centre

An approved RORTC may use:

“Regional Outreach Training Centre (RORTC) of IBOSD – UK Ltd.”

The designation shall be limited to the approved geographic and operational scope.

A RORTC shall not represent itself as an IBOSD regional headquarters unless separately appointed.

13.4.3 Outreach Trainer

An approved Outreach Trainer may use:

“IBOSD-Approved Outreach Trainer”

subject to the validity and conditions of the individual licence.

The designation shall not imply authority to issue qualifications or approve institutions.

13.4.4 Validity of Designations

Institutional and individual designations may be used only while the relevant authorisation remains active and valid.

Suspended, expired, withdrawn or terminated entities shall comply with the restrictions specified in Part 11.

13.5 Use of IBOSD Logos by ATPs and RORTCs

Authorised ATPs and RORTCs may display the official IBOSD logo for legitimate activities within their approved scope.

Permitted uses may include:

- Institutional websites.
- Approved programme brochures.
- Training announcements.
- Authorised programme advertisements.
- Institutional prospectuses.
- Approved digital learning platforms.
- Training venue signage.
- Social media communications.
- Other authorised institutional materials.

13.5.1 Mandatory Identification

Where the IBOSD logo appears alongside the ATP or RORTC logo, the relationship between the organisations shall be clearly stated.

The presentation shall not imply that the institution is owned, operated or directly managed by IBOSD unless this is factually correct.

13.5.2 Prohibited Uses

The IBOSD logo shall not be used:

a. On unauthorised certificates.

b. To promote programmes outside the institution's approved scope.

c. To imply government approval or statutory recognition.

d. To endorse unrelated commercial products.

e. In political campaigning or partisan promotional activities.

f. In misleading or deceptive advertisements.

g. On documents creating unauthorised financial or contractual obligations.

h. After suspension or termination, except as expressly permitted.

13.6 Institutional Websites and Digital Presence

Every authorised institution maintaining a website shall ensure that its IBOSD-related information is accurate and current.

13.6.1 Website Information

Where applicable, an ATP website should clearly identify:

1. The institution's legal or trading name.
2. Its IBOSD authorisation category.
3. Its institutional authorisation number.
4. The IBOSD programmes it is approved to deliver.
5. Relevant learner admission information.
6. Training delivery arrangements.
7. Contact and support details.
8. A link to the official IBOSD website.
9. The official IBOSD website is:

www.ibosd.org

13.6.2 Authorisation Verification

Institutions shall not create misleading authorisation verification pages.

Where IBOSD provides a central verification mechanism, institutions should direct stakeholders to that official service.

13.6.3 Domain Names

Institutions shall not register or operate domain names that impersonate IBOSD or misleadingly suggest ownership of its official digital identity.

Use of the IBOSD name in a domain or subdomain shall require prior written approval where it could imply an official IBOSD-controlled service.

13.6.4 Website Content Accuracy

Institutions shall promptly correct outdated, inaccurate or misleading information concerning IBOSD programmes, accreditation, authorisation or certification.

13.7 Social Media and Digital Marketing

ATPs, RORTCs and Outreach Trainers may use social media to promote authorised activities.

All such communications shall comply with IBOSD branding and ethical marketing requirements.

13.7.1 Permitted Activities

Institutions may publish:

- Announcements of approved training programmes.
- Learner admission information.
- Training schedules.
- Educational articles.
- Professional development information.
- Approved programme descriptions.
- Institutional achievements.
- Learner testimonials obtained and used lawfully.

13.7.2 Social Media Restrictions

Institutions shall not:

a. Create accounts impersonating IBOSD headquarters.

b. Use official IBOSD titles without authorisation.

c. Publish misleading accreditation claims.

d. Promise guaranteed certification or employment.

e. Publish confidential learner information.

f. Disclose restricted assessment content.

g. Use IBOSD branding to promote unauthorised programmes.

h. Engage in deceptive advertising or fabricated endorsements.

13.7.3 Official Account Identification

Institutional social media accounts shall clearly identify the ATP, RORTC or individual operating the account.

Accounts shall not use names or descriptions likely to mislead the public into believing they are controlled directly by IBOSD.

13.8 Approval of Promotional Materials

Authorised institutions shall be responsible for ensuring that their promotional materials comply with IBOSD requirements.

IBOSD may establish standard templates and approval procedures.

13.8.1 Materials Subject to Review

IBOSD may require prior approval of:

1. Institutional advertisements using official IBOSD branding.
2. New programme brochures.
3. Public claims concerning accreditation or recognition.
4. Promotional materials containing certificate images.
5. International partnership announcements.
6. Regional representation claims.
7. Joint-branding arrangements.
8. Other materials identified as requiring approval.

13.8.2 Approval Procedure

Where approval is required, the institution shall submit the proposed material through the prescribed channel.

IBOSD may:

- Approve the material.
- Approve it subject to modifications.
- Request further information.
- Refuse approval where the material does not comply with applicable requirements.

13.8.3 Responsibility for Published Content

Approval of promotional material shall not remove the institution's responsibility for ensuring the accuracy of local prices, schedules, contact details and other institution-specific information.

13.9 Representation of IBOSD Accreditation and Recognition

Authorised institutions shall accurately distinguish between:

- IBOSD's legal incorporation and institutional identity.
- Institutional memberships.
- Institutional accreditation.
- Programme-specific accreditation.
- Government recognition.
- Regulatory approval.
- Professional or industry recognition.
- Applications for future accreditation or recognition.
- These categories shall not be treated as interchangeable.

13.9.1 CPD and HLACT References

References to CPD or HLACT accreditation associated with IBOSD shall be limited to the verified scope, current status and authorised wording of the relevant recognition.

ATPs shall not assume that institutional accreditation automatically applies to every IBOSD programme or to the ATP itself.

13.9.2 Government and Regulatory Recognition

Institutions shall not claim that IBOSD programmes are government-approved, nationally regulated or formally recognised within a particular qualifications framework unless such claims are supported by current official evidence.

13.9.3 Accreditation Applications

Where IBOSD has initiated an application, enquiry or recognition process with a regulatory or accreditation authority, institutions shall not represent the process as completed approval.

Statements concerning applications in progress shall be accurate and subject to IBOSD approval.

13.9.4 Qualification Equivalence

Institutions shall not claim automatic equivalence between an IBOSD certificate and a regulated national qualification, university degree or professional licence without appropriate authoritative recognition.

13.10 Marketing of IBOSD Programmes

ATPs may market only those programmes for which they hold valid delivery approval.

Programme advertisements shall accurately state:

a. Official programme title.

b. Approved learning hours.

c. Intended learner audience.

d. Relevant entry requirements.

e. Training delivery mode.

f. Assessment requirements.

g. Certification conditions.

h. Institution-specific admission arrangements.

13.10.1 Programme Titles

Institutions shall use the official programme titles approved by IBOSD.

Programme titles shall not be altered to imply a higher qualification status, government recognition or professional entitlement.

13.10.2 Learning Hours

The approved learning hours shall be stated accurately.

Institutions shall not inflate or reduce advertised learning hours without formal programme approval.

13.10.3 Qualification Levels

IBOSD programmes shall be described using their approved titles and learning hours.

Institutions shall not independently assign qualification levels or claim placement within a national qualifications framework unless formally authorised and substantiated.

13.10.4 Employment Claims

Advertisements shall not guarantee employment, promotion, professional registration, visa approval or immigration benefits.

Career-related claims shall be reasonable, accurate and supported by appropriate evidence.

13.11 Use of IBOSD Certificates and Certificate Images

IBOSD certificates are official documents issued under IBOSD authority.

ATPs, RORTCs and Outreach Trainers shall not independently create, alter or issue IBOSD certificates.

13.11.1 Certificate Integrity

Institutions shall not:

1. Modify official certificate templates.
2. Add unauthorised logos or seals.
3. Change certificate wording.
4. Alter certificate identification numbers.
5. Reproduce signatures without authorisation.
6. Issue certificates before confirmation of eligibility.
7. Create certificates that resemble official IBOSD awards.
8. Present attendance certificates as IBOSD qualification certificates.

13.11.2 Promotional Certificate Samples

Institutions may display approved certificate samples for legitimate promotional purposes.

Such samples shall be clearly identified as specimens where appropriate and shall not disclose actual learner information without a lawful basis.

13.11.3 Certificate Verification

Institutions shall direct verification enquiries to the official IBOSD verification process.

No ATP or RORTC shall establish an independent verification system purporting to replace IBOSD's central certification authority.

13.12 Intellectual Property Ownership and Protection

IBOSD programme materials and other protected resources shall remain subject to the applicable intellectual property ownership and licensing arrangements.

These may include:

- Programme specifications.

- Learning outcomes.
- Curriculum structures.
- Trainer guidance.
- Learning materials.
- Presentation content.
- Practical Evidence templates.
- PAEP assessment materials.
- Examination question banks.
- Scenario-based assessments.
- Certificate designs.
- Administrative systems.
- Official branding materials.

13.12.1 Limited Licence to Use Materials

Authorised institutions may use IBOSD materials only to the extent permitted by their agreements.

Such permission shall ordinarily be non-exclusive, non-transferable and limited to authorised activities.

13.12.2 Prohibited Reproduction

Institutions shall not, without appropriate written permission:

a. Sell IBOSD programme materials to unauthorised third parties.

b. Upload restricted materials to public websites.

c. Reproduce assessment question banks.

d. Translate controlled materials for commercial distribution.

e. Create derivative qualifications using protected IBOSD content.

f. Share restricted trainer resources with unauthorised institutions.

g. Remove copyright or ownership notices.

h. Use protected materials after termination of the applicable licence.

13.12.3 Third-Party Intellectual Property

Institutions shall also respect the intellectual property rights of external authors, publishers, accreditation bodies and other rights holders.

Use of third-party content shall comply with applicable licensing and copyright requirements.

13.13 Translation and Localisation of IBOSD Materials

IBOSD recognises the importance of multilingual delivery across its international network.

However, translation and localisation shall be controlled to preserve academic accuracy and institutional consistency.

13.13.1 Translation Approval

Translation of official programme materials, assessment resources, certificates or institutional policies shall require appropriate IBOSD authorisation.

13.13.2 Quality Requirements

Approved translations shall:

1. Preserve the meaning of the original content.
2. Maintain technical terminology.
3. Retain approved learning outcomes.
4. Preserve assessment requirements.
5. Avoid misleading local qualification equivalence.
6. Be reviewed by suitably competent personnel.

13.13.3 Local Adaptation

ATPs may incorporate appropriate local examples, case studies and regulatory references into training delivery, provided that:

- Approved learning outcomes remain unchanged.
- Core technical requirements are preserved.
- Local content is accurate.
- Applicable programme conditions are satisfied.
- Changes affecting the formal curriculum or assessment structure shall require IBOSD approval.

13.14 Use of IBOSD Branding in Joint Programmes

ATPs may collaborate with other institutions where permitted under their authorisation agreements.

However, joint marketing or delivery arrangements shall not automatically extend IBOSD authorisation to the collaborating institution.

13.14.1 Joint Promotional Materials

Where IBOSD branding appears alongside another organisation's branding, the respective roles shall be clearly identified.

13.14.2 Subcontracted Delivery

An ATP shall not permit an unauthorised institution to independently deliver or market IBOSD programmes merely by using the ATP's authorisation.

Any subcontracted delivery arrangement shall comply with IBOSD's approval requirements.

13.14.3 Partnership Announcements

Institutions shall not announce a formal partnership, accreditation relationship or strategic alliance involving IBOSD without appropriate authorisation.

13.15 International and Regional Representation

IBOSD may appoint regional representatives, coordinators or authorised outreach entities to support international development.

Such appointments shall be governed by written agreements specifying the scope of authority.

13.15.1 Scope of Representation

Authorised regional activities may include:

- Institutional outreach.
- ATP prospect identification.
- Promotion of approved programmes.
- Coordination of institutional enquiries.
- Regional stakeholder engagement.
- Organisation of authorised informational events.
- Other activities expressly permitted by IBOSD.

13.15.2 Limitations of Authority

Unless expressly authorised in writing, regional representatives and RORTCs shall not:

a. Approve ATP applications.

b. Issue institutional authorisation letters.

c. Issue IBOSD certificates.

d. Modify official IBOSD fees.

e. Enter into binding agreements on behalf of IBOSD.

f. Claim to represent a government accreditation authority.

g. Establish independent IBOSD branches or subsidiaries.

h. Appoint additional regional representatives.

i. Make commitments concerning future accreditation or recognition.

13.15.3 Geographic Scope

Where a geographic territory is specified, the representative shall operate within that approved scope.

Territorial appointments shall not automatically confer exclusive rights unless expressly provided in the relevant agreement.

13.16 Public Relations, Media and Official Statements

IBOSD shall retain authority over official corporate statements concerning its governance, institutional accreditation, regulatory status and international strategic relationships.

13.16.1 Institutional Media Statements

ATPs and RORTCs may communicate publicly about their own authorised training activities.

However, they shall not issue statements purporting to represent the official position of IBOSD without authorisation.

13.16.2 Media Interviews

Where an institutional representative participates in a media interview, the individual shall accurately describe their relationship with IBOSD.

13.16.3 Regulatory and Government Communications

Institutions shall not submit applications, make declarations or enter into commitments in the name of IBOSD without written authority.

13.16.4 Crisis Communications

Where a significant incident may affect IBOSD's reputation or learner interests, the institution shall promptly notify IBOSD.

Public communications concerning the incident shall be coordinated appropriately, subject to applicable legal reporting obligations.

13.17 Testimonials, Photographs and Learner Success Stories

Institutions may use learner testimonials, photographs and success stories for legitimate promotional purposes.

Such materials shall be accurate and used lawfully.

13.17.1 Consent and Privacy

Where consent is the appropriate lawful basis, institutions shall obtain valid consent before using identifiable learner photographs, videos or testimonials.

Additional safeguards shall apply to children and vulnerable individuals.

13.17.2 Accuracy

Testimonials shall not be fabricated or edited in a materially misleading manner.

13.17.3 Employment Success Claims

Where learner employment outcomes are published, institutions shall ensure that the information is verifiable and does not imply guaranteed results for future learners.

13.17.4 Withdrawal and Correction

Institutions shall maintain appropriate procedures for addressing lawful requests concerning correction, withdrawal or removal of personal promotional content.

13.18 Marketing Agencies and External Service Providers

ATPs and RORTCs may engage external marketing agencies or service providers where permitted.

The authorised institution shall remain accountable for compliance with IBOSD branding and communication standards.

13.18.1 Agency Instructions

External agencies shall receive clear instructions concerning:

- Approved IBOSD logos.
- Authorisation designations.
- Programme titles.
- Accreditation claims.
- Learner recruitment representations.
- Data protection.
- Confidentiality.
- Prohibited marketing practices.

13.18.2 Unauthorised Representations

An external agency shall not claim to be IBOSD headquarters or an official awarding-body representative merely because it has been contracted by an ATP.

13.18.3 Institutional Responsibility

The ATP or RORTC shall take reasonable measures to prevent and correct misleading promotional activities undertaken on its behalf.

13.19 Digital Advertising and Responsible Outreach

Authorised institutions shall conduct digital advertising and outreach in accordance with applicable marketing, privacy and electronic communications laws.

This includes activities through:

- Search engine advertising.
- Social media advertising.
- Email campaigns.
- Professional networking platforms.
- Messaging applications.
- Institutional websites.
- Online directories.
- Other digital communication channels.

13.19.1 Accurate Advertising

Advertisements shall clearly identify the institution responsible for the offer.

13.19.2 Electronic Communications

Institutions shall comply with applicable consent, lawful basis, unsubscribe and direct-marketing requirements.

13.19.3 Automated Outreach

Where automated marketing tools are used, institutions shall maintain appropriate controls to prevent misleading, excessive or unlawful communications.

13.19.4 Data Collection

Personal information collected for marketing shall be processed lawfully and shall not be transferred to unauthorised parties.

13.20 Institutional Brand Monitoring

IBOSD may monitor the public use of its name, logos, authorisation designations and programme information.

Monitoring may include:

- Institutional websites.
- Social media pages.
- Public advertisements.
- Training brochures.
- Business directories.
- Public certificate samples.
- Promotional videos.
- Regional partnership announcements.
- IBOSD may request clarification or correction where potentially misleading or unauthorised content is identified.

Institutions shall cooperate with reasonable brand compliance reviews.

13.21 Brand Misuse and Intellectual Property Violations

The following activities may constitute brand or intellectual property violations:

1. Unauthorised use of the IBOSD logo.
2. Misrepresentation of institutional authorisation.
3. False accreditation or recognition claims.
4. Creation of unauthorised IBOSD certificates.
5. Unauthorised distribution of protected programme materials.
6. Misuse of confidential assessment resources.

7. Impersonation of IBOSD headquarters.
8. Use of IBOSD branding after termination.
9. Unauthorised registration of misleading IBOSD-related domains.
10. Misrepresentation of regional appointment or authority.
11. Violations shall be assessed according to their seriousness, intent, impact and associated risks.

13.22 Corrective Actions and Enforcement

Where brand misuse or misleading communication is identified, IBOSD may require corrective action.

Possible measures include:

a. Written advisory notice.

b. Correction of published information.

c. Removal of unauthorised branding.

d. Withdrawal of misleading promotional materials.

e. Mandatory compliance briefing.

f. Enhanced institutional monitoring.

g. Restriction of marketing permissions.

h. Suspension of programme or institutional authorisation.

i. Termination of authorisation in serious cases.

j. Appropriate legal action to protect intellectual property or other lawful interests.

The procedures established in Parts 9 and 11 shall apply where relevant.

13.23 Branding and Public Communication Compliance Checklist

Requirement	ATP	RORTC	Outreach Trainer
Use official IBOSD logo	Mandatory when used	Mandatory when used	Mandatory when used
Use correct authorisation	Mandatory	Mandatory	Mandatory

Requirement	ATP	RORTC	Outreach Trainer
designation			
Advertise only authorised activities	Mandatory	Mandatory	Mandatory
Make accurate accreditation claims	Mandatory	Mandatory	Mandatory
Protect certificate integrity	Mandatory	Mandatory	Mandatory
Respect IBOSD intellectual property	Mandatory	Mandatory	Mandatory
Obtain approval for restricted promotional materials	Mandatory	Mandatory	Mandatory
Comply with digital marketing laws	Mandatory	Mandatory	Mandatory
Avoid misleading employment guarantees	Mandatory	Mandatory	Mandatory
Identify independent institutional status	Mandatory	Mandatory	Mandatory
Protect learner promotional data	Mandatory	Mandatory	Mandatory
Cooperate with brand monitoring	Mandatory	Mandatory	Mandatory
Discontinue branding after termination	Mandatory	Mandatory	Mandatory

13.24 Institutional Branding and Representation Declaration

Every ATP and RORTC shall formally acknowledge its obligations concerning IBOSD branding, intellectual property and public representation.

The institution shall declare that it:

1. Recognises IBOSD's ownership or lawful control of its institutional identity and protected materials.
2. Will use only approved logos and institutional designations.

3. Will not misrepresent its authorisation status.
4. Will accurately describe IBOSD accreditation and recognition.
5. Will advertise only approved programmes and activities.
6. Will protect official certificate designs and assessment materials.
7. Will not create unauthorised IBOSD-related entities or digital identities.
8. Will comply with applicable marketing and data protection laws.
9. Will cooperate with reasonable branding compliance reviews.
10. Will promptly correct misleading or unauthorised communications.
11. Will discontinue unauthorised branding upon expiry, suspension or termination.
12. Understands that serious violations may result in disciplinary action.
13. The declaration may be incorporated into the institutional agreement, renewal documentation or a separate compliance statement.

13.25 Authority, Interpretation and Policy Review

IBOSD – UK Ltd. shall retain responsibility for interpreting and administering the branding, intellectual property and public communication requirements established in this Part.

The provisions shall be read together with:

- Part 9 – Quality Assurance, Institutional Monitoring, Audits and Compliance Management.
- Part 10 – Financial Administration, Authorisation Fees, Renewals and Financial Compliance.
- Part 11 – Institutional Suspension, Withdrawal, Termination, Appeals and Learner Protection.
- Part 12 – Institutional Ethics, Professional Conduct, Anti-Bribery, Data Protection and Safeguarding.
- Applicable ATP, RORTC and Outreach Trainer agreements.
- Official IBOSD Brand Guidelines.
- Applicable intellectual property, advertising, consumer protection and data protection legislation.
- Where a provision conflicts with mandatory law or an enforceable contractual obligation, the applicable legal and contractual requirements shall prevail.

IBOSD may revise its branding and communication policies to reflect changes in institutional strategy, technology, legislation and international operations.

Material revisions shall be communicated through official IBOSD channels.

PART 14

INSTITUTIONAL AGREEMENTS, LEGAL RESPONSIBILITIES, DISPUTE RESOLUTION AND GENERAL CONDITIONS OF AUTHORISATION

International Board of Skills and Development (IBOSD – UK Ltd.)

14.1 Purpose and Scope

The International Board of Skills and Development (IBOSD – UK Ltd.) shall maintain a clear, transparent and legally accountable contractual framework governing its International Training Network.

This Part establishes the general legal and contractual principles applicable to institutions and individuals authorised to undertake IBOSD-related training, outreach, learner registration, assessment administration and other approved activities.

The provisions apply to:

1. Authorised Training Providers (ATPs).
2. Regional Outreach Training Centres (RORTCs).
3. IBOSD-approved Outreach Trainers (OTs).
4. Institutions and individuals holding separate authorisation or licensing agreements with IBOSD.
5. Approved representatives, contractors and service providers, to the extent specified in their agreements.
6. The principal objectives are to:

- Define the legal relationship between IBOSD and authorised institutions.

- Establish the contractual responsibilities of each party.
- Clarify the scope and limitations of institutional authorisation.
- Protect IBOSD's academic, administrative and certification authority.
- Establish principles for liability, indemnification and insurance.
- Provide mechanisms for resolving contractual disputes.
- Define the consequences of contractual noncompliance.
- Establish procedures for amendments, renewal, expiry and termination.
- Support consistency across international jurisdictions.
- Protect learners, institutional stakeholders and the reputation of IBOSD.

14.2 Legal Identity of IBOSD

The legal contracting entity shall be:

IBOSD – UK Ltd.

Full institutional name: International Board of Skills and Development

Registered Office:

2 Frederick Street Kings Cross London WC1X 0ND United Kingdom

Official Website: www.ibosd.org

The company's registered details, including its official company registration number, shall be stated in the relevant legal agreements and formal corporate documents.

IBOSD shall enter into contractual arrangements through duly authorised representatives.

No institution or individual shall assume authority to bind IBOSD merely through association, membership, accreditation, training participation or institutional authorisation.

14.3 Nature of Institutional Authorisation

Authorisation granted by IBOSD shall constitute a limited, conditional and non-transferable permission to undertake specifically approved activities.

The precise scope shall be defined by the relevant agreement, authorisation letter, programme approval documentation and applicable IBOSD policies.

14.3.1 Authorisation Is Not Ownership

Institutional authorisation shall not confer ownership of IBOSD, its programmes, intellectual property, assessment systems or certification rights.

14.3.2 Authorisation Is Not Government Accreditation

Approval as an ATP, RORTC or Outreach Trainer shall not itself constitute government accreditation, statutory recognition or registration under a national qualifications framework.

14.3.3 Authorisation Is Conditional

Authorisation shall remain subject to continued compliance with:

- The relevant institutional agreement.
- This Handbook.
- Approved programme requirements.
- Financial obligations.
- Quality assurance requirements.
- Academic and assessment integrity standards.
- Applicable legislation.

14.3.4 Authorisation Is Non-Transferable

An institution shall not sell, assign, sublicense or transfer its authorisation to another organisation without prior written approval from IBOSD.

A change of ownership or control may require notification, reassessment or formal approval under the applicable agreement.

14.4 Categories of Institutional Agreements

IBOSD shall maintain separate agreements appropriate to each authorisation category.

Agreement	Contracting party	Principal purpose
ATP Agreement	Authorised Training Provider	Delivery of approved IBOSD programmes and learner administration
RORTC Agreement	Regional Outreach Training Centre	Approved regional outreach and coordination activities
Outreach Trainer Licence	Approved individual	Authorised outreach and related

Agreement	Contracting party	Principal purpose
Agreement	trainer	professional activities
Programme-Specific Approval	Eligible authorised institution	Permission to deliver a specified programme
Supplementary Service Agreement	Approved institution or individual	Additional services or responsibilities expressly agreed

Each agreement shall specify the applicable rights, obligations, limitations and commercial arrangements.

14.5 Execution and Commencement of Agreements

Institutional agreements shall become effective in accordance with their stated commencement provisions.

14.5.1 Authorised Signatories

Agreements shall be signed or accepted by representatives possessing appropriate authority.

14.5.2 Electronic Agreements

IBOSD may permit electronic signatures and digital acceptance procedures where legally valid.

14.5.3 Conditions Precedent

An agreement may require completion of specified conditions before authorisation becomes operational.

Such conditions may include:

1. Institutional application approval.
2. Verification of eligibility.
3. Submission of required documentation.
4. Payment of applicable authorisation fees.
5. Acceptance of IBOSD policies.
6. Confirmation of approved programme scope.
7. Completion of any mandatory onboarding requirements.

14.5.4 Effective Authorisation

An institution shall not advertise itself as fully authorised or commence restricted activities until IBOSD has issued the required authorisation confirmation.

14.6 Independent Contractor and Institutional Status

ATPs, RORTCs and Outreach Trainers shall ordinarily operate as independent legal or professional entities.

Unless expressly stated otherwise in a separate written agreement, authorisation shall not create:

- An employment relationship.
- A legal partnership.
- A joint venture.
- A franchise relationship.
- A general agency relationship.
- An ownership interest in IBOSD.
- An entitlement to act as a director or officer of IBOSD.

14.6.1 Independent Operations

Each authorised institution shall remain responsible for its own:

a. Business registration and licences.

b. Employment arrangements.

c. Trainer remuneration.

d. Operational expenses.

e. Local taxation.

f. Training facilities.

g. Insurance arrangements.

h. Compliance with local laws.

i. Learner tuition contracts.

14.6.2 No Implied Agency

An ATP, RORTC or Outreach Trainer shall not enter into contracts, incur debts, provide guarantees or make commitments on behalf of IBOSD without specific written authority.

14.6.3 No Automatic Employment Rights

Institutional authorisation or individual licensing shall not, by itself, establish an employment relationship with IBOSD.

The actual legal status of any working relationship shall be determined by applicable law and the substance of the arrangement, not solely by its contractual description.

14.7 Rights of Authorised Training Providers

Subject to the ATP Agreement and applicable programme approvals, an ATP may be entitled to:

1. Represent itself as an IBOSD Authorised Training Provider.
2. Promote and deliver specifically approved IBOSD programmes.
3. Register eligible learners through authorised procedures.
4. Access approved administrative systems.
5. Use approved IBOSD promotional materials.
6. Arrange training delivery using appropriately approved trainers.
7. Collect its independently established tuition fees.
8. Submit required learner and assessment records.
9. Request learner certification through official IBOSD procedures.
10. Receive institutional notices and relevant policy updates.
11. These rights shall remain subject to applicable conditions, restrictions and authorisation validity.

14.8 Responsibilities of Authorised Training Providers

Every ATP shall:

a. Maintain legal and operational eligibility.

b. Deliver only approved programmes.

c. Use trainers meeting applicable approval and SDFP requirements.

d. Maintain appropriate training facilities and learning resources.

e. Comply with approved learning outcomes and learning hours.

f. Maintain accurate attendance and Practical Evidence records.

g. Register learners through authorised IBOSD systems.

h. Follow applicable PAEP assessment procedures.

i. Protect learner data and confidential information.

j. Maintain effective quality assurance arrangements.

k. Pay applicable fees to IBOSD.

l. Comply with branding and marketing requirements.

m. Maintain safeguarding and complaints procedures.

n. Cooperate with authorised audits and investigations.

o. Protect learners in the event of institutional closure or withdrawal.

An ATP shall remain responsible for the conduct of personnel and subcontractors acting on its behalf within the scope of authorised activities.

14.9 Rights and Responsibilities of RORTCs

RORTCs shall operate within the outreach and coordination scope specified in their agreements.

Permitted activities may include:

- Identifying potential ATPs.
- Facilitating institutional enquiries.
- Promoting approved IBOSD programmes.
- Coordinating authorised outreach events.
- Supporting communication with regional stakeholders.
- Undertaking other approved coordination activities.
- RORTCs shall not independently:

1. Grant ATP authorisation.
2. Issue IBOSD certificates.
3. Modify IBOSD fees.
4. Approve qualifications.
5. Represent themselves as IBOSD headquarters.
6. Enter into binding contracts on behalf of IBOSD.
7. Appoint sub-representatives without written authority.

8. Exercise regulatory or governmental powers.
9. Any commercial commission, referral fee or revenue-sharing arrangement shall be governed by a separate written agreement.

14.10 Rights and Responsibilities of Outreach Trainers

Outreach Trainers shall operate within the scope of their individual licences.

They shall:

- Maintain relevant professional competence.
- Fulfil applicable SDFP requirements.
- Observe professional ethics.
- Comply with IBOSD branding requirements.
- Protect confidential information.
- Maintain accurate records of authorised activities.
- Avoid misleading institutional or certification claims.
- Cooperate with legitimate compliance reviews.
- An Outreach Trainer licence shall not independently authorise the individual to issue IBOSD certificates or approve ATPs.

Where an Outreach Trainer is separately appointed to deliver training or assessments, those responsibilities shall be governed by the relevant approval and contractual arrangements.

14.11 Programme Approval and Academic Authority

IBOSD shall retain authority over the academic standards and certification requirements of its programmes.

This includes:

a. Programme titles.

b. Learning outcomes.

c. Approved learning hours.

d. Curriculum requirements.

e. Practical Evidence requirements.

f. Assessment frameworks.

g. Certification eligibility criteria.

h. Certificate issuance and verification.

14.11.1 Programme-Specific Authorisation

ATP authorisation shall not automatically permit delivery of every IBOSD programme.

Additional programme approvals may be required.

14.11.2 Academic Modifications

ATPs shall not independently alter essential learning outcomes, assessment criteria or certification requirements.

14.11.3 Assessment Authority

The PAEP framework and applicable assessment procedures shall remain under IBOSD's academic authority.

14.11.4 Certification Authority

IBOSD shall retain exclusive authority to issue its official certificates, subject to its approved certification procedures.

14.12 Institutional Financial Responsibilities

Financial obligations shall be governed by Part 10 and the relevant agreement.

14.12.1 Standard Authorisation Fees

The standard fees shall be:

Category	Initial authorisation/licence	Annual renewal
ATP	£2,000	£250
RORTC	£2,500	£250
Outreach Trainer	£350	As prescribed in the licence agreement

14.12.2 Learner-Related Fees

Learner registration and certification fees shall be governed by the separate official IBOSD fee schedule issued to authorised institutions.

The detailed fee structure shall not form part of this public Handbook.

14.12.3 Institutional Tuition Revenue

ATPs shall ordinarily determine and collect their own training fees.

IBOSD shall not automatically claim a share of tuition revenue unless a separate written agreement provides otherwise.

14.12.4 Outstanding Payments

Expiry, suspension or termination shall not automatically extinguish accrued financial obligations.

14.13 Representations and Warranties

Each authorised institution shall represent and warrant, to the extent specified in its agreement, that:

1. It is legally entitled to enter into the agreement.
2. Its signatory has appropriate authority.
3. Information supplied during application is materially accurate.
4. It holds the licences or permissions required for its activities.
5. It will comply with applicable laws.
6. It will maintain appropriate professional and operational standards.
7. It will not knowingly infringe third-party intellectual property rights.
8. It will not make unauthorised representations on behalf of IBOSD.
9. It will maintain appropriate safeguarding and data protection arrangements.
10. It will promptly notify IBOSD of material changes affecting its eligibility.
11. IBOSD shall provide the rights and services expressly committed to in the applicable agreement, subject to its terms and applicable law.

14.14 Legal and Regulatory Compliance

Every authorised institution shall comply with the laws and regulations applicable to its operations.

These may include:

- Business registration and licensing laws.
- Education and training regulations.
- Employment and labour laws.
- Taxation requirements.
- Consumer protection legislation.

- Advertising and marketing laws.
- Data protection requirements.
- Anti-bribery and anti-corruption legislation.
- Safeguarding obligations.
- Occupational health and safety requirements.
- Intellectual property laws.

14.14.1 Local Regulatory Responsibility

Each ATP and RORTC shall be responsible for determining and satisfying local legal requirements applicable to its activities.

14.14.2 No Automatic Regulatory Exemption

IBOSD authorisation shall not exempt an institution from national or local licensing requirements.

14.14.3 Regulatory Notifications

An institution shall notify IBOSD promptly of material regulatory action affecting its ability to conduct authorised activities, subject to applicable legal restrictions.

14.15 Intellectual Property and Licensing

All intellectual property rights shall be governed by the applicable agreements and Part 13.

14.15.1 Ownership

IBOSD shall retain ownership or lawful control of its protected materials, trademarks, programme resources and systems, subject to applicable third-party rights.

14.15.2 Limited Licence

Authorised institutions may use protected materials only within their approved scope.

14.15.3 Restrictions

Institutions shall not:

a. Sell or sublicense IBOSD intellectual property without permission.

b. Reproduce restricted assessment materials.

c. Create unauthorised derivative qualifications.

d. Modify official certificates.

e. Use IBOSD branding after termination.

f. Claim ownership of IBOSD programme content.

14.15.4 Survival of Obligations

Confidentiality, intellectual property protection and other obligations intended to continue after termination shall remain effective to the extent specified in the agreement and permitted by law.

14.16 Confidentiality and Data Protection

IBOSD and authorised institutions shall protect confidential and personal information in accordance with applicable law.

14.16.1 Confidential Information

Confidential information may include:

- Assessment question banks.
- Learner records.
- Internal financial information.
- Restricted programme materials.
- Proprietary administrative systems.
- Confidential institutional communications.

14.16.2 Data Protection Responsibilities

The parties shall identify their respective data protection roles and obligations according to the actual processing activities.

Where required, appropriate data processing or data-sharing agreements shall be established.

14.16.3 Security Incidents

Institutions shall report significant data security incidents affecting IBOSD information or systems promptly.

14.16.4 Record Retention

Records shall be retained and disposed of according to applicable legal and contractual requirements.

14.17 Liability and Allocation of Responsibilities

Each party shall be responsible for its own acts, omissions and obligations to the extent established by applicable law and the relevant agreement.

14.17.1 ATP Operational Liability

An ATP shall ordinarily be responsible for claims arising from its own:

a. Training premises and facilities.

b. Employment arrangements.

c. Training delivery activities.

d. Learner tuition contracts.

e. Negligent acts or omissions.

f. Breaches of applicable law.

g. Unauthorised representations.

h. Misconduct by personnel acting on its behalf.

14.17.2 IBOSD Responsibilities

IBOSD shall remain responsible for obligations expressly undertaken by it and liabilities imposed by applicable law.

14.17.3 Limitation of Liability

Any limitation or exclusion of liability shall be expressly stated in the relevant agreement and shall be subject to applicable law.

No provision shall exclude or restrict liability where doing so would be unlawful, including liability for fraud or fraudulent misrepresentation, or death or personal injury caused by negligence where such exclusion is prohibited.

14.17.4 Third-Party Claims

Responsibility for third-party claims shall be determined by the relevant facts, applicable law and contractual provisions.

14.18 Indemnification

Institutional agreements may include indemnification provisions appropriate to the nature and risks of the authorised activities.

Subject to applicable law and the agreed terms, an institution may be required to indemnify IBOSD against specified losses arising from:

- Material breach of the institutional agreement.
- Unlawful conduct.
- Fraud or wilful misconduct.
- Unauthorised use of intellectual property.
- Misleading representations.
- Negligent institutional operations.
- Breaches of confidentiality or data protection obligations attributable to the institution.
- Any indemnity shall be expressly defined in the agreement, including its scope, exclusions and claims procedures.

An indemnity shall not automatically make an institution responsible for losses caused by IBOSD's own misconduct or breach.

14.19 Insurance Requirements

ATPs and RORTCs shall maintain insurance appropriate to their operations, risk exposure and applicable legal requirements.

Depending on the nature of the activities, relevant insurance may include:

1. Public liability insurance.
2. Employer's liability insurance.
3. Professional indemnity insurance.
4. Property and equipment insurance.
5. Cybersecurity or data protection insurance.
6. Other legally required or contractually specified coverage.
7. IBOSD may require evidence of insurance where necessary.

The type and minimum amount of coverage shall be determined according to the institution's activities, jurisdiction and applicable agreement.

14.20 Subcontracting and Delegation

An ATP or RORTC shall not delegate essential authorised responsibilities in a manner that undermines IBOSD's approval and quality assurance requirements.

14.20.1 Permitted Subcontracting

Subject to applicable approvals, institutions may engage third parties for:

- Administrative support.
- Marketing.
- Technical services.
- Venue management.
- Learning support.
- Other permitted services.

14.20.2 Restricted Activities

Subcontracting of programme delivery, assessment administration or other controlled academic functions may require prior written approval.

14.20.3 Continuing Accountability

An institution shall remain responsible for compliance by its subcontractors within the scope of the outsourced activities.

14.20.4 No Unauthorised Sublicensing

An ATP shall not permit another organisation to operate as an IBOSD ATP under its authorisation without appropriate approval.

14.21 Changes in Institutional Ownership or Management

An authorised institution shall notify IBOSD of material changes that may affect its authorisation.

These may include:

a. Change of legal ownership or control.

b. Change of legal entity.

c. Change of institutional name.

d. Relocation of principal training facilities.

e. Change of responsible academic management.

f. Significant restructuring.

g. Merger or acquisition.

h. Insolvency or cessation of operations.

IBOSD may review the changes and determine whether additional verification, approval or a new agreement is required.

Authorisation shall not automatically transfer to a new legal entity.

14.22 Contract Duration and Renewal

The validity of each agreement shall be specified in the relevant contractual document.

14.22.1 ATP and RORTC Authorisation

ATP and RORTC authorisation shall ordinarily operate on an annual renewal cycle, subject to the applicable agreement.

14.22.2 Outreach Trainer Licensing

The validity and renewal requirements of Outreach Trainer licences shall be stated in the individual licence documentation.

14.22.3 Renewal Conditions

Renewal may depend on:

- Continued institutional eligibility.
- Quality assurance compliance.
- Financial compliance.
- Trainer competence.
- Academic integrity.
- Appropriate learner protection.
- Completion of renewal documentation.
- Payment of applicable renewal fees.

14.22.4 No Automatic Renewal

Renewal shall not be assumed unless the agreement expressly provides for automatic renewal and the applicable conditions have been satisfied.

14.23 Suspension, Withdrawal and Termination

Institutional suspension, withdrawal and termination shall be governed by Part 11 and the relevant agreement.

14.23.1 Grounds

Grounds may include:

- Material contractual breach.
- Serious quality assurance failure.
- Financial misconduct.
- Fraudulent certification activities.
- Unauthorised branding.
- Regulatory noncompliance.
- Failure to protect learners.
- Repeated failure to implement corrective actions.

14.23.2 Notice and Opportunity to Respond

Except where immediate protective action is justified, IBOSD shall ordinarily provide notice and a reasonable opportunity to respond.

14.23.3 Consequences

Following termination, the institution shall:

1. Cease unauthorised IBOSD activities.
2. Discontinue current-authorisation claims.
3. Protect existing learners.
4. Submit required learner records.
5. Return or securely dispose of controlled materials.
6. Settle outstanding contractual obligations.
7. Cooperate with administrative closure arrangements.

14.23.4 Accrued Rights

Termination shall not automatically extinguish rights or liabilities accrued before the effective termination date.

14.24 Learner Protection and Continuity Obligations

Institutions shall maintain appropriate learner protection arrangements.

Where training delivery is interrupted by closure, suspension or termination, the institution shall cooperate with IBOSD in exploring suitable arrangements for:

- Completion of outstanding learning.
- Transfer to another authorised ATP.
- Assessment continuation.
- Verification of Practical Evidence.

- Preservation of learner records.
- Certification of eligible learners.
- Learner refunds shall be governed by the applicable learner agreement and law.

IBOSD shall not automatically assume an ATP's independently contracted tuition refund obligations unless required by law or expressly agreed.

14.25 Force Majeure and Exceptional Circumstances

A force majeure event may include an extraordinary circumstance beyond a party's reasonable control that materially prevents or delays performance of contractual obligations.

Examples may include:

- Natural disasters.
- War or armed conflict.
- Civil disturbances.
- Major public health emergencies.
- Government restrictions.
- Significant infrastructure disruption.
- Other events qualifying under the applicable agreement and law.

14.25.1 Notification

The affected party shall notify the other party within the period specified in the agreement or, where no period is specified, as soon as reasonably practicable.

14.25.2 Mitigation

The affected party shall take reasonable steps to minimise disruption.

14.25.3 Learner Continuity

Institutions shall prioritise learner safety and reasonable continuity arrangements.

14.25.4 Contractual Consequences

Suspension, extension or termination of contractual obligations due to force majeure shall be determined by the applicable agreement and governing law.

Financial difficulty alone shall not automatically constitute force majeure.

14.26 Dispute Resolution

IBOSD and authorised institutions shall seek to resolve contractual disputes fairly, professionally and efficiently.

14.26.1 Initial Consultation

A party raising a dispute shall provide written details of the matter and the remedy sought.

The parties shall first attempt resolution through authorised representatives.

14.26.2 Management Review

Where initial consultation does not resolve the dispute, the matter may be referred to senior management representatives.

14.26.3 Mediation

The parties may agree to attempt mediation through an independent mediator.

The location, costs and procedures shall be determined by mutual agreement or the relevant contractual provisions.

14.26.4 Formal Proceedings

Where informal resolution is unsuccessful, the dispute may be referred to the court or other dispute resolution forum specified in the agreement.

Nothing in this section shall prevent a party from seeking urgent protective relief or exercising non-excludable legal rights.

14.26.5 Learner Complaints

Learner complaints and academic appeals shall remain subject to the applicable learner-facing procedures and shall not be displaced by contractual dispute arrangements between IBOSD and an institution.

14.27 Governing Law and Jurisdiction

Unless otherwise expressly stated in the relevant agreement, IBOSD institutional agreements should specify the laws of England and Wales as the governing law.

The applicable agreement shall also identify the courts or other forum responsible for resolving disputes.

The parties shall remain responsible for compliance with mandatory laws applicable in the jurisdictions where they operate.

A choice-of-law provision shall not override mandatory legal protections that cannot lawfully be excluded.

14.28 Notices and Official Communications

Formal contractual notices shall be issued through the channels specified in the applicable agreement.

These may include:

- Official institutional email addresses.
- Registered or recognised postal services.
- Approved electronic contract systems.
- Other agreed written communication channels.

14.28.1 Institutional Contact Details

Institutions shall maintain current contact information with IBOSD.

14.28.2 Notice Effectiveness

The date and manner in which a notice becomes effective shall be determined by the applicable agreement.

14.28.3 Changes of Contact Information

Institutions shall promptly notify IBOSD of changes to authorised representatives, registered addresses or official email contacts.

14.29 Amendments to Agreements and Handbook Policies

IBOSD may periodically revise its Handbook, operational procedures and institutional policies.

14.29.1 Handbook Revisions

Material revisions shall be communicated through official IBOSD channels.

14.29.2 Contractual Amendments

Changes to signed contractual terms shall be implemented according to the amendment provisions of the relevant agreement.

14.29.3 Financial Changes

Fee revisions shall be governed by Part 10 and applicable contractual obligations.

14.29.4 Academic Changes

Programme revisions shall be communicated through appropriate academic and programme approval procedures.

14.29.5 Transitional Implementation

Where a material operational change affects ongoing learners or approved delivery arrangements, IBOSD shall consider reasonable implementation periods where appropriate.

14.30 Order of Precedence of Governing Documents

Where multiple documents govern an authorised relationship, the applicable agreement shall establish their order of precedence.

Unless the agreement specifies otherwise, the following general order may be adopted:

1. Mandatory applicable law.
2. Signed institutional agreement and formally executed amendments.
3. Specific programme approval conditions.
4. Official IBOSD policies and controlled schedules incorporated into the agreement.
5. The current applicable edition of this Handbook.
6. Supplementary operational guidance.
7. Where documents conflict, the parties shall seek clarification from IBOSD and apply the relevant contractual interpretation provisions.

This section shall not permit unilateral modification of contractual rights contrary to applicable law.

14.31 General Contractual Provisions

Institutional agreements may include the following standard provisions.

14.31.1 Entire Agreement

The agreement and documents expressly incorporated into it shall constitute the contractual understanding between the parties concerning the authorised relationship.

14.31.2 Severability

If a provision is found invalid or unenforceable, the remaining provisions shall continue to apply to the extent permitted by law.

14.31.3 Waiver

Failure to enforce a provision on one occasion shall not automatically constitute a permanent waiver of the right to enforce it.

14.31.4 Assignment

Neither party may assign contractual rights or obligations except as permitted by the agreement and applicable law.

14.31.5 Third-Party Rights

Any rights of third parties to enforce contractual provisions shall be governed by the relevant agreement and applicable law.

14.31.6 Survival

Provisions intended to continue after termination, including confidentiality, intellectual property protection and accrued financial obligations, shall survive to the extent specified in the agreement.

14.31.7 Interpretation

Headings shall be used for convenience and shall not independently alter the meaning of contractual provisions.

14.32 Institutional Legal Compliance Responsibilities Matrix

Responsibility	IBOSD	ATP	RORTC	Outreach Trainer
Maintain own legal status	Yes	Yes	Yes	As applicable
Execute appropriate agreement	Yes	Yes	Yes	Yes
Comply with applicable law	Yes	Yes	Yes	Yes
Maintain own employment arrangements	Yes	Yes	Yes	As applicable

Responsibility	IBOSD	ATP	RORTC	Outreach Trainer
Maintain appropriate insurance	As applicable	Yes	As applicable	As applicable
Protect intellectual property	Yes	Yes	Yes	Yes
Maintain confidentiality	Yes	Yes	Yes	Yes
Protect learner information	Yes	Yes	As applicable	As applicable
Fulfil agreed financial obligations	Yes	Yes	Yes	Yes
Maintain academic standards	Central authority	Delivery responsibility	Where authorised	Where authorised
Issue official IBOSD certificates	Yes	No	No	No
Protect learners	Central responsibilities	Direct responsibility	Where applicable	Where applicable
Cooperate with dispute resolution	Yes	Yes	Yes	Yes
Comply with termination obligations	Yes	Yes	Yes	Yes

14.33 Institutional Agreement Acknowledgement

Every ATP, RORTC and Outreach Trainer shall formally acknowledge the contractual obligations applicable to its authorisation or licence.

The acknowledgement shall confirm that the institution or individual:

1. Has reviewed the applicable agreement.
2. Understands the scope and limitations of authorisation.

3. Accepts responsibility for independent operations.
4. Will comply with applicable legal requirements.
5. Will maintain required quality and professional standards.
6. Will protect IBOSD intellectual property.
7. Will fulfil applicable financial obligations.
8. Will not make unauthorised commitments on behalf of IBOSD.
9. Will maintain appropriate learner protection arrangements.
10. Will cooperate with legitimate monitoring and investigations.
11. Understands the applicable dispute resolution procedures.
12. Accepts the consequences of material contractual noncompliance.
13. The acknowledgement may form part of the signed agreement or an associated compliance declaration.

14.34 Authority, Interpretation and Final Provisions

IBOSD – UK Ltd. shall retain responsibility for administering the institutional authorisation framework established by this Handbook.

All authorised institutions and individuals shall comply with:

- Their signed agreements.
- Applicable programme approval conditions.
- Official IBOSD policies.
- Relevant financial schedules.
- Quality assurance requirements.
- Ethical and safeguarding obligations.
- Branding and intellectual property requirements.
- Applicable legislation.
- The Handbook shall provide a general policy framework and shall not replace the detailed contractual provisions required for individual institutional relationships.

Where a conflict exists between this Handbook and an enforceable signed agreement, the applicable contractual and legal provisions shall determine the parties' rights and obligations.

IBOSD may review and revise this Part to reflect legal, regulatory, academic and operational developments.

Publication note: The legal provisions concerning liability, indemnification, governing law, jurisdiction and termination should undergo review by a qualified UK solicitor before incorporation into binding agreements. This Handbook establishes policy principles; it does not itself create every contractual protection described above.

PART 15

HANDBOOK ADMINISTRATION, INSTITUTIONAL DECLARATIONS, STANDARD FORMS, APPENDICES AND IMPLEMENTATION

15.1 Purpose and Scope

The International Board of Skills and Development (IBOSD – UK Ltd.) shall maintain a structured system for the administration, implementation, review and continuous improvement of its International Training Network Handbook.

This final Part establishes the procedures governing document control, institutional acceptance, mandatory declarations, standard administrative forms, compliance records, policy communication and implementation.

It applies to:

1. Authorised Training Providers (ATPs).
2. Regional Outreach Training Centres (RORTCs).
3. IBOSD-approved Outreach Trainers (OTs).
4. Institutional directors, managers and designated compliance personnel.
5. Approved trainers, assessors and academic coordinators.
6. IBOSD personnel responsible for network administration, academic quality assurance and institutional compliance.
7. The principal objectives are to:

- Establish a controlled and consistent Handbook administration system.
- Ensure institutions understand and acknowledge their responsibilities.
- Standardise essential institutional declarations and records.

- Provide a framework for administrative forms and supporting documents.
- Establish procedures for communicating policy changes.
- Define institutional implementation responsibilities.
- Support internal and external quality assurance.
- Facilitate periodic review and continuous improvement.
- Ensure that the Handbook remains suitable for international application.

15.2 Status and Authority of the Handbook

The IBOSD International Training Network Handbook is an official institutional policy document issued under the authority of IBOSD – UK Ltd.

It establishes the general operational, academic, administrative, financial, ethical and quality assurance requirements applicable to the International Training Network.

The Handbook shall be read together with:

- Applicable institutional authorisation agreements.
- Official programme specifications.
- Approved assessment requirements.
- Controlled financial schedules.
- Institutional authorisation letters.
- Trainer approval requirements.
- Other officially issued IBOSD policies and procedures.

15.2.1 Mandatory Compliance

Compliance with applicable provisions of this Handbook shall be a condition of continuing authorisation or licensing, subject to the relevant agreement and applicable law.

15.2.2 Contractual Relationship

The Handbook shall supplement, but not automatically replace, signed institutional agreements.

Where a conflict exists, the order of precedence established in Part 14 and the relevant agreement shall apply.

15.2.3 Interpretation

IBOSD shall retain responsibility for interpreting its institutional policies, subject to applicable law and contractual obligations.

15.2.4 Public and Controlled Documents

The Handbook shall be maintained as a public policy document.

Confidential, commercially sensitive or restricted operational information shall be maintained through separate controlled documents.

15.3 Handbook Document Control

IBOSD shall maintain an official document control system to ensure that institutions use current and authorised versions of the Handbook.

15.3.1 Document Identification

Document Control Register

Field	Details
Document title	IBOSD International Training Network Handbook
Issuing organisation	IBOSD – UK Ltd.
Document classification	Public Institutional Policy
Edition	October 2026
Version	1.0 – Revised Edition
Document owner	IBOSD Central Administration
Approval authority	IBOSD Authorised Management
Effective date	As stated in the official approval notice
Review cycle	At least annually
Official website	www.ibosd.org
Document status	Controlled Master Copy

The version number and effective date shall be confirmed in the formally approved master copy before publication.

15.3.2 Master Copy

IBOSD shall maintain a controlled master copy of the Handbook.

The master copy shall be the authoritative reference for current policy requirements.

15.3.3 Distribution

The Handbook may be distributed through:

- The official IBOSD website.
- Authorised institutional portals.
- Official institutional email communications.
- Approved electronic document systems.
- Institutional onboarding documentation.

15.3.4 Uncontrolled Copies

Downloaded, printed or independently stored copies may become outdated following revisions.

Institutions shall verify that they are using the current applicable version.

15.4 Handbook Approval and Publication

The Handbook shall be reviewed and approved by the designated IBOSD authority before official publication.

The approval process should include:

1. Administrative review.
2. Academic and assessment policy review.
3. Quality assurance review.
4. Financial policy verification.
5. Legal and regulatory review where appropriate.
6. Management approval.
7. Version assignment.
8. Publication and distribution.
9. No draft shall be represented as an officially approved edition before completion of the required approval process.

15.5 Periodic Review and Revision

IBOSD shall review the Handbook at least annually, or earlier where necessary.

15.5.1 Grounds for Revision

Revisions may arise from:

a. Changes in legislation or regulatory requirements.

b. Academic or assessment policy developments.

c. Quality assurance findings.

d. Institutional feedback.

e. Learner complaints and appeals.

f. Technological developments.

g. Changes in international operations.

h. Organisational restructuring.

i. New authorisation categories.

j. Improvements identified through internal review.

15.5.2 Revision Control

Every material revision shall be documented.

The revision record should identify:

- Version number.
- Date of revision.
- Sections amended.
- Nature of changes.
- Approval authority.
- Effective date.

15.5.3 Communication of Changes

IBOSD shall communicate material policy changes to affected institutions through official channels.

Where appropriate, institutions shall be provided with implementation guidance.

15.5.4 Existing Agreements

Revisions shall be implemented in accordance with applicable contractual obligations and mandatory law.

15.6 Institutional Handbook Acceptance

Every ATP and RORTC shall formally acknowledge receipt and acceptance of the applicable Handbook requirements.

Outreach Trainers shall acknowledge the provisions relevant to their individual licences.

15.6.1 Acceptance Requirements

The acknowledgement shall confirm that the institution or individual:

1. Has received or accessed the current Handbook.
2. Has reviewed the applicable provisions.
3. Understands the scope of authorisation.
4. Accepts the relevant operational requirements.
5. Will comply with academic and assessment policies.
6. Will maintain appropriate quality assurance systems.
7. Will fulfil applicable financial obligations.
8. Will comply with ethical and safeguarding requirements.
9. Will protect IBOSD intellectual property.
10. Will cooperate with authorised monitoring and audits.
11. Understands the procedures for suspension and termination.
12. Will communicate relevant requirements to its personnel.

15.6.2 Method of Acceptance

Acceptance may be recorded through:

- Signed declaration.
- Electronic acknowledgement.
- Institutional agreement.
- Approved digital onboarding system.

15.6.3 Record Retention

IBOSD shall maintain evidence of institutional acceptance in the relevant authorisation records.

15.7 Institutional Implementation Responsibilities

Every authorised institution shall establish arrangements for implementing applicable Handbook requirements.

15.7.1 Institutional Management

Senior management shall be responsible for ensuring that:

- Relevant personnel understand their obligations.
- Required resources are available.
- Approved programmes are delivered correctly.
- Financial obligations are fulfilled.
- Quality assurance systems operate effectively.
- Learner protection arrangements are maintained.
- Significant compliance concerns are addressed.

15.7.2 Institutional Quality Coordinator

The designated Institutional Quality Coordinator shall support:

a. Handbook implementation.

b. Internal compliance monitoring.

c. Corrective action management.

d. Institutional recordkeeping.

e. Audit preparation.

f. Complaints monitoring.

g. Annual institutional review.

h. Communication of policy changes.

15.7.3 Trainers and Assessors

Trainers and assessors shall comply with the provisions relevant to their professional responsibilities.

15.7.4 Administrative Personnel

Administrative personnel shall maintain accurate learner records, registrations, communications and other required documentation.

15.8 Institutional Induction and Orientation

Newly authorised ATPs and RORTCs shall complete the onboarding and orientation requirements prescribed by IBOSD.

The induction should address:

1. IBOSD institutional structure.
2. Authorisation categories and limitations.
3. Approved programme delivery.
4. Learning outcomes and learning hours.
5. Trainer approval and mandatory SDFP requirements.
6. Learner registration procedures.
7. PAEP assessment administration.
8. Practical Evidence requirements.
9. Certification procedures.
10. Quality assurance and audit arrangements.
11. Financial administration.
12. Ethical conduct and safeguarding.
13. Branding and marketing requirements.
14. Institutional reporting.
15. Suspension, termination and learner protection procedures.
16. IBOSD may provide induction through live sessions, recorded presentations, written guidance or approved digital systems.

15.9 Standard Institutional Forms and Templates

IBOSD shall maintain standard forms and templates to support consistent administration across the International Training Network.

The forms may be issued electronically or through an approved institutional portal.

15.9.1 Institutional Administration Forms

Form code	Form title	Primary purpose
IBOSD-F01	ATP Application Form	Institutional application and eligibility review
IBOSD-F02	RORTC Application Form	Regional outreach authorisation application
IBOSD-F03	Outreach Trainer Application Form	Individual licence application
IBOSD-F04	Institutional Compliance Declaration	Confirmation of policy compliance
IBOSD-F05	Institutional Handbook	Formal acknowledgement of Handbook

Form code	Form title	Primary purpose
	Acceptance Form	requirements
IBOSD-F06	Trainer Nomination and Approval Form	Trainer approval and SDFP verification
IBOSD-F07	Programme Delivery Approval Request	Approval of additional programme delivery
IBOSD-F08	Institutional Change Notification	Notification of material institutional changes

15.9.2 Learner and Academic Administration Forms

Form code	Form title	Primary purpose
IBOSD-F09	Learner Registration Form	Registration of learners
IBOSD-F10	Learner Attendance Record	Verification of attendance
IBOSD-F11	Learning Outcome Completion Record	Documentation of learning outcome achievement
IBOSD-F12	Practical Evidence Record	Recording mandatory practical activities
IBOSD-F13	PAEP Assessment Record	Documentation of prescribed assessment outcomes
IBOSD-F14	Learner Certification Eligibility Checklist	Final verification before certification
IBOSD-F15	Learner Reassessment Request	Administration of approved reassessment
IBOSD-F16	Learner Complaint and Appeal Form	Formal complaint or academic appeal

15.9.3 Quality Assurance and Compliance Forms

Form code	Form title	Primary purpose
IBOSD-F17	Institutional Self-Assessment Report	Periodic institutional compliance review

Form code	Form title	Primary purpose
IBOSD-F18	Internal Audit Checklist	Institutional quality assurance audit
IBOSD-F19	Nonconformity Report	Documentation of identified deficiencies
IBOSD-F20	Corrective and Preventive Action Plan	Management of corrective actions
IBOSD-F21	Trainer Performance Evaluation	Review of trainer effectiveness
IBOSD-F22	Learner Feedback Form	Collection of learner feedback
IBOSD-F23	Safeguarding and Incident Report	Recording significant safeguarding incidents
IBOSD-F24	Conflict of Interest Declaration	Disclosure of relevant conflicts
IBOSD-F25	Institutional Annual Review Report	Annual performance and compliance review

15.9.4 Authorisation and Exit Administration Forms

Form code	Form title	Primary purpose
IBOSD-F26	Institutional Renewal Application	Annual authorisation renewal
IBOSD-F27	Voluntary Withdrawal Notification	Formal institutional withdrawal
IBOSD-F28	Learner Protection and Continuity Plan	Protection of learners during disruption
IBOSD-F29	Institutional Appeal Submission	Appeal against authorisation decisions
IBOSD-F30	Institutional Closure Checklist	Final administrative closure
IBOSD-F31	Branding and Intellectual Property	Confirmation of branding

Form code	Form title	Primary purpose
	Declaration	compliance
IBOSD-F32	Institutional Exit Clearance Form	Verification of outstanding obligations

The form codes above constitute the proposed standard register for this edition. The forms shall become operational upon formal approval and issue by IBOSD.

15.10 Mandatory Institutional Records

Every ATP shall maintain records sufficient to demonstrate compliance with its authorisation.

15.10.1 Institutional Records

These shall include, where applicable:

- Legal registration documentation.
- IBOSD authorisation letter.
- Signed ATP Agreement.
- Approved programme list.
- Institutional contact information.
- Trainer approval records.
- Relevant policies and procedures.
- Financial records.
- Quality assurance records.
- Complaints and corrective action records.

15.10.2 Learner Records

These shall include:

a. Learner registration details.

b. Programme enrolment records.

c. Attendance records.

d. Learning outcome completion evidence.

e. Practical Evidence documentation.

f. Assessment records.

g. Certification eligibility records.

h. Relevant learner complaints and appeals.

15.10.3 Trainer Records

Trainer records shall include:

- Qualifications and relevant experience.
- Approval status.
- SDFP completion or verification records.
- Professional development records.
- Performance evaluations.
- Relevant compliance declarations.

15.10.4 Record Security

All records shall be maintained securely and made available to IBOSD where legitimately required.

15.11 Institutional Reporting Requirements

IBOSD may require periodic reporting from authorised institutions.

Reports may cover:

1. Learner enrolments.
2. Programme delivery activities.
3. Assessment outcomes.
4. Trainer deployment.
5. Learner feedback.
6. Complaints and appeals.
7. Quality assurance findings.
8. Corrective actions.
9. Financial compliance.
10. Institutional changes.
11. Safeguarding incidents.
12. Annual performance indicators.
13. The frequency and format of reporting shall be communicated through official IBOSD procedures.

15.12 Annual Institutional Compliance Review

Every ATP and RORTC shall participate in the annual institutional review process applicable to its authorisation.

The review may assess:

- Continued legal eligibility.
- Institutional governance.
- Approved programme delivery.
- Trainer competence.
- Learner registration accuracy.
- Assessment compliance.
- Quality assurance arrangements.
- Financial obligations.
- Ethical and safeguarding compliance.
- Branding and marketing practices.
- Learner feedback and complaints.
- Institutional performance.
- The review findings may inform authorisation renewal, monitoring requirements and corrective action decisions.

15.13 Institutional Performance and Continuous Improvement

IBOSD shall encourage authorised institutions to adopt a systematic approach to performance improvement.

15.13.1 Performance Indicators

Institutions should monitor relevant indicators such as:

- Learner enrolment trends.
- Learner attendance.
- Programme completion.
- Assessment performance.
- Learner satisfaction.
- Trainer effectiveness.
- Complaints and resolution times.
- Corrective action completion.
- Administrative accuracy.

- Compliance with programme requirements.

15.13.2 Improvement Planning

Institutions shall identify opportunities for improvement and implement appropriate actions.

15.13.3 Management Review

Senior management should periodically review institutional performance and allocate resources to address identified weaknesses.

15.13.4 IBOSD Monitoring

IBOSD may use institutional performance information to support quality assurance, academic improvement and network development.

15.14 Communication Between IBOSD and Authorised Institutions

Official communication shall be conducted through authorised institutional channels.

15.14.1 Institutional Contact Person

Every ATP and RORTC shall nominate an official contact person.

The contact person shall coordinate:

- Institutional notices.
- Programme updates.
- Learner administration.
- Financial correspondence.
- Quality assurance communications.
- Renewal procedures.
- Compliance matters.

15.14.2 Communication of Material Changes

Institutions shall promptly notify IBOSD of changes affecting:

a. Legal identity.

b. Ownership or control.

c. Institutional management.

d. Registered or operating address.

e. Approved training facilities.

f. Responsible academic personnel.

g. Trainer availability.

h. Ability to fulfil learner obligations.

i. Other material authorisation conditions.

15.14.3 Official Notices

Formal notices shall be issued according to the procedures established in Part 14 and the applicable agreement.

15.15 Handbook Accessibility and Institutional Awareness

Authorised institutions shall ensure that personnel can access the Handbook provisions relevant to their responsibilities.

Institutions should:

1. Maintain access to the current edition.
2. Provide relevant policy orientation.
3. Communicate material revisions.
4. Include applicable requirements in internal procedures.
5. Provide access during audits.
6. Ensure that trainers and assessors understand relevant obligations.
7. Institutions may maintain internal summaries or operating procedures, provided they remain consistent with the official Handbook.

15.16 Language and Translation of the Handbook

The official English edition shall serve as the controlling text unless IBOSD expressly approves another authoritative version.

IBOSD may issue translations to support international accessibility.

15.16.1 Translation Requirements

Approved translations shall:

- Preserve the meaning of the original text.
- Use appropriate professional terminology.
- Maintain section numbering.
- Preserve mandatory requirements.

- Avoid misleading regulatory interpretations.
- Be subject to appropriate review.

15.16.2 Interpretation of Translations

Where differences arise between translated and controlling texts, the English edition shall prevail to the extent permitted by applicable law and the relevant agreement.

15.16.3 Unauthorised Translation

Institutions shall not publish translations as official IBOSD policy documents without authorisation.

15.17 Controlled Supporting Documents

Certain administrative, academic and commercial documents shall be maintained separately from the public Handbook.

15.17.1 Institutional Agreements

- ATP Agreement.
- RORTC Agreement.
- Outreach Trainer Licence Agreement.
- Programme-specific approval documentation.

15.17.2 Financial Documents

- Official Institutional Fee Schedule.
- Learner Registration and Certification Fee Schedule.
- Payment procedures.
- Approved invoicing and refund procedures.

15.17.3 Academic Documents

- Programme specifications.
- Learning outcome frameworks.
- Trainer guidance.
- Practical Evidence requirements.
- PAEP assessment instructions.
- Restricted assessment materials.

15.17.4 Quality Assurance Documents

- Institutional audit tools.
- Compliance monitoring procedures.

- Corrective action forms.
- Internal quality assurance guidance.
- Records management procedures.

15.17.5 Branding Documents

- Official Brand Guidelines.
- Approved logo assets.
- Promotional templates.
- Certificate specimens.
- Institutional designation guidance.
- These documents shall be subject to appropriate access controls and version management.

15.18 Handbook Appendices

The following appendices shall form the proposed administrative support structure of the Handbook.

Appendix	Title	Status
Appendix A	Institutional Authorisation Categories and Scope	Public
Appendix B	Standard Institutional Authorisation and Renewal Fees	Public
Appendix C	Institutional Responsibilities Summary	Public
Appendix D	Learner Registration and Certification Process Overview	Public
Appendix E	PAEP Assessment Framework Summary	Public
Appendix F	Institutional Quality Assurance Requirements	Public
Appendix G	Institutional Ethics and Safeguarding Declaration	Public
Appendix H	Branding and Public Representation Guidelines	Public
Appendix I	Institutional Handbook Acceptance Declaration	Public
Appendix J	Institutional Renewal and Exit Checklist	Public

Appendix	Title	Status
Appendix K	Standard Forms and Document Register	Public
Appendix L	Official Contact and Communication Information	Public

The appendices shall be issued or incorporated into the formally approved master edition as appropriate.

Restricted learner certification fee schedules, confidential assessment banks and other controlled materials shall not be included in the public appendices.

15.19 Appendix A – Institutional Authorisation Categories

The IBOSD International Training Network shall comprise the following principal authorisation categories.

Category	Principal function	Key limitation
ATP	Delivery of approved IBOSD programmes	Cannot independently issue IBOSD certificates
RORTC	Approved regional outreach and coordination	Cannot independently approve ATPs or issue certificates
Outreach Trainer	Individually licensed outreach and approved professional activities	Cannot independently authorise institutions or issue certificates

The detailed eligibility and operational conditions shall be governed by the relevant sections of this Handbook and applicable agreements.

15.20 Appendix B – Standard Institutional Authorisation and Renewal Fees

The standard public authorisation and renewal fees shall be:

Category	Initial fee	Annual renewal
ATP	£2,000	£250

Category	Initial fee	Annual renewal
RORTC	£2,500	£250
Outreach Trainer	£350	As prescribed in the licence agreement

All amounts are stated in British Pounds Sterling.

Applicable taxes and separately specified charges may apply.

Learner registration and certification fees shall be communicated through separate official controlled fee schedules.

15.21 Appendix C – Institutional Responsibilities Summary

Every ATP shall be responsible for:

1. Maintaining valid authorisation.
2. Delivering only approved programmes.
3. Using appropriately approved trainers.
4. Fulfilling applicable SDFP requirements.
5. Maintaining approved learning hours.
6. Recording learner attendance.
7. Completing required Practical Evidence activities.
8. Following PAEP assessment procedures.
9. Registering learners correctly.
10. Maintaining academic and administrative records.
11. Protecting learner welfare.
12. Complying with financial obligations.
13. Maintaining quality assurance.
14. Using IBOSD branding correctly.
15. Cooperating with institutional monitoring and audits.
16. RORTCs and Outreach Trainers shall comply with the responsibilities applicable to their own authorisation categories.

15.22 Appendix D – Learner Registration and Certification Process

Overview

The standard learner administration process shall follow the approved programme requirements.

1. Learner Admission

ATP verifies eligibility and confirms programme details

2. Official Learner Registration

Learner details submitted through the authorised IBOSD process

3. Approved Training Delivery

Learning hours, outcomes, attendance and practical activities completed

4. PAEP Assessment

Prescribed assessment components administered and verified

5. Certification Eligibility Review

IBOSD verifies the required learner evidence and assessment outcomes

6. IBOSD Certificate Issuance

Official certificate issued following successful verification

The process shall remain subject to the approved academic and administrative requirements of the relevant programme.

15.23 Appendix E – PAEP Assessment Framework Summary

IBOSD shall administer the Professional Assessment and Evaluation Process (PAEP) in accordance with the approved assessment framework for each programme.

The standard framework may include:

Component	Assessment focus
PAEP A	Knowledge and understanding through structured questions
PAEP B	Scenario-based application, identification of issues and selection of controls
PAEP C	Presentation, participation, attendance-related evidence or competence

Component	Assessment focus
	evaluation as specified
Additional components	Projects, practical demonstrations or other requirements where prescribed

The precise question numbers, assessment weightings, pass marks and completion requirements shall be defined in the approved programme specification.

Institutions shall not independently modify prescribed assessment conditions.

15.24 Appendix F – Institutional Quality Assurance Requirements

Every ATP shall maintain a proportionate quality assurance system.

Minimum requirements shall include:

- Designated quality coordination.
- Approved programme delivery.
- Trainer competence verification.
- Accurate learner records.
- Attendance monitoring.
- Practical Evidence verification.
- Assessment integrity.
- Learner feedback.
- Complaints management.
- Internal compliance review.
- Corrective action management.
- Annual institutional review.
- The detailed requirements shall be governed by Part 9.

15.25 Appendix G – Institutional Ethics and Safeguarding

Declaration

Every authorised institution shall acknowledge its responsibility to maintain ethical and safe operations.

The declaration shall include commitments to:

1. Prevent bribery and corruption.
2. Manage conflicts of interest.
3. Maintain fair and inclusive practices.
4. Prevent harassment and exploitation.
5. Protect children and vulnerable adults where applicable.
6. Maintain appropriate safeguarding procedures.
7. Protect personal data.
8. Maintain academic integrity.
9. Prevent misleading marketing.
10. Report significant ethical violations.
11. The detailed requirements shall be governed by Part 12.

15.26 Appendix H – Branding and Public Representation Guidelines

Institutions shall:

- Use the official IBOSD name and logo.
- Identify their correct authorisation category.
- Advertise only approved programmes.
- State approved learning hours accurately.
- Avoid unauthorised qualification level claims.
- Make only verified accreditation and recognition claims.
- Protect official certificate designs.
- Avoid impersonating IBOSD headquarters.
- Comply with digital marketing and data protection requirements.
- Discontinue unauthorised branding following expiry or termination.
- The detailed requirements shall be governed by Part 13.

15.27 Appendix I – Institutional Handbook Acceptance Declaration

The following declaration may be used by ATPs and RORTCs.

IBOSD Institutional Handbook Acceptance Declaration

International Board of Skills and Development (IBOSD – UK Ltd.)

Institution name

Authorisation category

ATP

RORTC

Authorisation number (if issued)

Authorised representative

Designation

Date of declaration16/10/26

I confirm that I am authorised to acknowledge the applicable Handbook requirements on behalf of the institution.

Copy completed declaration

This is a draft declaration for administrative use. Copying it does not submit it to IBOSD or constitute an electronic signature.

15.28 Appendix J – Institutional Renewal and Exit Checklist

The following checklist shall support renewal and institutional closure procedures.

RenewalExit / Closure

Annual renewal checklist

0 of 9 completed

Institutional legal details verified

Authorisation validity checked

Approved programme list reviewed

Trainer approvals and SDFP records verified

Learner records and assessment compliance reviewed

Quality assurance findings addressed

Financial obligations reviewed

Ethical and safeguarding compliance confirmed

Renewal declaration completed

Copy checklist

15.29 Appendix K – Standard Forms and Document Register

IBOSD shall maintain a master register of official institutional forms.

The register shall identify:

- Form code.
- Form title.
- Version number.
- Issue date.
- Document owner.
- Approval authority.
- Access classification.
- Applicable institutional category.
- Review date.
- Institutions shall use the current approved versions of mandatory forms.

IBOSD may replace paper-based forms with electronic workflows while maintaining equivalent recordkeeping and verification controls.

15.30 Appendix L – Official Contact and Communication

Information

The official registered office of IBOSD – UK Ltd. is:

International Board of Skills and Development (IBOSD – UK Ltd.)

2 Frederick Street Kings Cross London WC1X 0ND United Kingdom

Official Website: www.ibosd.org

Specific contact details for:

- ATP applications.
- RORTC authorisation.
- Outreach Trainer licensing.
- Learner registration.
- Certification enquiries.
- Quality assurance.
- Financial administration.
- Complaints and appeals.
- Safeguarding concerns.
- Data protection enquiries.
- shall be published or communicated through authorised IBOSD channels.

Institutions shall use current official contact details rather than relying on outdated or unofficial communications.

15.31 Institutional Implementation Schedule

Following formal publication of a new or materially revised Handbook, IBOSD shall establish an appropriate implementation schedule.

The schedule may include:

Stage	Activity	Responsible party
1	Approval of final Handbook	IBOSD
2	Publication and controlled distribution	IBOSD
3	Institutional notification	IBOSD
4	Handbook acknowledgement	ATP / RORTC / OT
5	Internal institutional orientation	ATP / RORTC
6	Review of existing institutional procedures	ATP / RORTC
7	Implementation of required updates	ATP / RORTC
8	Compliance verification	IBOSD / Institution

Stage	Activity	Responsible party
9	Ongoing monitoring and improvement	IBOSD / Institution

Implementation deadlines shall be communicated through the official publication or transition notice.

15.32 Continuous Improvement of the International Training Network

IBOSD shall periodically evaluate the effectiveness of its International Training Network policies and procedures.

The evaluation may consider:

1. Institutional compliance performance.
2. Learner satisfaction.
3. Assessment integrity.
4. Trainer competence.
5. Certification administration efficiency.
6. Quality assurance findings.
7. Institutional feedback.
8. Complaints and appeals.
9. International regulatory developments.
10. Technological and operational improvements.
11. Findings shall inform future policy reviews, programme development and institutional support arrangements.

15.33 Final Institutional Compliance Statement

All authorised institutions and individuals shall maintain their activities in accordance with the principles of:

Integrity, Competence, Accountability, Transparency, Learner Protection and Continuous Improvement.

IBOSD authorisation shall represent a continuing institutional responsibility rather than a one-time approval.

Every ATP, RORTC and Outreach Trainer shall be expected to uphold the standards established in this Handbook throughout the validity of the relevant authorisation or licence.

15.34 Final Authority and Effective Implementation

This Handbook shall become effective upon formal approval and issue by IBOSD – UK Ltd.

The approved edition shall constitute the official general policy framework governing the International Training Network, subject to applicable institutional agreements and mandatory law.

IBOSD shall retain authority to administer, interpret, review and revise the Handbook through its authorised governance and management arrangements.

All institutions shall be responsible for maintaining awareness of the current applicable requirements.

The detailed rights and obligations of each authorised institution or individual shall remain subject to the relevant signed agreement.

FINAL HANDBOOK APPROVAL

International Board of Skills and Development (IBOSD – UK Ltd.)

Document

International Training Network Handbook

Edition

October 2026

Version

1.0 – Revised Edition

Classification

Public

Approved by

Founder & Global President

International Board of Skills and Development (IBOSD – UK Ltd.)

Signature: _____

Date of approval: _____

Approval fields are intentionally left unsigned and undated pending formal authorisation.

15.X – IBOSD Global CSR Initiative: Empowering Underprivileged Girls

15.X.1 – Institutional Commitment

The International Board of Skills and Development (IBOSD – UK Ltd.) is committed to promoting inclusive education, gender equality, social responsibility and sustainable community development across its international training network.

As part of this commitment, IBOSD has established a global Corporate Social Responsibility (CSR) initiative dedicated to supporting the education, skills development and socioeconomic empowerment of underprivileged girls and young women up to the age of 25 years.

15.X.2 – CSR Fund Allocation

IBOSD shall earmark GBP £2 from every learner admission registered through its authorised international training network towards the IBOSD Global CSR Fund.

This allocation shall be made by IBOSD from its institutional revenue and shall not constitute an additional charge to learners or Authorised Training Providers (ATPs).

15.X.3 – Country-Specific Fund Utilisation

A fundamental principle of the initiative is that CSR funds generated from learner admissions in a particular country shall be utilised for eligible beneficiaries within that same country.

For example, funds generated from admissions in Kenya shall support eligible beneficiaries in Kenya, while funds generated from admissions in India shall support eligible beneficiaries in India.

This approach ensures that communities contributing to the growth of the IBOSD International Training Network also benefit from its social development initiatives.

15.X.4 – Eligible Beneficiaries and Support Activities

The initiative shall prioritise underprivileged girls and young women aged up to 25 years, particularly those facing financial, educational or socioeconomic disadvantages.

CSR support may include:

1. Educational scholarships and financial assistance.
2. Vocational training and employability skills development.
3. Digital literacy and professional competency training.
4. Access to learning materials and educational resources.
5. Career guidance, mentoring and professional development.
6. Entrepreneurship and livelihood development programmes.
7. Support for disadvantaged girls pursuing technical and professional qualifications.
8. 15.X.5 – Role of Authorised Training Providers

IBOSD shall encourage ATPs and Regional Outreach Training Centres to support the CSR initiative by identifying eligible beneficiaries, recommending suitable educational projects and facilitating partnerships with credible local institutions.

Participation in local CSR activities shall be voluntary unless otherwise agreed.

15.X.6 – Fund Governance and Accountability

IBOSD shall maintain country-wise records of CSR allocations, disbursements and beneficiary outcomes.

All expenditure shall be subject to appropriate approval, documentation and financial controls.

Unutilised funds shall remain earmarked for eligible CSR activities in the country where they originated, subject to applicable legal and regulatory requirements.

15.X.7 – Annual CSR Impact Reporting

IBOSD shall endeavour to publish an annual CSR impact statement covering the funds allocated, countries supported, activities undertaken and beneficiaries reached.

The initiative shall contribute to the United Nations Sustainable Development Goals, particularly SDG 4 – Quality Education, SDG 5 – Gender Equality and SDG 8 – Decent Work and Economic Growth.

PART 16

INSTITUTIONAL PERFORMANCE, LEARNER OUTCOMES, PROFESSIONAL MEMBERSHIP AND CONTINUOUS IMPROVEMENT

IBOSD International Training Network Handbook

16.1 Purpose and Scope

The International Board of Skills and Development (IBOSD – UK Ltd.) is committed to developing an internationally connected, quality-oriented training network that supports measurable learner achievement, professional development and institutional improvement.

This Part establishes the principles and requirements governing the monitoring of Authorised Training Provider (ATP) performance, evaluation of learner outcomes, professional membership engagement, continuing professional development (CPD), stakeholder feedback and continuous improvement.

It applies to all authorised ATPs and, where relevant, other approved training network categories, including Regional Outreach Training Centres (RORTCs) and Outreach Trainers (ORTs), subject to their respective authorisation conditions.

IBOSD recognises that the success of its international training network shall be evaluated not solely by the number of authorised institutions or learners registered, but also by the quality of training delivery, reliability of assessment, learner achievement, professional progression and the continuing educational value provided to its stakeholders.

16.2 Institutional Performance and Quality Objectives

IBOSD shall seek to maintain an effective and sustainable international training network through the following objectives:

a. Promoting consistent delivery of approved programmes.

b. Maintaining appropriate educational and administrative standards across authorised institutions.

c. Monitoring learner participation, progression and achievement.

d. Supporting the professional development of trainers, assessors and training personnel.

e. Encouraging ethical learner recruitment and responsible programme promotion.

f. Strengthening institutional accountability and transparency.

g. Identifying and addressing weaknesses in training delivery and assessment administration.

h. Promoting meaningful learner engagement beyond initial programme completion.

i. Encouraging continuing professional development and lifelong learning.

j. Supporting the ongoing improvement of IBOSD programmes, services and institutional procedures.

Institutional performance shall be reviewed using appropriate qualitative and quantitative information, taking account of the nature, size, operational context and approved activities of each ATP.

16.3 ATP Performance Monitoring Framework

IBOSD may monitor authorised ATP performance through a combination of administrative reviews, learner outcome information, quality assurance activities, stakeholder feedback and other relevant evidence.

The principal performance areas may include:

Performance area	Indicative measures
Institutional compliance	Adherence to authorisation conditions, policies and reporting

Performance area	Indicative measures
	obligations
Training delivery	Completion of approved learning hours, learning outcomes and training activities
Learner participation	Registrations, attendance, completion and withdrawal trends
Assessment performance	PAEP outcomes, reassessment trends and assessment integrity
Practical evidence	Completion, authenticity and adequacy of required evidence
Learner satisfaction	Feedback, complaints and satisfaction trends
Trainer competence	Approved trainer status, professional development and instructional quality
Learner progression	Further training, professional development and reported career outcomes
Membership engagement	Awareness of and participation in eligible IBOSD membership activities
Institutional improvement	Corrective actions, quality reviews and demonstrated improvements

IBOSD may establish additional performance indicators or reporting requirements according to the approved category of authorisation, programme portfolio or identified institutional risk.

16.4 Learner Registration, Participation and Completion

ATPs shall maintain accurate records of learner participation in approved programmes.

These records shall support verification of:

a. Learner registration and admission.

b. Programme commencement and completion.

c. Attendance and participation.

d. Completion of prescribed learning hours.

e. Completion of mandatory learning activities.

f. Submission of practical evidence.

g. Examination eligibility.

h. Assessment participation and results.

i. Programme completion and certification status.

j. Learner withdrawal or discontinuation, where applicable.

IBOSD may review these records to assess training delivery effectiveness and identify opportunities for learner support and programme improvement.

Learner information shall be collected, processed, retained and disclosed only in accordance with applicable data protection requirements and IBOSD policies.

16.5 Learner Achievement and Assessment Outcomes

Learner achievement shall be evaluated against the approved learning outcomes, assessment criteria and certification requirements of the relevant programme.

Where applicable, IBOSD may consider:

a. PAEP A knowledge assessment performance.

b. PAEP B scenario-based application assessment performance.

c. PAEP C professional presentation, participation and competency evaluation.

d. Completion and quality of mandatory practical evidence.

e. Achievement of programme-specific competency requirements.

f. Examination completion and passing trends.

g. Reassessment requirements and outcomes.

h. Patterns of learner difficulty across particular learning outcomes.

i. Evidence of appropriate learning support and corrective educational measures.

Assessment information may be used to identify recurring curriculum, instructional or assessment issues requiring further review.

ATPs shall not manipulate learner results, suppress unsuccessful outcomes or make misleading claims regarding examination success or certification rates.

16.6 Learner Feedback and Satisfaction Monitoring

IBOSD encourages ATPs to obtain structured feedback from learners regarding their educational experience.

Feedback may address:

a. Programme relevance and usefulness.

b. Clarity of learning objectives.

c. Trainer knowledge and instructional effectiveness.

d. Quality of learning materials.

e. Adequacy of practical exercises and case studies.

f. Training facilities and digital learning arrangements.

g. Assessment information and learner support.

h. Overall satisfaction with the programme.

i. Suggestions for improvement.

ATPs should review feedback objectively and take proportionate corrective or improvement actions where necessary.

Learner feedback shall not be altered, selectively misrepresented or used to conceal legitimate concerns.

16.7 Learner Progression and Professional Outcomes

IBOSD recognises that the value of professional skills development extends beyond successful completion of an individual training programme.

Where reasonably practicable, ATPs are encouraged to support and evaluate learner progression through:

a. Enrolment in further education or professional training.

b. Participation in continuing professional development activities.

c. Application of acquired knowledge and skills in the workplace.

d. Development of additional occupational competencies.

e. Progression into new professional responsibilities.

f. Participation in professional associations and networks.

g. Further specialisation or career development.

h. Engagement in appropriate workplace improvement activities.

Information about employment, promotion, career advancement or salary improvement shall be reported only where supported by credible evidence.

Neither IBOSD certification nor ATP participation shall be represented as guaranteeing employment, professional licensing, immigration eligibility or career advancement.

16.8 IBOSD Professional Membership and Lifelong Learning

16.8.1 Introduction

IBOSD recognises professional membership as a means of encouraging continuing engagement with skills development, professional learning, ethical practice and international professional networks.

Accordingly, IBOSD may provide eligible individuals with opportunities to apply for membership under its approved membership framework.

Professional membership is distinct from programme enrolment, learner assessment and certification.

Membership eligibility, privileges, renewal requirements and conditions shall be governed by the applicable IBOSD Membership Policy.

16.8.2 Professional Membership Categories

Subject to the applicable membership criteria and approval procedures, IBOSD's membership framework may include the following categories:

Membership category	General purpose
Affiliate Member	Entry-level engagement with the IBOSD professional community
Associate Member	Recognition of eligible individuals pursuing professional development
Expert Member	Recognition of individuals meeting the prescribed experience and expertise criteria
Professional Member	Recognition of individuals satisfying the applicable professional membership requirements
Fellow Member (FMIBOSD)	Distinguished membership subject to specific eligibility, nomination and approval requirements

Membership shall not be awarded solely on the basis of a learner's enrolment or participation in a training programme unless expressly provided under an approved membership arrangement.

The use of membership designations or post-nominal letters shall be permitted only after formal approval and in accordance with the relevant membership rules.

16.8.3 Professional Membership Benefits

Depending on membership category, eligibility and the current IBOSD Membership Policy, members may be entitled to access benefits such as:

a. Professional Membership Recognition

Approved members may receive official membership recognition and permission to use the applicable membership designation or post-nominal letters.

b. Quarterly Subject Matter Expert Workshops

Eligible members may have access to four online professional development workshops annually, ordinarily organised on a quarterly basis.

These workshops may address emerging professional practices, industry developments, technical subjects, leadership, sustainability, safety management and other relevant areas.

c. Digital Workshop Participation Certificates

Eligible participants may receive digital participation certificates for qualifying workshops, subject to attendance and participation requirements.

d. IBOSD INSIGHT E-Magazine

Members may receive access to the IBOSD INSIGHT digital magazine, which is intended to communicate professional knowledge, institutional developments, technical perspectives and continuing learning opportunities.

e. Professional Networking

Membership may provide opportunities to engage with professionals, trainers, subject matter experts and other members of the IBOSD international community.

f. Continuing Professional Development Opportunities

Members may receive information about relevant learning activities, professional workshops and opportunities for maintaining or extending their knowledge and skills.

g. Eligible Discounts and Promotional Privileges

Members may receive access to approved discount coupons or other membership privileges, where available under the applicable policy.

h. Professional Visibility and Career Development Services

Where such services are available, eligible members may access professional profile visibility, open-to-work listings or other career development resources.

These services shall not constitute a guarantee of employment or recruitment.

16.8.4 Membership Eligibility and Approval

Membership applications shall be assessed in accordance with the applicable category-specific eligibility requirements.

IBOSD may consider:

a. Educational qualifications.

b. Relevant professional experience.

c. Occupational responsibilities.

d. Demonstrated expertise or professional achievements.

e. Continuing professional development activities.

f. Professional conduct and ethical standing.

g. Recommendations or supporting evidence, where required.

h. Other criteria prescribed by the applicable Membership Policy.

IBOSD shall retain final authority over membership admission, category determination, renewal, suspension and termination.

16.8.5 Membership and Professional Certification

IBOSD professional membership and IBOSD programme certification serve different purposes.

A programme certificate records successful completion of the relevant learning and assessment requirements.

Professional membership establishes an individual's approved status within the IBOSD membership framework.

Membership shall not automatically:

a. Confer an occupational licence.

b. Constitute an academic degree.

c. Replace an IBOSD programme certificate.

d. Establish equivalence with a regulated professional qualification.

e. Guarantee employment or promotion.

f. Authorise the holder to act as an IBOSD assessor, trainer or institutional representative.

Such privileges shall require separate authorisation where applicable.

16.9 Benefits of Professional Membership to ATPs

Professional membership may provide authorised ATPs with an additional mechanism for encouraging continuing learner engagement and professional development.

Potential benefits include:

a. Extended Learner Relationships

ATPs may maintain appropriate contact with former learners regarding further educational opportunities and professional development activities.

b. Learner Retention and Continuing Engagement

Membership workshops, professional publications and learning opportunities may encourage learners to remain engaged with the wider IBOSD educational community.

c. Enhanced Learner Value Proposition

ATPs may explain the availability of eligible membership opportunities and associated benefits when providing accurate programme information to prospective learners.

d. Opportunities for Further Professional Development

ATPs may recommend suitable advanced, specialist or complementary programmes to learners seeking continued professional growth.

e. Professional Community Development

ATPs may encourage learners to participate in relevant professional discussions, workshops and knowledge-sharing activities.

f. Improved Learner Feedback and Alumni Engagement

Continuing relationships may create opportunities to understand how learners apply their acquired knowledge and identify further educational needs.

g. Institutional Reputation

Responsible promotion of genuine membership benefits may strengthen an ATP's reputation as an organisation committed to continuing learner development.

ATPs shall not represent membership as automatically included in a programme unless that entitlement has been expressly approved by IBOSD.

16.10 Continuing Professional Development (CPD)

16.10.1 Institutional Commitment

IBOSD encourages continuing professional development as an essential component of professional competence, employability and lifelong learning.

CPD may involve structured and unstructured learning activities that contribute to the maintenance, improvement or expansion of professional knowledge and skills.

16.10.2 Examples of CPD Activities

Relevant activities may include:

a. Professional training programmes.

b. Technical workshops and seminars.

c. Industry conferences.

d. Subject matter expert presentations.

e. Professional research and reading.

f. Workplace improvement projects.

g. Relevant practical assignments.

h. Professional presentations and knowledge-sharing activities.

i. Approved online learning.

j. Other relevant professional development activities.

16.10.3 CPD Documentation

Where applicable, members and learners may be encouraged to maintain a CPD record identifying:

a. Activity title.

b. Date and duration.

c. Learning objectives.

d. Subject or professional area.

e. Evidence of participation.

f. Knowledge or skills acquired.

g. Reflection on professional application.

CPD hours, points or credits shall be claimed only where supported by the relevant activity and applicable recognition criteria.

16.10.4 External CPD Recognition

IBOSD's institutional memberships, accreditations and external professional relationships shall be represented accurately.

An IBOSD certificate shall not be described as a certificate issued by an external CPD body unless that body has actually issued the certificate.

Where a specific programme has received external CPD accreditation, approval or endorsement, ATPs may refer to that recognition only within its verified scope and subject to the relevant conditions.

Institutional CPD membership shall not, by itself, be presented as evidence that every IBOSD programme has been individually accredited.

16.11 IBOSD INSIGHT E-Magazine and Knowledge Sharing

IBOSD INSIGHT is intended to serve as an institutional knowledge-sharing and professional communication platform.

Subject to publication arrangements, it may include:

a. Articles on occupational and professional development.

b. Contributions from subject matter experts.

c. Technical and industry updates.

d. Sustainability and environmental management perspectives.

e. Health, safety and risk management topics.

f. Educational innovations and emerging technologies.

g. Professional interviews and institutional features.

h. Member contributions and professional achievements.

i. Information about approved IBOSD activities.

j. Opportunities for further professional learning.

ATPs may encourage eligible learners and members to engage with INSIGHT and may submit suitable contributions for editorial consideration.

Publication of contributed material shall remain subject to IBOSD editorial approval, intellectual property requirements and applicable publication standards.

16.12 Alumni Engagement and Continuing Learner Support

ATPs are encouraged to develop appropriate arrangements for maintaining constructive relationships with former learners.

Such arrangements may include:

a. Information about further training opportunities.

b. Invitations to relevant workshops.

c. Updates on professional learning resources.

d. Opportunities to provide feedback on training effectiveness.

e. Information about eligible membership services.

f. Participation in professional knowledge-sharing activities.

g. Communication of relevant industry developments.

h. Support for continuing professional development planning.

Alumni engagement shall be voluntary and conducted in accordance with applicable privacy, consent and marketing communication requirements.

Learners shall be able to exercise their applicable rights regarding promotional communications.

16.13 Trainer and Assessor Professional Development

ATPs shall support the continuing competence of personnel involved in training delivery and authorised assessment activities.

Relevant development activities may include:

a. Subject-specific technical updating.

b. Instructional methodology development.

c. Assessment and evaluation training.

d. Familiarisation with revised IBOSD programme requirements.

e. Digital teaching and learning methods.

f. Inclusive educational practices.

g. Quality assurance and assessment integrity.

h. Industry developments and relevant regulatory changes.

i. Participation in appropriate professional development activities.

Where required, trainer nomination and approval shall remain subject to IBOSD's mandatory Skills Development Facilitator Programme (SDFP) and other applicable trainer authorisation requirements.

Participation in CPD activities shall not independently replace mandatory trainer approval conditions.

16.14 Institutional Self-Evaluation and Improvement Planning

ATPs are encouraged to undertake periodic reviews of their educational and operational performance.

Such reviews may consider:

a. Achievement of institutional objectives.

b. Learner registration and completion trends.

c. Examination and certification outcomes.

d. Learner satisfaction.

e. Trainer performance and development.

f. Quality of learning materials and facilities.

g. Complaints, appeals and corrective actions.

h. Effectiveness of learner support.

i. Programme demand and relevance.

j. Opportunities for improvement.

Where significant weaknesses are identified, ATPs should establish documented improvement actions, responsibilities and appropriate completion targets.

16.15 Corrective and Preventive Actions

Where performance monitoring, quality assurance reviews or stakeholder feedback identify deficiencies, IBOSD may require an ATP to undertake corrective or preventive action.

Such action may include:

a. Reviewing training delivery procedures.

b. Improving learner registration and attendance controls.

c. Strengthening trainer competence.

d. Correcting assessment administration deficiencies.

e. Improving learner communication.

f. Updating training resources.

g. Addressing data protection concerns.

h. Improving complaint-handling arrangements.

i. Strengthening practical evidence verification.

j. Implementing other proportionate quality improvement measures.

ATPs shall cooperate with IBOSD in implementing and verifying required corrective actions.

Persistent or serious non-compliance may result in further action under the applicable authorisation and disciplinary provisions.

16.16 Performance Reporting and Institutional Data

IBOSD may require ATPs to submit periodic information relevant to institutional performance and quality assurance.

Such information may include:

a. Approved programmes delivered.

b. Learner registration and completion information.

c. Attendance and training delivery records.

d. Examination participation and results.

e. Practical evidence completion.

f. Trainer and assessor information.

g. Learner feedback summaries.

h. Complaints and corrective action records.

i. Other information reasonably required for quality assurance.

Reporting arrangements, formats and submission periods shall be prescribed through applicable IBOSD procedures.

ATPs shall ensure that submitted information is accurate, complete and appropriately protected.

16.17 Recognition of Institutional Good Practice

IBOSD may recognise authorised institutions demonstrating sustained commitment to educational quality, ethical practice, learner development and institutional improvement.

Recognition may consider:

a. Consistent compliance with authorisation requirements.

b. Quality of programme delivery.

c. Effective learner support.

d. Strong assessment integrity.

e. Positive and substantiated learner outcomes.

f. Trainer development.

g. Innovative educational practices.

h. Meaningful contribution to skills development.

i. Effective corrective action and improvement.

Any institutional recognition scheme shall operate according to published or officially communicated eligibility and evaluation criteria.

Recognition shall not confer additional authorisation privileges unless expressly approved by IBOSD.

16.18 Continuous Improvement of the IBOSD International Training Network

IBOSD shall seek to improve its international training network through periodic evaluation of institutional performance, programme effectiveness, learner outcomes and stakeholder needs.

Continuous improvement activities may include:

a. Reviewing programme relevance.

b. Updating learning outcomes and curriculum content.

c. Strengthening assessment and practical evidence requirements.

d. Improving digital learning and examination systems.

e. Enhancing ATP guidance and support.

f. Reviewing learner and membership services.

g. Strengthening quality assurance procedures.

h. Improving institutional communications.

i. Encouraging appropriate innovation in training delivery.

j. Reviewing the effectiveness of network development strategies.

Changes shall be introduced through applicable governance, approval and document control arrangements.

16.19 Institutional Policy Statement

IBOSD recognises that the credibility and long-term sustainability of its international training network depend upon educational quality, reliable assessment, meaningful learner outcomes and continuing professional development.

Authorised Training Providers are expected to contribute to these objectives through responsible training delivery, accurate reporting, ethical learner engagement and a demonstrated commitment to improvement.

Professional membership, subject matter expert workshops, IBOSD INSIGHT and other continuing development opportunities are intended to extend the value of the learner's educational experience beyond initial programme completion.

IBOSD shall promote an international training network in which institutional performance is evaluated through quality, integrity, learner achievement, professional development and continuous improvement, rather than through learner enrolment numbers alone.

PART 17

COMPLIANCE, ETHICAL CONDUCT, DATA PROTECTION, COMPLAINTS, APPEALS AND DISCIPLINARY PROCEDURES

17.1 Purpose and Scope

The International Board of Skills and Development (IBOSD – UK Ltd.) is committed to maintaining high standards of institutional integrity, ethical conduct, transparency, regulatory compliance and professional accountability throughout its International Training Network.

The purpose of this Part is to establish a comprehensive framework governing ethical behaviour, institutional compliance, data protection, complaints, appeals, malpractice, misconduct and disciplinary procedures.

These provisions apply, as appropriate, to:

- Authorised Training Providers (ATPs).
- Regional Outreach Training Centres (RORTCs).
- Outreach Trainers (ORTs).
- Approved trainers, assessors and verifiers.
- Institutional administrators and authorised representatives.
- Learners participating in IBOSD-approved programmes.
- Other individuals or organisations acting under IBOSD authorisation.
- All authorised network participants shall comply with applicable laws, contractual obligations, IBOSD policies and the conditions of their respective authorisations.

17.2 General Principles of Institutional Compliance

IBOSD shall promote a compliance framework based on the following principles:

Legality: Activities must comply with applicable laws and regulations in the relevant jurisdiction.

Integrity: All institutional and professional activities must be conducted honestly and responsibly.

Transparency: Information provided to learners, institutions and other stakeholders must be accurate and not misleading.

Accountability: Individuals and institutions remain responsible for actions undertaken within their authorised functions.

Fairness: Learners and institutions shall be treated fairly and without unlawful discrimination.

Confidentiality: Sensitive institutional, commercial and personal information must be appropriately protected.

Independence: Assessment, verification and certification decisions must be protected from improper influence.

Proportionality: Compliance and disciplinary measures shall reflect the seriousness, circumstances and consequences of the issue.

Compliance with IBOSD requirements shall not relieve any institution of its independent legal or regulatory obligations.

17.3 Institutional Legal and Regulatory Responsibilities

Each authorised institution shall be responsible for ensuring that its operations comply with applicable national and local requirements.

17.3.1 Legal Operating Status

Authorised institutions shall maintain, where required:

1. Valid business or institutional registration.
2. Relevant training or educational operating licences.
3. Applicable tax registrations.
4. Employment and labour-law compliance.
5. Health, safety and fire-safety compliance.
6. Data protection and privacy compliance.
7. Applicable consumer protection obligations.
8. Any additional regulatory permissions required for the programmes or services offered.
9. IBOSD authorisation does not replace governmental registration, statutory licensing or national regulatory approval.

17.3.2 Regulatory Representation

No authorised institution shall claim that IBOSD authorisation automatically provides:

- Governmental accreditation.
- National qualification-framework recognition.
- University equivalency.
- Professional licensing.
- Immigration or employment eligibility.
- Recognition by a national education ministry or regulator.
- Such claims may be made only where the specific recognition has been formally established, applies to the programme or institution concerned and can be substantiated.

17.4 Code of Ethical Conduct

All authorised institutions and individuals shall conduct themselves in a manner that protects the credibility of IBOSD and the interests of learners.

17.4.1 Professional Conduct Requirements

Network participants shall:

1. Act honestly, professionally and responsibly.
2. Treat learners, colleagues and institutional partners with dignity.
3. Avoid discrimination, harassment, intimidation and exploitation.

4. Provide accurate information concerning programmes and certification.
5. Respect intellectual property and confidential information.
6. Avoid conflicts of interest that compromise professional judgement.
7. Maintain appropriate professional boundaries.
8. Refrain from bribery, corruption and improper inducements.
9. Cooperate with authorised quality assurance activities.
10. Report serious suspected misconduct through appropriate channels.

17.4.2 Prohibited Conduct

The following conduct is prohibited:

- Falsifying learner registration or attendance records.
- Manipulating assessment results.
- Issuing unauthorised certificates.
- Misrepresenting institutional approval or accreditation.
- Using IBOSD branding without permission.
- Making false employment or certification guarantees.
- Misappropriating learner payments.
- Disclosing confidential assessment materials.
- Engaging in bribery or fraudulent commercial practices.
- Retaliating against individuals who raise concerns in good faith.
- Prohibited conduct may result in disciplinary action, including suspension or termination of authorisation.

17.5 Conflicts of Interest

A conflict of interest arises when personal, professional, financial or institutional interests could improperly influence an individual's responsibilities or decisions.

17.5.1 Disclosure Requirements

Relevant conflicts may include:

- An assessor evaluating a close relative.
- A trainer participating in an assessment decision involving a personal financial interest.

- An institutional representative influencing an approval decision involving an associated business.
- An IBOSD representative receiving undisclosed benefits from an applicant institution.
- An individual participating in a complaint or appeal concerning their own previous decision.
- Actual, potential and reasonably perceived conflicts of interest shall be disclosed promptly.

17.5.2 Management of Conflicts

IBOSD may require:

1. Written disclosure.
2. Independent review.
3. Reassignment of assessment or decision-making duties.
4. Additional verification.
5. Withdrawal from the affected decision.
6. Other proportionate safeguards.
7. Failure to disclose a material conflict of interest may constitute misconduct.

17.6 Anti-Bribery, Anti-Corruption and Financial Integrity

IBOSD maintains a zero-tolerance position toward bribery, fraud and corruption.

Authorised institutions shall comply with applicable anti-bribery and anti-corruption legislation, including the UK Bribery Act 2010 where applicable.

17.6.1 Prohibited Financial Practices

Network participants shall not:

- Offer improper payments to obtain institutional approval.
- Provide financial inducements to influence assessment results.
- Demand unauthorised payments for certification.
- Misrepresent official IBOSD charges.
- Divert payments intended for IBOSD.

- Create fraudulent invoices or receipts.
- Offer gifts or benefits intended to improperly influence decisions.

17.6.2 Financial Transparency

Authorised institutions shall clearly communicate applicable learner charges, refund terms and payment conditions.

Institutions shall maintain accurate records of financial transactions relating to IBOSD services.

Commercial fees payable to IBOSD shall be governed by the applicable official agreements and controlled fee schedules rather than this public handbook.

17.7 Marketing, Advertising and Public Representation

All promotional activities relating to IBOSD programmes shall be accurate, responsible and consistent with the institution's approved authorisation.

17.7.1 Permitted Representations

An ATP may describe itself as an IBOSD Authorised Training Provider while its authorisation remains valid and subject to its approved scope.

RORTCs and ORTs may use their respective authorised designations under the conditions specified by IBOSD.

17.7.2 Marketing Restrictions

Authorised institutions shall not:

1. Claim governmental recognition without documentary evidence.
2. Describe an IBOSD skill certificate as a university degree.
3. Assign an academic or qualification-framework level to a programme unless formally approved and applicable.
4. Guarantee employment, promotion or immigration benefits.
5. Misrepresent the duration or learning hours of programmes.
6. Advertise programmes not approved for delivery by the institution.

7. Claim that every IBOSD programme has independent CPD accreditation unless verified for that specific programme.
8. Alter official certificates, logos or accreditation statements.
9. Imply that institutional authorisation extends to unrelated organisations or branches.
10. Publish fabricated learner testimonials or achievement statistics.

17.7.3 Accreditation and Recognition Statements

References to HLACT, CPD or any other external organisation shall accurately reflect the current, verified status and scope of the relevant relationship.

Institutional accreditation, membership, programme accreditation and governmental recognition are distinct forms of status and shall not be presented as interchangeable.

Only approved and substantiated wording may be used in public communications.

17.8 Intellectual Property and Confidentiality

IBOSD course materials, assessment resources, certificates, logos, templates, digital systems and proprietary documents may be protected by intellectual property rights.

17.8.1 Authorised Use

Institutions may use IBOSD intellectual property only within the scope of their authorisation and any applicable licence.

Unless expressly permitted, institutions shall not:

- Reproduce or commercially distribute protected course materials.
- Sell or transfer IBOSD assessment banks.
- Provide confidential materials to unauthorised parties.
- Modify official certificates.
- Create derivative programmes using protected content without permission.
- Register confusingly similar trademarks or domain names.
- Continue using IBOSD branding after authorisation expires or is terminated.

17.8.2 Confidentiality Obligations

Confidential information may include:

1. Assessment questions and answer keys.
2. Learner records and personal information.
3. Institutional review findings.
4. Internal operating procedures.
5. Commercial agreements and controlled fee schedules.
6. Unpublished course-development materials.
7. Confidential complaints and investigations.
8. Confidentiality obligations shall continue after termination of authorisation to the extent required by applicable law, contract and intellectual property rights.

17.9 Data Protection and Privacy

IBOSD and authorised institutions shall process personal information lawfully, fairly, transparently and securely.

Applicable requirements may include the UK General Data Protection Regulation, the Data Protection Act 2018 and relevant national data protection legislation.

17.9.1 Personal Information

Personal information may include:

- Learner names and contact details.
- Identification information.
- Registration and attendance records.
- Assessment results.
- Certification records.
- Trainer qualifications and professional details.
- Complaints and appeals information.
- Other information necessary for legitimate programme administration.

17.9.2 Data Protection Principles

Institutions shall apply the following principles:

Lawfulness and transparency: Personal information shall be processed on an appropriate legal basis with suitable privacy information.

Purpose limitation: Data shall be used for specified and legitimate purposes.

Data minimisation: Only information reasonably necessary for the relevant purpose shall be collected.

Accuracy: Records shall be maintained accurately and updated when necessary.

Storage limitation: Personal information shall not be retained longer than necessary, subject to applicable legal and certification recordkeeping requirements.

Security: Appropriate technical and organisational safeguards shall be implemented.

Accountability: Institutions shall be able to demonstrate compliance with applicable requirements.

17.9.3 Data Sharing

Learner information may need to be shared with IBOSD for registration, assessment, verification and certification purposes.

Each institution shall ensure that such sharing has a lawful basis and is supported by appropriate privacy notices, agreements and safeguards.

Where legally required, international transfers of personal information shall be subject to appropriate transfer mechanisms.

17.10 Information Security and Digital Systems

Institutions accessing IBOSD digital systems shall implement reasonable information-security controls.

17.10.1 Minimum Security Expectations

These include:

1. Restricting system access to authorised personnel.
2. Protecting usernames, passwords and authentication credentials.
3. Using appropriate access permissions.
4. Preventing unauthorised sharing of learner records.
5. Maintaining secure backups where appropriate.
6. Protecting assessment materials from disclosure.
7. Reporting suspected cybersecurity incidents.

8. Removing system access when personnel leave or no longer require it.

17.10.2 Data Breach Reporting

Institutions shall notify IBOSD without undue delay upon becoming aware of a personal data breach or security incident that may affect IBOSD systems, learner records or certification integrity.

The institution shall cooperate with investigations and take appropriate containment and remedial measures.

Statutory reporting obligations to regulators or affected individuals shall be assessed and fulfilled by the responsible parties within applicable legal deadlines.

17.11 Learner Protection and Fair Treatment

Authorised institutions shall establish reasonable measures to protect learners from unfair treatment, exploitation and misleading practices.

17.11.1 Learner Rights

Learners shall be entitled to:

- Accurate programme information.
- Clear admission and participation requirements.
- Transparent information concerning fees and refund conditions.
- Appropriate learning support.
- Fair assessment arrangements.
- Access to applicable complaints and appeals procedures.
- Appropriate protection of personal information.
- Respectful and non-discriminatory treatment.

17.11.2 Learner Responsibilities

Learners shall:

1. Provide accurate registration information.
2. Follow institutional and programme rules.
3. Participate in required learning activities.
4. Complete assessments honestly.

5. Respect trainers, assessors and other learners.
6. Avoid plagiarism and other academic misconduct.
7. Comply with reasonable safety and conduct requirements.

17.12 Complaints Management

IBOSD recognises the importance of an accessible, fair and transparent complaints process.

A complaint is an expression of dissatisfaction concerning an institutional service, administrative action, professional conduct or other matter requiring review.

17.12.1 Matters That May Be Complained About

Complaints may concern:

- Training quality.
- Learner support.
- Misleading programme information.
- Institutional conduct.
- Administrative errors.
- Unreasonable delays.
- Discrimination or harassment.
- Improper financial practices.
- Failure to follow approved procedures.

17.12.2 Complaint Submission

Complaints should normally be submitted in writing and include:

1. Name and contact information of the complainant.
2. Institution or programme concerned.
3. Description of the complaint.
4. Relevant dates and circumstances.
5. Supporting evidence, where available.
6. Details of any earlier attempt to resolve the matter.
7. The outcome sought.

8. IBOSD may accept anonymous reports where the nature of the concern warrants investigation, although anonymity may limit the ability to investigate or communicate an outcome.

17.12.3 Complaint Resolution Process

1

Complaint received and recorded

2

Acknowledgement and initial assessment

3

Referral to appropriate responsible person

4

Investigation and evidence review

5

Decision and communication of outcome

6

Corrective action and case closure

Complaints shall be handled impartially, with appropriate confidentiality and without retaliation.

17.13 Complaint Handling Responsibilities

Complaints concerning routine ATP operations should ordinarily be addressed first through the institution's internal complaints procedure, where appropriate.

Complaints may be escalated to IBOSD where:

- The institution has failed to resolve the matter.
- The complaint concerns assessment or certification integrity.
- Serious misconduct is alleged.
- There is a significant conflict of interest.
- Learner safety or rights may be at risk.

- The institution itself is the subject of a serious compliance concern.
- IBOSD may directly investigate a complaint when the circumstances justify doing so.

An institution shall not obstruct a learner's legitimate access to IBOSD or an appropriate statutory authority.

17.14 Appeals Against Assessment and Certification Decisions

An appeal is a formal request for reconsideration of a decision made under an approved assessment, verification, certification or authorisation procedure.

17.14.1 Grounds for Appeal

An appeal may be accepted where there is credible evidence of:

1. Procedural irregularity.
2. Administrative error.
3. Incorrect application of assessment criteria.
4. Undisclosed conflict of interest.
5. Failure to consider relevant evidence.
6. Material inconsistency in the decision-making process.
7. Disagreement with an assessment result alone shall not necessarily establish valid grounds for appeal.

17.14.2 Assessment Appeals

Learners should submit appeals through the prescribed IBOSD procedure, directly or through the relevant ATP as permitted.

Appeals shall be considered by individuals who are sufficiently independent of the original disputed decision.

17.14.3 Possible Appeal Outcomes

An appeal may result in:

- Confirmation of the original decision.

- Correction of an administrative error.
- Reconsideration or independent review of evidence.
- Reassessment where justified.
- Revision of an assessment or certification decision.
- Referral for further investigation.
- An appeal shall not automatically result in a passing grade or certificate award.

17.15 Appeals Against Institutional Decisions

An authorised institution may appeal an IBOSD decision concerning:

- Refusal of authorisation.
- Restrictions on approved activities.
- Suspension of authorisation.
- Termination or withdrawal of authorisation.
- Significant compliance sanctions.
- The appeal shall identify the contested decision, grounds for appeal and supporting evidence.

Where practicable, the appeal shall be reviewed by a person or panel not directly responsible for the original decision.

Submitting an appeal shall not automatically suspend urgent protective measures imposed to safeguard learners, records or certification integrity.

17.16 Malpractice and Maladministration

IBOSD distinguishes between malpractice and maladministration.

Malpractice refers to conduct that intentionally, recklessly or otherwise improperly compromises the integrity of training, assessment, certification or institutional authorisation.

Maladministration refers to failures in administration or implementation of required procedures, whether deliberate or unintentional.

17.16.1 Examples of Malpractice

- Impersonation during assessments.

- Unauthorised assistance to learners.
- Falsification of assessment evidence.
- Deliberate manipulation of results.
- Disclosure or sale of confidential examination questions.
- Submission of fabricated practical evidence.
- Issuing fraudulent certificates.
- Deliberately misleading IBOSD auditors or assessors.

17.16.2 Examples of Maladministration

- Incorrect learner registration details.
- Failure to maintain attendance records.
- Delayed submission of required documentation.
- Incomplete assessment records.
- Failure to follow prescribed certification procedures.
- Administrative errors affecting learner outcomes.
- The classification and seriousness of each incident shall be determined after appropriate review of the evidence.

17.17 Investigation of Suspected Misconduct

IBOSD may investigate suspected malpractice, maladministration or other serious violations of its requirements.

17.17.1 Investigation Principles

Investigations shall follow the principles of:

1. Impartiality.
2. Evidence-based decision-making.
3. Confidentiality.
4. Procedural fairness.
5. Proportionality.
6. Appropriate documentation.
7. Timely resolution.

17.17.2 Investigation Powers

Subject to applicable law and contractual authority, IBOSD may:

- Request relevant documents.
- Review learner and assessment records.
- Interview relevant personnel.
- Examine digital evidence.
- Require written explanations.
- Conduct special institutional reviews.
- Temporarily restrict affected activities where necessary.
- Institutions shall cooperate with legitimate investigations and preserve relevant evidence.

17.18 Disciplinary Measures and Sanctions

Where noncompliance or misconduct is substantiated, IBOSD may apply proportionate disciplinary measures.

17.18.1 Available Measures

Measure	Possible application
Advisory notice	Minor concern requiring guidance
Formal warning	Confirmed breach requiring documented correction
Corrective action requirement	Identified procedural or quality failure
Enhanced monitoring	Repeated or significant compliance concerns
Restriction of activities	Specific programme or authorisation risks
Temporary suspension	Serious concern requiring immediate control
Withdrawal of programme approval	Significant programme-specific failure
Termination of authorisation	Serious, repeated or unresolved violations
Referral to authorities	Suspected unlawful conduct requiring external attention

The seriousness of a breach, its consequences, previous compliance history, remedial cooperation and risks to learners shall be considered when determining sanctions.

17.18.2 Immediate Protective Action

IBOSD may take urgent interim action where credible evidence indicates a significant risk to:

- Learner safety.
- Assessment security.
- Personal information.
- Certification integrity.
- The public.
- The lawful operation of the network.
- Interim action shall be reviewed as soon as reasonably practicable and shall not, by itself, constitute a final finding of misconduct.

17.19 Suspension and Termination Procedures

Suspension or termination of authorisation shall be administered in accordance with the applicable agreement and IBOSD procedures.

17.19.1 Grounds for Suspension or Termination

Grounds may include:

1. Serious academic or assessment malpractice.
2. Fraudulent or misleading institutional representations.
3. Repeated failure to comply with authorisation requirements.
4. Unauthorised certificate issuance.
5. Significant data protection violations.
6. Bribery or corruption.
7. Failure to implement mandatory corrective actions.
8. Serious misconduct involving learners.
9. Unauthorised use of IBOSD intellectual property.
10. Other material breaches of the applicable agreement.

17.19.2 Consequences of Termination

Upon termination, the institution shall, subject to applicable contractual and legal requirements:

- Cease representing itself as authorised by IBOSD.
- Discontinue unauthorised use of IBOSD branding.
- Stop enrolling new learners under the terminated authorisation.
- Secure and preserve relevant learner and assessment records.
- Cooperate with approved learner-protection arrangements.
- Return or securely dispose of confidential materials where required.
- Settle outstanding contractual obligations.
- Termination shall not automatically invalidate certificates legitimately awarded before termination.

However, IBOSD may investigate and take appropriate action concerning certificates affected by proven fraud or serious assessment irregularities.

17.20 Whistleblowing and Reporting of Serious Concerns

IBOSD encourages the responsible reporting of suspected serious misconduct, fraud, corruption, safeguarding failures and threats to certification integrity.

17.20.1 Reporting Channels

Concerns may be submitted through official IBOSD communication channels or designated compliance personnel.

Where a concern involves an institutional manager, the reporting individual may approach IBOSD directly.

17.20.2 Protection Against Retaliation

IBOSD prohibits retaliation by its authorised network participants against individuals who report genuine concerns in good faith.

Reports shall be treated confidentially to the extent reasonably possible, consistent with investigation requirements and applicable law.

Protection against retaliation does not prevent appropriate action where a report is knowingly false or malicious.

17.21 Recordkeeping and Audit Trails

Authorised institutions shall maintain adequate records demonstrating compliance with applicable requirements.

Records may include:

- Institutional registration and authorisation documents.
- Trainer approval records.
- Learner registration and attendance.
- Practical evidence and assessment records.
- Complaints and appeals.
- Corrective actions.
- Compliance reviews.
- Investigation findings.
- Certification communications.
- Retention periods shall follow applicable laws, contractual obligations and IBOSD's controlled record-retention requirements.

Institutions shall ensure records are accessible to authorised reviewers while maintaining appropriate confidentiality and security.

17.22 Compliance Training and Institutional Awareness

Authorised institutions shall ensure that personnel understand the requirements relevant to their responsibilities.

IBOSD may provide compliance guidance or orientation covering:

1. Ethical conduct.
2. Institutional authorisation limitations.
3. Assessment security.
4. Learner protection.
5. Complaints and appeals.
6. Data protection.

7. Misleading marketing and accreditation claims.
8. Reporting of misconduct.
9. Corrective action and quality improvement.
10. Institutions should incorporate these subjects into staff induction and periodic refresher activities as appropriate.

17.23 Policy Review and Amendment

IBOSD may review and update this Part to reflect:

- Legislative and regulatory changes.
- Revised quality assurance requirements.
- Developments in data protection and information security.
- Assessment and certification risks.
- Institutional compliance findings.
- Relevant international good practices.
- Amendments affecting authorised institutions shall be communicated through appropriate official channels.

Where necessary, IBOSD may issue additional controlled procedures defining complaint forms, appeal deadlines, investigation responsibilities, sanction decision-making and other operational details.

17.24 Concluding Policy Statement

The International Board of Skills and Development (IBOSD – UK Ltd.) considers ethical conduct, legal compliance, learner protection and assessment integrity essential foundations of its International Training Network.

All authorised institutions and individuals are expected to maintain professional standards that protect the interests of learners, uphold public confidence and preserve the credibility of IBOSD certification.

Institutional growth, commercial performance or network expansion shall never justify fraudulent practices, unfair learner treatment, compromised assessment decisions or misleading representations of accreditation and recognition.

IBOSD shall promote a culture of integrity, transparency, accountability and fair treatment throughout its international operations.

The governing compliance principle shall be:

“Integrity in Conduct, Fairness in Assessment, Transparency in Operations, and Accountability in Certification.”

PART 18

AUTHORISATION RENEWAL, SUSPENSION, TERMINATION, EXIT MANAGEMENT AND POST-AUTHORISATION OBLIGATIONS

18.1 Purpose and Scope

The International Board of Skills and Development (IBOSD – UK Ltd.) is committed to maintaining a credible, accountable, sustainable and quality-assured international network of authorised training institutions and professional representatives.

The purpose of this Part is to establish the policies governing the continuation, renewal, suspension, withdrawal, termination and orderly closure of authorisation arrangements within the IBOSD International Training Network.

These provisions are intended to ensure that institutional authorisation remains subject to continued compliance, operational capability, professional integrity and the protection of learners.

This Part applies, as appropriate, to:

- Authorised Training Providers (ATPs).
- Regional Outreach Training Centres (RORTCs).
- Outreach Trainers (ORTs).
- Other institutions or individuals holding formal IBOSD authorisation.
- Where provisions differ between authorisation categories, the applicable authorisation agreement, appointment letter, licence conditions or officially issued IBOSD policy shall prevail, subject to applicable law.

18.2 Nature and Continuity of IBOSD Authorisation

IBOSD authorisation represents a conditional institutional or professional permission to undertake specifically approved activities within the International Training Network.

Authorisation does not constitute permanent recognition, governmental accreditation, statutory licensing, an employment relationship or an unrestricted right to represent IBOSD.

18.2.1 Conditions for Continued Authorisation

Continued authorisation shall depend upon:

1. Compliance with the applicable authorisation agreement.
2. Maintenance of required legal and institutional status.
3. Adherence to IBOSD academic and operational requirements.
4. Maintenance of suitable personnel, facilities and resources.
5. Compliance with learner registration and assessment procedures.
6. Protection of learner interests and records.
7. Cooperation with institutional monitoring and quality assurance.
8. Fulfilment of applicable financial and administrative obligations.
9. Maintenance of ethical and professional standards.
10. Satisfactory resolution of significant compliance concerns.
11. IBOSD may review an institution's authorisation status where there is evidence that these conditions are no longer being satisfied.

18.2.2 Non-Transferability

IBOSD authorisation shall not be transferred, assigned, franchised, sublicensed or otherwise extended to another organisation or individual without prior written approval.

Changes in institutional ownership, legal identity, operating location or management control may require notification, review or fresh approval.

18.3 Authorisation Validity and Renewal

Each authorisation shall remain valid for the period specified in the applicable agreement, licence or appointment document.

Continued operation beyond the stated validity period shall be subject to renewal or other written confirmation from IBOSD.

18.3.1 Renewal Eligibility

Renewal may be considered where the institution or authorised individual demonstrates:

- Continued compliance with authorisation conditions.
- Satisfactory institutional performance.
- Maintenance of required operational capability.
- Compliance with applicable programme and assessment standards.
- Timely submission of required information.
- Resolution of outstanding corrective actions.
- Fulfilment of applicable renewal obligations.
- Absence of unresolved serious misconduct or certification-integrity concerns.
- Renewal shall not be considered automatic merely because an institution previously held IBOSD authorisation.

18.3.2 Renewal Application

An institution seeking renewal may be required to submit:

1. Updated institutional registration details.
2. Current ownership and management information.
3. Updated contact and operating-location details.
4. Evidence of continuing legal compliance.
5. Programme delivery and learner activity information.
6. Trainer and assessor details.
7. Quality assurance and corrective action records.
8. Relevant complaints and appeals information.
9. Other evidence reasonably required by IBOSD.
10. IBOSD may request additional information where justified by the institution's risk profile or operating circumstances.

18.4 Renewal Review and Decision

IBOSD shall evaluate renewal applications against the applicable authorisation requirements.

18.4.1 Renewal Evaluation

The review may consider:

Evaluation area	Review considerations
Legal status	Continued institutional registration and applicable permissions
Governance	Management accountability and institutional stability
Training operations	Programme activity and compliance with approved delivery requirements
Learner management	Registration, attendance, assessment and certification records
Trainer competence	Availability of suitably qualified and approved personnel
Quality assurance	Monitoring arrangements and corrective action effectiveness
Ethical conduct	Complaints, misconduct and compliance history
Financial obligations	Compliance with applicable contractual payment requirements
Operational continuity	Ability to maintain reliable training and learner support

18.4.2 Possible Renewal Decisions

IBOSD may:

1. Approve renewal.
2. Approve renewal subject to specified conditions.
3. Request additional evidence or corrective action.
4. Defer the renewal decision pending further review.
5. Decline renewal where applicable requirements are not satisfied.

6. Decisions shall be documented and communicated to the applicant.

Where renewal is declined, the institution shall be informed of the relevant reasons, subject to legitimate confidentiality and legal restrictions.

18.5 Renewal of Authorised Training Providers

ATPs shall maintain the institutional and operational capabilities required for their approved programmes.

18.5.1 ATP Renewal Requirements

IBOSD may consider:

- Continued suitability of the institution.
- Programme delivery records.
- Learner registration and certification activity.
- Approved trainer availability.
- Assessment and practical evidence compliance.
- Quality assurance performance.
- Learner complaints and feedback.
- Corrective action history.
- Compliance with the ATP Agreement and Handbook.

18.5.2 Programme-Specific Approval

Renewal of an ATP's institutional authorisation shall not automatically renew, expand or reinstate every programme-specific approval.

IBOSD may separately review programme authorisations where:

- Curriculum requirements have materially changed.
- Trainer approval conditions are no longer satisfied.
- Facilities or equipment are inadequate.
- Programme-specific quality concerns have arisen.
- Delivery capability cannot be demonstrated.
- An ATP shall deliver only those programmes for which it holds valid approval.

18.6 Renewal of Regional Outreach Training Centres

RORTCs shall remain responsible for fulfilling the functions and conditions specified in their authorisation.

18.6.1 RORTC Renewal Considerations

Renewal may consider:

1. Compliance with the RORTC Agreement.
2. Continued institutional or organisational eligibility.
3. Accuracy of outreach and promotional activities.
4. Maintenance of required administrative capability.
5. Cooperation with IBOSD regional coordination arrangements.
6. Proper use of IBOSD branding.
7. Institutional engagement and network development activity.
8. Compliance with ethical and financial requirements.
9. Resolution of complaints or corrective actions.

18.6.2 RORTC Authorisation Limitations

Renewal shall not confer additional authority to:

- Approve ATPs independently.
- Issue IBOSD certificates.
- Modify IBOSD certification requirements.
- Grant accreditation or regulatory recognition.
- Establish unauthorised sub-networks.
- Represent IBOSD beyond the approved scope.
- Any additional functions shall require specific written authorisation.

18.7 Renewal of Outreach Trainer Licences

ORT licences shall remain subject to their approved scope, validity and applicable licence conditions.

18.7.1 ORT Renewal Considerations

IBOSD may review:

- Professional conduct.

- Compliance with approved outreach responsibilities.
- Accuracy of representations made to prospective institutions and learners.
- Appropriate use of IBOSD promotional materials.
- Recordkeeping and reporting.
- Compliance with applicable financial obligations.
- Complaints or disciplinary findings.
- Continuing suitability for the authorised role.
- Renewal of an ORT licence shall not automatically provide trainer approval, assessor status or authority to deliver IBOSD programmes.

Such responsibilities require separate approval where applicable.

18.8 Institutional Inactivity and Non-Performance

IBOSD recognises that institutional activity may fluctuate because of market conditions, seasonal demand, operational changes and other legitimate circumstances.

However, sustained inactivity may affect the continued suitability of an authorisation.

18.8.1 Inactivity Review

IBOSD may initiate a performance review where an authorised institution:

1. Has not commenced approved activities within the applicable commencement period.
2. Has not registered learners or delivered approved programmes for an extended period.
3. Has ceased communicating with IBOSD.
4. Has failed to maintain required institutional resources.
5. Has repeatedly failed to submit required activity reports.
6. Has otherwise become operationally inactive.

18.8.2 Twelve-Month Performance Review

An authorised institution that remains inactive or fails to demonstrate meaningful authorised activity during a continuous period of twelve months may be subject to a formal continuation review.

The review shall consider the circumstances of inactivity, the institution's compliance history, learner commitments and any credible operational recovery plan.

Possible outcomes include:

- Continuation with monitoring.
- A time-bound improvement plan.
- Temporary inactive status.
- Non-renewal.
- Termination in accordance with the applicable agreement.
- Inactivity shall not automatically establish academic misconduct or poor educational quality.

However, IBOSD is not obliged to maintain indefinitely an authorisation that no longer fulfils its operational purpose.

18.9 Voluntary Surrender of Authorisation

An authorised institution or individual may request voluntary surrender of authorisation in accordance with the applicable agreement.

18.9.1 Surrender Request

A voluntary surrender request should include:

- Authorisation holder's name and identification details.
- Authorisation category.
- Proposed cessation date.
- Reason for surrender, where provided.
- Details of active learners or outstanding commitments.
- Status of pending assessments and certification applications.
- Arrangements for relevant records and confidential materials.

18.9.2 IBOSD Review

IBOSD shall review the request to identify any outstanding learner-protection, certification, contractual or compliance obligations.

Voluntary surrender shall not automatically extinguish obligations incurred before the effective surrender date.

18.10 Suspension of Authorisation

Suspension is a temporary restriction on some or all activities permitted under an IBOSD authorisation.

Suspension may be imposed where continued unrestricted operation presents a material compliance, operational or reputational risk.

18.10.1 Grounds for Suspension

Grounds may include:

1. Serious or repeated noncompliance.
2. Suspected assessment malpractice.
3. Failure to maintain required institutional capability.
4. Misleading public representations.
5. Significant learner complaints.
6. Failure to cooperate with quality assurance reviews.
7. Serious data protection or information-security concerns.
8. Noncompliance with material contractual obligations.
9. Failure to implement required corrective actions.
10. Other circumstances requiring protective intervention.

18.10.2 Scope of Suspension

IBOSD may restrict:

- New learner admissions.
- Delivery of specified programmes.
- Access to assessment systems.
- Submission of certification applications.
- Use of certain authorisation privileges.
- Outreach or promotional activities.
- Other activities within the authorised scope.
- Suspension shall be proportionate to the identified risk and communicated in writing.

18.11 Suspension Review and Reinstatement

Where appropriate, IBOSD may establish conditions for lifting a suspension.

18.11.1 Reinstatement Requirements

These may include:

- Submission of a corrective action plan.
- Evidence of remedial action.
- Replacement or retraining of relevant personnel.
- Independent assessment verification.
- Updated institutional documentation.
- Successful completion of a compliance review.
- Demonstration of restored operational capability.

18.11.2 Reinstatement Decision

IBOSD may:

1. Lift the suspension.
2. Lift the suspension subject to conditions.
3. Continue the suspension pending further action.
4. Restrict the scope of authorisation.
5. Initiate termination procedures where justified.
6. Reinstatement shall require written confirmation from IBOSD.

No institution shall resume suspended activities merely because it considers its corrective actions complete.

18.12 Termination and Withdrawal of Authorisation

Termination represents the formal ending of an authorisation relationship.

Withdrawal may involve the removal of institutional approval, programme approval or specific authorised privileges.

18.12.1 Grounds for Termination

IBOSD may terminate authorisation in accordance with the applicable agreement and law where there is:

- Serious or repeated breach of authorisation conditions.

- Proven fraud or assessment malpractice.
- Unauthorised certificate issuance.
- Deliberate misrepresentation of accreditation.
- Persistent failure to meet quality requirements.
- Serious misconduct affecting learners.
- Material breach of confidentiality or intellectual property obligations.
- Unresolved compliance failures.
- Loss of essential legal or operational eligibility.
- Other material grounds specified in the applicable agreement.

18.12.2 Termination Decision

Except where urgent protective measures are necessary, the institution should ordinarily receive written notice of the relevant concerns and an appropriate opportunity to respond.

IBOSD shall consider the available evidence, relevant representations and applicable contractual provisions before issuing a final decision.

The termination notice shall specify the effective date and relevant post-termination obligations.

18.13 Immediate Termination in Serious Cases

IBOSD may exercise immediate termination rights where permitted by the applicable agreement and law and where circumstances justify urgent action.

Such circumstances may include:

1. Deliberate certificate fraud.
2. Serious corruption or bribery.
3. Major assessment security breaches.
4. Conduct presenting an immediate and serious risk to learners.
5. Wilful misuse of IBOSD identity or authorisation.
6. Other serious breaches for which immediate termination is contractually or legally justified.
7. The reasons for immediate termination shall be documented.

The affected party shall retain any applicable rights of appeal or legal remedy.

18.14 Institutional Exit Management

The termination, expiry or voluntary surrender of authorisation shall be managed in an orderly manner.

The primary objectives of exit management are to protect learners, preserve records, prevent misleading representations and ensure proper closure of authorised activities.

18.14.1 Exit Management Stages

1

Formal notice

Confirm the cessation decision and effective date

2

Learner protection

Identify active learners and outstanding commitments

3

Assessment and certification

Review pending assessments and certification applications

4

Records and information

Secure, transfer or retain records as required

5

Branding and systems

Withdraw authorisation privileges and system access

6

Final closure

Verify completion of outstanding obligations

18.15 Protection of Existing Learners

Learner protection shall be a principal consideration whenever an authorised institution ceases operations or loses authorisation.

18.15.1 Learner Status Review

The institution shall provide IBOSD with accurate information concerning:

- Learners currently enrolled.
- Programmes and learning hours completed.
- Outstanding instructional requirements.
- Practical evidence completed or pending.
- Assessment status.
- Certification applications.
- Relevant learner complaints.
- Outstanding learner payments or contractual commitments, where relevant.

18.15.2 Learner Continuation Arrangements

Where feasible and appropriate, IBOSD may consider:

1. Completion of training under a supervised transitional arrangement.
2. Transfer to another suitable authorised institution.
3. Independent verification of completed learning and assessment evidence.
4. Rescheduling of outstanding assessments.
5. Other arrangements consistent with programme requirements.
6. Such arrangements shall depend on available resources, applicable law, learner consent where required and the circumstances of cessation.

IBOSD does not automatically assume the financial or contractual liabilities of a terminated institution.

18.15.3 Learner Certification Rights

Learners who have legitimately satisfied all applicable programme requirements before institutional closure shall remain eligible for certification, subject to successful verification and applicable procedures.

Institutional termination shall not automatically invalidate legitimately issued certificates.

Certificates affected by fraud, invalid assessment evidence or other serious irregularities may be subject to separate review.

18.16 Outstanding Assessments and Certification Applications

Where an institution ceases authorised activities, all pending assessment and certification matters shall be reviewed.

18.16.1 Assessment Evidence

Institutions shall preserve and provide access to relevant evidence, including:

- Learner registration records.
- Attendance records.
- Practical evidence documentation.
- PAEP assessment records.
- Assessor reports.
- Other required programme documentation.

18.16.2 Certification Decisions

Final certification decisions shall remain subject to IBOSD verification and approval procedures.

No institution shall issue, promise or represent that certificates have been approved where the applicable certification process has not been completed.

18.17 Post-Termination Branding and Public Representation

Following the effective termination or expiry of authorisation, the former authorisation holder shall cease representing itself as currently authorised by IBOSD.

18.17.1 Branding Restrictions

Unless otherwise permitted in writing, the former authorisation holder shall discontinue:

1. Use of the IBOSD Authorised Training Provider designation.
2. Use of the RORTC or ORT designation, as applicable.
3. Display of authorisation certificates suggesting current validity.
4. Promotional use of IBOSD logos implying continuing authorisation.
5. Advertising new IBOSD-approved programmes.
6. Claims of authority to register or certify learners through IBOSD.
7. Use of official IBOSD materials outside any surviving licence rights.

18.17.2 Historical Statements

A former authorisation holder may make truthful historical statements concerning a previous relationship with IBOSD, provided that such statements are not misleading and do not imply current authorisation.

IBOSD may require clarification or correction of public representations where necessary.

18.18 Return of Materials and Digital Access

Upon termination, expiry or surrender, institutions shall comply with applicable requirements concerning IBOSD property, confidential information and digital systems.

18.18.1 Materials

These may include:

- Confidential assessment resources.
- Controlled course materials.
- Official templates.
- Authorisation documents.
- Unused controlled certificate materials.
- IBOSD-provided digital resources.
- Other proprietary materials.

- Materials shall be returned, securely deleted or retained only as permitted by the applicable agreement and law.

18.18.2 Digital Systems

IBOSD may deactivate or restrict:

- Institutional portal accounts.
- Learner registration permissions.
- Assessment administration access.
- Certification submission privileges.
- Other digital authorisation functions.
- Access restrictions shall be implemented with appropriate consideration for lawful record preservation and learner protection.

18.19 Outstanding Financial and Contractual Obligations

Expiry, surrender, suspension or termination of authorisation shall not automatically discharge financial or contractual obligations that arose before the effective cessation date.

18.19.1 Financial Reconciliation

The parties may be required to reconcile:

- Outstanding contractual payments.
- Previously authorised learner transactions.
- Valid refunds or credits.
- Unsettled invoices.
- Other contractual liabilities.
- Applicable charges and payment conditions shall be governed by the relevant agreements and controlled fee schedules.

18.19.2 Refunds and Financial Claims

Refunds, if any, shall be determined in accordance with the applicable agreement, official refund policy and relevant law.

Nothing in this Handbook shall exclude statutory consumer rights or other legal remedies.

18.20 Record Retention After Authorisation Ends

Former authorisation holders shall retain or securely dispose of records in accordance with applicable legal, contractual and data protection obligations.

18.20.1 Records Requiring Particular Attention

These include:

1. Learner registration records.
2. Attendance and completion evidence.
3. Assessment documentation.
4. Certification-related correspondence.
5. Complaints and appeals.
6. Financial transaction records.
7. Relevant quality assurance documentation.
8. Records required for legal or regulatory purposes.

18.20.2 Confidentiality and Data Protection

Termination shall not remove applicable confidentiality or personal data protection responsibilities.

Any transfer of records to IBOSD or another authorised institution shall be conducted using appropriate legal and security safeguards.

18.21 Reapplication Following Termination or Expiry

A former authorisation holder may seek reauthorisation where permitted by IBOSD.

18.21.1 Reapplication Assessment

IBOSD may consider:

- The reasons for previous termination or expiry.
- Past compliance history.

- Evidence of corrective action.
- Current legal and institutional eligibility.
- Availability of suitable personnel and resources.
- Outstanding contractual obligations.
- Risks to learners and certification integrity.
- Suitability for renewed participation in the network.

18.21.2 Reauthorisation Decision

IBOSD may:

1. Accept a new application for assessment.
2. Require additional evidence or verification.
3. Impose appropriate conditions.
4. Decline reauthorisation where justified.
5. Previous authorisation shall not create an automatic right to reinstatement.

18.22 Appeals Against Renewal, Suspension and Termination Decisions

Authorised institutions may appeal eligible decisions in accordance with the IBOSD Appeals Procedure and applicable agreements.

18.22.1 Appeal Requirements

An appeal should identify:

- The decision being challenged.
- Grounds for reconsideration.
- Relevant supporting evidence.
- Any alleged procedural irregularity.
- The outcome requested.

18.22.2 Independent Review

Where reasonably practicable, appeals shall be reviewed by personnel not directly responsible for the original disputed decision.

The appeal outcome may confirm, vary or overturn the original decision, or direct further consideration.

An appeal shall not automatically suspend an urgent protective restriction.

18.23 Responsibilities of IBOSD and Authorisation Holders

18.23.1 IBOSD Responsibilities

IBOSD shall endeavour to:

1. Communicate authorisation requirements clearly.
2. Apply renewal and compliance procedures fairly.
3. Maintain appropriate authorisation records.
4. Provide written notification of significant decisions.
5. Consider relevant evidence and representations.
6. Protect certification integrity.
7. Apply proportionate restrictions and sanctions.
8. Support reasonable learner-protection arrangements.
9. Maintain appropriate appeals procedures.

18.23.2 Authorisation Holder Responsibilities

Authorised institutions and individuals shall:

1. Monitor their authorisation validity.
2. Submit required renewal information.
3. Maintain applicable compliance conditions.
4. Cooperate with IBOSD reviews.
5. Report material changes affecting eligibility.
6. Protect learners and institutional records.
7. Comply with suspension or termination instructions.
8. Avoid unauthorised representations.
9. Fulfil outstanding contractual obligations.

18.24 Relationship with Authorisation Agreements

This Part shall be read together with the applicable:

- ATP Agreement.
- RORTC Agreement.
- ORT Licence or Appointment Agreement.
- Programme approval conditions.
- IBOSD quality assurance policies.
- Controlled certification and administrative procedures.
- Where there is an inconsistency, applicable law shall prevail. Subject to applicable law, the executed agreement and any validly incorporated contractual terms shall govern the specific authorisation relationship.

IBOSD may issue additional controlled procedures to implement the principles established in this Part.

18.25 Concluding Policy Statement

The International Board of Skills and Development (IBOSD – UK Ltd.) recognises that institutional authorisation is a continuing responsibility rather than a permanent entitlement.

The credibility of the International Training Network depends upon the ability of authorised institutions and individuals to maintain compliance, demonstrate operational capability, protect learner interests and uphold the integrity of training and certification activities.

IBOSD shall therefore maintain appropriate mechanisms for authorisation renewal, performance review, suspension, termination and orderly exit management.

All such mechanisms shall be administered with due regard to fairness, proportionality, contractual obligations, certification integrity and the legitimate interests of learners.

The governing principle shall be:

“Authorisation Through Compliance, Continuity Through Performance, and Credibility Through Accountability.”

PART 19

HANDBOOK GOVERNANCE, POLICY INTERPRETATION, DOCUMENT CONTROL, AMENDMENTS AND FINAL INSTITUTIONAL PROVISIONS

19.1 Purpose and Scope

The International Board of Skills and Development (IBOSD – UK Ltd.) recognises that effective governance, consistent policy interpretation, transparent institutional communication and systematic document control are essential to the integrity and long-term sustainability of its International Training Network.

The purpose of this Part is to establish the governance arrangements governing the interpretation, administration, revision, distribution and implementation of this Handbook.

This Part also defines the relationship between the Handbook and other official IBOSD documents, the responsibilities of authorised institutions and individuals, and the principles governing the continued development of the IBOSD International Training Network.

These provisions apply to all categories of authorised network participants, including:

- Authorised Training Providers (ATPs).
- Regional Outreach Training Centres (RORTCs).
- Outreach Trainers (ORTs).
- Approved trainers, assessors and verifiers, where applicable.
- Other institutions or individuals operating under formal IBOSD authorisation.

- The provisions shall be read together with the applicable authorisation agreements, programme approval conditions, quality assurance requirements and officially issued IBOSD policies.

19.2 Status and Authority of the Handbook

The IBOSD International Training Network Handbook serves as the principal public-facing policy and operational guidance document for the International Training Network.

It establishes the general standards, responsibilities and procedures expected of authorised institutions and individuals.

19.2.1 Institutional Authority

The Handbook is issued under the authority of IBOSD – UK Ltd.

Its implementation shall be subject to the governance arrangements and delegated responsibilities approved by IBOSD.

19.2.2 Application of Handbook Requirements

Authorised institutions shall comply with the provisions applicable to their respective authorisation categories.

The Handbook shall not be interpreted as granting rights or privileges beyond those expressly approved under the relevant authorisation agreement.

19.2.3 Relationship with Applicable Law

Nothing in this Handbook shall override applicable legislation, statutory rights, regulatory requirements or legally binding obligations.

Where a provision conflicts with applicable law, the relevant legal requirement shall prevail.

19.3 Governance and Policy Oversight

IBOSD shall maintain appropriate governance arrangements for the development, approval, implementation and review of International Training Network policies.

19.3.1 Board of Governors

The IBOSD Board of Governors may provide strategic guidance and professional advice concerning:

1. International skills-development priorities.
2. Institutional quality and educational standards.
3. Industry relevance of programmes.
4. Professional and ethical expectations.
5. International network development.
6. Institutional credibility and stakeholder confidence.
7. Opportunities for educational improvement.
8. Unless expressly delegated, the Board of Governors shall function in an advisory capacity and shall not independently exercise statutory company-director powers, approve institutions, award certificates or determine disciplinary outcomes.

19.3.2 Executive Management

IBOSD executive management shall be responsible for implementing approved institutional policies and maintaining effective operational arrangements.

Responsibilities may include:

- Institutional authorisation administration.
- Programme approval coordination.
- Quality assurance and compliance monitoring.
- Assessment and certification oversight.
- Network development.
- Institutional communication.
- Policy implementation.
- Document control and records management.

19.3.3 Delegation of Authority

IBOSD may delegate specific functions to designated officers, committees, regional representatives or authorised personnel.

Delegated authority shall be clearly defined and documented.

No individual or institution shall assume powers beyond those formally assigned.

19.4 Interpretation of Handbook Provisions

IBOSD shall be responsible for providing official clarification of its policies and requirements.

19.4.1 General Interpretation Principles

Handbook provisions shall be interpreted according to:

Purpose: The intended educational, quality assurance or operational objective.

Consistency: Alignment with other applicable IBOSD policies and agreements.

Fairness: Reasonable and non-discriminatory application.

Proportionality: Consideration of institutional size, operational scope and risk.

Transparency: Clear communication of applicable requirements.

Learner protection: Preservation of legitimate learner interests.

Certification integrity: Protection of the reliability and credibility of IBOSD awards.

19.4.2 Requests for Clarification

Authorised institutions may request clarification concerning:

- Institutional authorisation conditions.
- Programme approval requirements.
- Trainer nomination and approval.
- Learner registration procedures.
- Assessment responsibilities.
- Certification requirements.
- Quality assurance obligations.
- Branding and public representations.
- Renewal and compliance procedures.

- Requests should be submitted through official IBOSD communication channels.

Material clarifications affecting multiple institutions may be communicated through formal circulars, guidance notes or Handbook amendments.

19.5 Hierarchy of IBOSD Documents

The International Training Network operates through a coordinated framework of institutional documents.

The following hierarchy shall guide interpretation, subject to applicable law and the terms of executed agreements.

Document	Principal purpose
Applicable laws and regulations	Establish mandatory legal requirements
Executed authorisation agreements	Define contractual rights and obligations
Official IBOSD policies	Establish institutional standards
International Training Network Handbook	Provide general network-wide requirements and guidance
Programme specifications	Define programme-specific learning and assessment requirements
Controlled operational procedures	Establish detailed implementation processes
Official fee schedules	Define applicable commercial and administrative charges
Guidance notes and templates	Support consistent implementation

Where two documents appear inconsistent, the institution shall seek written clarification from IBOSD.

An informal communication shall not amend an executed agreement unless the amendment is validly authorised and made in accordance with the applicable contractual requirements.

19.6 Document Control Framework

IBOSD shall maintain a document control system to ensure that official policies and procedures remain identifiable, current, accessible and appropriately protected.

19.6.1 Document Identification

Controlled documents should include, as appropriate:

1. Document title.
2. Document identification number.
3. Version or revision number.
4. Effective date.
5. Document owner.
6. Approving authority.
7. Review date.
8. Distribution classification.
9. Revision history.

19.6.2 Document Classification

IBOSD documents may be classified as:

Public: Documents approved for unrestricted publication.

Institutional: Documents intended for authorised network participants.

Controlled circulation: Documents distributed to designated institutions or personnel for specific operational purposes.

Confidential: Documents containing restricted commercial, assessment, personal or institutional information.

The International Training Network Handbook is intended as a public-facing document.

Confidential learner certification charges, internal commercial arrangements, restricted assessment materials and other controlled information shall be maintained separately.

19.7 Version Control and Revision Management

IBOSD shall maintain arrangements for identifying and managing revisions to the Handbook.

19.7.1 Version Numbering

A structured version numbering system may be adopted.

For example:

Version	Description
1.0	First formally approved edition
1.1	Minor clarification or administrative amendment
1.2	Additional minor policy revision
2.0	Major revision or substantially updated edition

Version numbers shall be assigned through the official document control process.

19.7.2 Revision History

A revision register should record:

- Version number.
- Date of amendment.
- Sections amended.
- Summary of changes.
- Approving authority.
- Effective date.
- Superseded versions shall be archived where necessary for legal, contractual, audit or historical purposes.

19.8 Policy Review and Amendment

IBOSD may review and amend the Handbook to maintain its relevance, accuracy and effectiveness.

19.8.1 Reasons for Amendment

Amendments may arise from:

1. Changes in legislation or regulatory requirements.
2. Changes in institutional governance.
3. Developments in international skills education.
4. Quality assurance findings.
5. Assessment and certification improvements.
6. Feedback from authorised institutions.
7. Learner complaints or appeals.
8. Technological developments.
9. International network expansion.
10. Strategic decisions approved by IBOSD.

19.8.2 Amendment Approval

Material amendments shall be reviewed and approved by the designated IBOSD authority before publication.

Where amendments affect contractual rights or obligations, implementation shall be subject to applicable agreement terms and law.

19.8.3 Implementation of Amendments

IBOSD may establish reasonable implementation periods for significant operational changes.

Urgent amendments may take effect sooner where necessary to comply with law or protect learners, assessment security or certification integrity.

19.9 Communication of Policy Changes

IBOSD shall communicate significant policy changes through appropriate official channels.

These may include:

- Official institutional email.
- IBOSD website notices.

- Authorised institutional portals.
- Formal circulars.
- Revised Handbook editions.
- Online institutional briefing sessions.

19.9.1 Responsibilities of Authorised Institutions

Authorised institutions shall maintain current official contact information and take reasonable steps to review communications affecting their authorisation.

Institutions shall communicate relevant changes to their trainers, administrators, assessors and other affected personnel.

19.9.2 Effective Dates

Policy changes shall become effective on the date specified in the relevant official notice or revised document, subject to applicable law and contractual requirements.

19.10 Official Communication and Institutional Representation

IBOSD shall maintain recognised channels for official institutional communication.

19.10.1 Authorised Communications

Official decisions concerning the following matters shall require communication through an approved IBOSD channel:

1. Institutional authorisation.
2. Programme approval.
3. Trainer or assessor approval.
4. Assessment and certification decisions.
5. Suspension or termination.
6. Significant compliance findings.
7. Contractual amendments.
8. Material policy changes.

19.10.2 Unauthorised Commitments

No ATP, RORTC, ORT, regional representative or other network participant shall make commitments on behalf of IBOSD beyond the authority expressly delegated.

Statements made by unauthorised individuals shall not automatically bind IBOSD.

19.11 Official Website and Public Information

IBOSD shall use its official website and designated communication channels to provide information concerning its activities and authorised services.

Official website: www.ibosd.org

The official website may provide information concerning:

- Institutional identity.
- Available programmes.
- Authorisation opportunities.
- Approved network arrangements.
- Membership services.
- Policies and public notices.
- Contact and communication channels.
- Institutions should verify current information through official sources before making significant public representations.

Information published on third-party websites shall not automatically constitute an official IBOSD statement.

19.12 Use of IBOSD Name, Identity and Branding

The IBOSD name, official logos, certificates, institutional designations and associated branding shall be used only in accordance with applicable permissions.

19.12.1 Branding Responsibilities

Authorised institutions shall:

- Use approved IBOSD logos without unauthorised alteration.
- Display the correct institutional designation.

- Avoid misleading accreditation claims.
- Follow applicable certificate and promotional templates.
- Respect restrictions on third-party accreditation marks.
- Discontinue unauthorised branding after expiry or termination.

19.12.2 Institutional Identity

The official institutional name shall be represented as:

International Board of Skills and Development (IBOSD – UK Ltd.)

The registered company name and legal particulars shall be used accurately where required.

Authorised institutions shall not independently modify the meaning or expansion of the IBOSD name.

19.13 Institutional Records and Documentation

Authorised institutions shall maintain records necessary to demonstrate compliance with applicable IBOSD requirements.

These may include:

1. Authorisation agreements.
2. Programme approvals.
3. Trainer approval records.
4. Learner registration records.
5. Attendance and training delivery evidence.
6. Practical evidence and assessment records.
7. Certification communications.
8. Quality assurance records.
9. Complaints and appeals.
10. Corrective action documentation.
11. Records shall be maintained securely and made available to IBOSD where legitimately required and permitted by law.

19.14 Institutional Responsibility for Handbook Implementation

Each authorised institution shall ensure that relevant personnel understand and comply with the applicable Handbook provisions.

19.14.1 Institutional Management

Institutional management shall be responsible for:

- Communicating relevant policies.
- Allocating appropriate resources.
- Maintaining compliance arrangements.
- Monitoring institutional performance.
- Addressing identified nonconformities.
- Protecting learner interests.
- Cooperating with IBOSD quality assurance.

19.14.2 Trainers and Assessors

Trainers and assessors shall comply with requirements concerning:

- Approved programme delivery.
- Learning outcomes.
- Learning hours.
- Practical evidence.
- Assessment integrity.
- Professional conduct.
- Learner support.
- Confidentiality.

19.14.3 Administrative Personnel

Administrative personnel shall follow approved procedures for registration, documentation, communication and certification administration.

19.15 Institutional Acknowledgement and Acceptance

IBOSD may require authorised institutions to acknowledge receipt and understanding of the Handbook.

19.15.1 Acknowledgement Requirements

An acknowledgement may confirm that the institution:

1. Has received the applicable Handbook.
2. Understands its authorisation category.
3. Will comply with relevant requirements.
4. Will communicate applicable policies to its personnel.
5. Will maintain appropriate institutional records.
6. Will cooperate with authorised quality assurance activities.
7. Understands the limitations of its authorisation.
8. Will observe subsequent validly issued amendments.

19.15.2 Relationship with Agreements

Acknowledgement of the Handbook shall not independently create an authorisation relationship.

Formal authorisation shall remain subject to the applicable agreement, approval process and official appointment or authorisation confirmation.

19.16 Institutional Independence and Legal Relationship

Unless expressly provided otherwise in a written agreement, authorised institutions operate as independent legal entities or independent professional service providers.

19.16.1 No Automatic Agency or Employment Relationship

Authorisation shall not, by itself, create:

- An employment relationship with IBOSD.
- A legal partnership.
- A joint venture.
- A franchise relationship.
- Authority to bind IBOSD contractually.
- Ownership rights in IBOSD.
- Authority to act as a statutory or regulatory representative.

19.16.2 Institutional Liability

Each institution remains responsible for its own operations, personnel, premises, statutory obligations and contractual commitments, subject to applicable law and any express agreement with IBOSD.

Nothing in this Handbook shall exclude or limit liability where such exclusion or limitation is prohibited by law.

19.17 Governing Law and Dispute Resolution

The governing law and dispute resolution arrangements applicable to an authorisation relationship shall be determined by the relevant executed agreement.

19.17.1 Internal Resolution

Where appropriate, parties should initially seek to resolve operational or contractual disagreements through formal communication and good-faith discussions.

19.17.2 Formal Dispute Resolution

Unresolved disputes may be referred to the mechanisms specified in the applicable agreement, subject to mandatory legal requirements.

This Handbook shall not independently establish a different governing law, court jurisdiction or arbitration arrangement from that validly agreed by the parties.

19.18 Limitation of Institutional Representations

IBOSD shall endeavour to maintain accurate and current information concerning its programmes, authorisations and services.

However, authorised institutions shall independently verify matters affecting their legal and commercial operations.

19.18.1 No Employment Guarantee

IBOSD certification shall not be represented as guaranteeing employment, promotion, professional licensing or immigration benefits.

19.18.2 No Automatic Governmental Recognition

IBOSD institutional authorisation or certification shall not automatically constitute governmental accreditation, national qualification-framework recognition or university equivalency.

19.18.3 External Recognition

Any external accreditation, endorsement, membership or recognition shall be represented only within its verified scope and validity.

Authorised institutions shall not extend the status of one approved programme to unrelated programmes without supporting evidence.

19.19 International Applicability

IBOSD recognises that its International Training Network may operate across jurisdictions with differing educational, commercial, employment and regulatory requirements.

19.19.1 Local Compliance

Authorised institutions shall comply with applicable requirements in their countries of operation.

19.19.2 Regional Adaptation

IBOSD may approve appropriate regional adaptations concerning:

- Language of delivery.
- Cultural and professional context.
- Industry-specific examples.
- Local regulatory references.
- Learning support arrangements.
- Administrative implementation.
- Such adaptations shall not compromise approved learning outcomes, mandatory learning hours, assessment standards or certification integrity.

19.19.3 International Consistency

IBOSD shall seek to maintain consistent educational and certification requirements across its authorised network while recognising legitimate regional differences.

19.20 Severability and Continuing Validity

If any provision of this Handbook is determined to be invalid, unlawful or unenforceable, that determination shall not automatically invalidate the remaining provisions.

The affected provision shall be addressed in accordance with applicable law and the relevant contractual arrangements.

Other provisions shall continue to apply to the extent legally permissible.

19.21 No Waiver of Rights

Failure or delay by IBOSD to enforce a particular Handbook requirement shall not automatically constitute a permanent waiver of that requirement or any related contractual right.

Any formal waiver shall be subject to the applicable agreement and shall be issued by an appropriately authorised representative.

19.22 Future Development of the International Training Network

IBOSD may introduce new institutional categories, programmes, professional services, quality assurance arrangements and international initiatives as part of its strategic development.

Such developments may include:

- Additional skills-development programmes.
- New institutional collaboration models.
- Regional coordination arrangements.
- Digital learning and assessment services.
- Professional development opportunities.
- Industry-specific certification pathways.
- Institutional quality enhancement initiatives.
- International educational partnerships.
- Any new authorisation rights or obligations shall be established through appropriate official documentation.

Existing authorisation holders shall not automatically acquire new privileges unless expressly approved.

19.23 Final Institutional Commitment

The International Board of Skills and Development (IBOSD – UK Ltd.) is committed to developing an international skills and professional development network founded upon educational quality, institutional integrity, transparent governance and responsible collaboration.

IBOSD recognises that the credibility of an awarding and certification organisation depends not merely upon the number of programmes or institutions within its network, but upon the consistent application of meaningful standards and the demonstrable competence of learners.

Accordingly, IBOSD shall endeavour to:

1. Promote accessible and industry-relevant skills education.
2. Maintain appropriate training and assessment standards.
3. Protect the integrity of certification decisions.
4. Encourage responsible international network development.
5. Support institutional capability and professional improvement.
6. Maintain fair and transparent authorisation arrangements.

7. Strengthen learner confidence and stakeholder trust.
8. Respond appropriately to changing industry and educational needs.
9. Promote ethical and accountable institutional practices.
10. Pursue continuous improvement in its systems and services.

19.24 Final Declaration

This Handbook establishes the overarching institutional policy framework for participation in the IBOSD International Training Network.

All authorised institutions and individuals are expected to observe the requirements applicable to their respective roles and to contribute positively to the integrity, effectiveness and sustainability of the network.

IBOSD reserves the right to administer, interpret and revise its policies within the limits of applicable law and contractual obligations.

The continued development of the International Training Network shall be guided by educational quality, professional competence, institutional accountability and responsible international collaboration.

The guiding institutional commitment shall be:

“Developing Skills, Strengthening Institutions, Advancing Professional Competence, and Building Global Confidence in Certification.”

19.25 Handbook Approval and Publication Record

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Approved by: Founder & Global President, IBOSD – UK Ltd., subject to the company's approved delegation of authority.

FINAL AUTHORISATION

Dr. Saju Mathew

Founder & Global President

International Board of Skills and Development (IBOSD – UK Ltd.)

Signature: _____

Date: _____

End of Hand book