

LASER Centre and Individual Approval Policy and Procedures

Policy Statement

Any centre wishing to offer Laser Learning Awards (LASER)¹ provision must first be approved by LASER.

In addition, in some cases (including but not necessarily limited to centres offering Security Industry Association ("SIA") licence-linked qualifications in the security sector under LASER's 'Trident Awards' brand) individuals at the relevant centre must be approved by LASER before delivering and/or assessing any LASER provision. The criteria for approving individuals is set out in this policy. All centres will be advised if this is the case for any provision they wish to offer.

LASER is fully committed to doing everything it reasonably can to maintain its own compliance with regulatory authorities' requirements and takes a risk-based approach to decision-making in relation to approval of both centres and individuals involved with those centres. As a result, application for approval, whether for centre approval or for an individual to be approved to a specific role, does not guarantee that approval will be given.

This policy sets out key factors which will be taken into consideration when an application for approval is received by LASER.

Policy Relevance

This policy outlines the key considerations which will be given to applications for approval by LASER, whether for centre approval or for approval of an individual to a specific role eg approved trainer, and gives some of the reasons why an application may be refused.

Policy Responsibility and Review

This policy is the responsibility of the LASER Quality Manager, and will be reviewed by December 2022 at the latest.

Applications for Centre Approval

Applications for approval of a centre to deliver LASER provision are made via the LASER website (www.laser-awards.org.uk) initially, and then by following the procedure you will be given.

The following considerations will be taken into account when reviewing an application for centre approval:

- Centre's resources including physical, professional and financial, relevant to provision to be offered.
- Knowledge, understanding, qualifications and experience of centre staff relevant to provision to be offered.
- Centre staff's understanding of the issues and requirements around general qualification regulation and delivery, assessment and awarding of qualifications.
- Any specific regulatory requirements relevant to the provision being offered, and the centre's ability to meet these requirements (eg SIA requirements for centres delivering licence-linked qualifications in the security industry).
- Completeness and accuracy of application, including all required supplementary information.
- Ease of communication with, and responsiveness of, centre staff.
- Any previous history of LASER working with the centre, any centre staff, or any associated centre.
- Any previous withdrawal of approval of the centre making the application or any associated centres, or any centre with which the head of centre or other contact has been associated, by any Awarding Organisation.
- Ability of the centre and individuals connected with it to represent the LASER name and uphold its reputation.

Approval may be deferred subject to certain conditions being met within given timescales, eg development of appropriate policies, or staff training. Any number of conditions may be set, as appropriate and necessary. Where this involves any extra visits to the centre by LASER, the centre will be charged at the rates set out in the current LASER Pricing Policy and published on the LASER website. LASER staff may be able to provide development support, at the rates set out in the current LASER Pricing Policy and published on the LASER website. All fees are non-refundable.

¹ All references to LASER in this document also refer equally to Trident Awards, which is the brand name for LASER's work in the security industry.

Approval may be refused, at LASER's discretion, at any stage of the application process, including but not limited to any of the following reasons, which may rely upon information received in confidence (but which shall not be shared with the relevant centre) from regulatory authorities or other Awarding Organisations:

- Centre's failure to meet the stated requirements (regulatory or otherwise) for the provision to be offered, eg insufficient resources such as staff with relevant qualifications and experience.
- Centre staff's lack of understanding of the issues and requirements around general qualification regulation and delivery, assessment and awarding of qualifications, as relevant to the provision to be offered.
- Failure to disclose all relevant information at the time of application or at any time during the application process, eg information about withdrawal or suspension of approval of centre and/or associated individuals, by any Awarding Organisation.
- Difficulty in establishing positive and responsive communication with centre staff.
- Previous withdrawal of approval of centre and/or any individuals connected with it, by any Awarding Organisation.
- Failure to comply with conditions set within set timescales.
- Failure to pay invoices within the given timeframe.
- Where, acting reasonably, LASER has doubts that the centre and/or any individuals connected with it is able or willing to comply with any regulatory and/or other requirements placed upon it.
- Where, acting reasonably, LASER believes that the integrity of its awards and/or its reputation may be at risk by association with the centre and/or any individuals connected with it.
- Where, acting reasonably, LASER believes the centre and/or any individuals connected with it may compromise the ability of LASER to comply with any legal and/or regulatory requirements upon LASER.

Notwithstanding that LASER will endeavour to comply with any relevant legal requirements or regulatory requirements, whether any approval is given or refused by LASER is ultimately at LASER's discretion and the factors listed above are not exhaustive. The reputation of LASER (and the merit of any LASER provision(s) awarded) depends in part on the centres and individuals involved.

When considering any application, the factors listed above are not exhaustive and LASER shall have the sole right to determine if there are any other relevant factors to be taken into account and the extent to which any centre has met them. This could include factors that only become apparent to LASER during the application process. If there are such other relevant factors then LASER will not be obliged to provide the relevant centre with prior notice before making its determination, but will include such factor(s) if relevant to the reason(s) an application is refused.

In addition, if a centre is applying in circumstances where LASER's approval had previously been withdrawn for any reason, then there may be further steps or criteria to be met, as determined by LASER.

Where an application is refused, the reason for refusal may be given but no further details will be supplied.

Where an application is refused before the application fee is payable, no fee will be charged. Where an application is refused after the application fee has been paid, no refund will be given.

Any information which comes to light after an application has been made, or after approval has been granted, which shows the original application to have included false or incomplete information, may result in the immediate withdrawal of approval of the centre and any individuals who have submitted the false or incomplete information, and/or other sanctions.

Applications for Individual Approval to a Specific Role

Applications for approval of an individual to a specific role eg approved trainer to deliver SIA licence-linked qualifications in the security sector under LASER's Trident Awards brand, must be submitted by the centre at which the individual wishes to hold the approved role. All communication during the application process will be with the centre making the application and not with the individual, except for confirming with the individual that they have agreed to the application.

Any application in relation to an individual will be submitted and completed via the relevant centre. LASER will not process requests submitted by individuals. As such, the relevant relationship is between the centre and the individual,

but whether or not any particular individual is approved by LASER in relation to a particular centre is at LASER's discretion.

The following considerations will be taken into account when reviewing an application for approval of an individual to a specific role:

- Knowledge, understanding, qualifications and experience of individual relevant to specific role.
- Understanding of the issues and requirements around general qualification regulation and delivery, assessment and awarding of qualifications, as relevant to the role.
- Any specific regulatory requirements relevant to the specific role, and the individual's ability to meet these requirements (eg SIA requirements for trainers delivering licence-linked qualifications in the security industry).
- Completeness and accuracy of application, including all required supplementary information.
- Any previous history of LASER working with the individual in any capacity.
- Any previous history of withdrawal of approval of the individual or any centres with which the individual has been associated, by any Awarding Organisation.
- Ability of the individual to represent the LASER name and uphold its reputation.

In addition, approval may be deferred subject to certain conditions being met within given timescales (eg training). Any number of conditions may be set, as appropriate and necessary (as determined by LASER). Where this involves any extra visits to the centre by LASER, the centre will be charged at the rates set out in the current LASER Pricing Policy and published on the LASER website. LASER staff may be able to provide development support, at the rates set out in the current LASER Pricing Policy and published on the LASER website. All fees are non-refundable.

Approval may be refused at LASER's discretion at any stage of the application process, including but not limited to any of the following reasons, which may rely upon information received in confidence (but which shall not be shared with the relevant centre or individual) from regulatory authorities or other Awarding Organisations:

- Individual's failure to meet the stated requirements (regulatory or otherwise) for the role, eg required qualifications or work experience not held.
- Individual's lack of understanding of the issues and requirements around general qualification regulation and delivery, assessment and awarding of qualifications, as relevant to the role.
- Failure to disclose all relevant information at the time of application or at any time during the application process, eg information about withdrawal or suspension of approval of the individual or any centre with which they have been associated, by any Awarding Organisation.
- Previous withdrawal of approval of centre and/or any individuals connected with it, by any Awarding Organisation.
- Failure by the centre or individual to comply with conditions set within given timescales.
- Failure of the centre to pay invoices within the given timeframe.
- Where, acting reasonably, LASER has doubts that the individual is able or willing to comply with any regulatory and/or other requirements placed upon them.
- Where, acting reasonably, LASER believes that the integrity of its awards and/or its reputation may be at risk by association with the individual.
- Where, acting reasonably, LASER believes the individual may compromise the ability of LASER to comply with any legal and/or regulatory requirements upon LASER.

Notwithstanding that LASER will endeavour to comply with any relevant legal requirements or regulatory requirements, whether any approval is given or refused by LASER is ultimately at LASER's discretion and the factors listed above are not exhaustive. The reputation of LASER (and the merit of any LASER provision(s) awarded) depends in part on the centres and individuals involved.

When considering any application, the factors listed above are not exhaustive and LASER shall have the sole right to determine if there are any other relevant factors to be taken into account and the extent to which any individual has met them. This could include factors that only become apparent to LASER during the application process. If there are such other relevant factors then LASER will not be obliged to provide the relevant centre (or individual) with prior notice before making its determination, but will include such factor(s) if relevant to the reason(s) an application is refused.

Where an application is refused, the reason for refusal may be given but no further details will be supplied.

Any information which comes to light after an application has been made, or after approval has been granted, which shows the original application to have included false or incomplete information, may result in the immediate withdrawal of approval of the individual, and/or other sanctions.

Appeals

LASER operates an Appeals Policy and Procedure, available on its website, which may be invoked under certain circumstances, subject to the appeal being within the scope of the policy. Please refer to the LASER Appeals Policy and Procedure for further details.

Policy Approval

Approved internally by Deputy CEO 17.10.2018

Approved externally by Quality Committee 02.11.2018