

Registration & Exam Checks

About this policy

The following policy outlines the registration process in person, online or via third party and also outlines the importance of identity checks for candidates who enroll on **Upgrade Me Training (“UGMT”)** courses.

“UGMT” understands that identity checks within the security industry are vital, and this applies especially at the first stage of the process: as a candidate starts their journey with us into the industry, it is vital that they attend the course with appropriate identity documents, as detailed by the awarding body and the SIA. The negative consequences of terrorists and known criminals obtaining SIA badges cannot be underestimated.

ID Checks

when courses are booked, all candidates are sent the requirement ID list set out by the Awarding body for the corresponding course (*for example for Door supervisor course they are sent a list of group A and Group B documents that are required for the course to be completed and the exams to be undertaken*)

On the first day of the course trainers will be responsible for checking that the candidates have the appropriate identity documents. The spelling of their names will be checked on the electronic/manual registration form, and it will be ensured that spellings and name formats match what is on their required ID. If a candidate does not have the correct documents, it will be investigated why, and they will be given a chance to bring in the correct documentation on the second day. If the course is a 1 day course i.e. APLH then they will be sent home and they will have to rebook course and bring correct documentation. Under no circumstances will they be allowed to attend course without the correct documentation. If their identity cannot be verified then the candidates’ awarded credits and qualifications would not be valid.

On some courses (*i.e. SIA door supervisor course*) it is required the candidates bring in two passport sized pictures, this will help verify their identity visually: the candidate supplies one picture for their candidate information sheet, filled in on the first morning, and offers proof on the candidate who attended the course on the first day. The second picture is required for their exam paperwork on the last day, this helps verify that the candidate who did the course is the candidate who did sit the exams. All of this is an important part of quality assurance.

Also on a daily basis, candidates will be required to sign in and sign out, this will help provide evidence that they attended the course for the required number of contact hours.

Registration

In person:

1. The potential Learner / Candidate will be able to book courses in person before paying for the course the following forms/documents will be filled out in person and/or provided to “UGMT”
 - Course Registration form
2. They will then pay for the course in full by cash or by card then their place will be held on the course.
3. They will be given a hard copy of course details and have an email sent with details of when the course will take place, lists of required ID documents needed, Times, or any prior learning that has to be done before they attend etc.

Online:

1. The potential Learner / Candidate will be able to book courses online there will be the following form/s to fill out before being taken to the payment page.
 - Course Registration form
2. Once at the payment page they will pay using whatever payment facility is available to them.
4. They sent an email with details of when the course will take place, lists of required ID documents needed, Times, or any prior learning that has to be done before they attend etc.

Registration by Third party ie “GET-LICENSED”:

“UGMT” will only work reputable companies any bookings that come through third party will be processed by their

own Registration procedure. “UGMT” will only take bookings from third parties that have a high level of quality assurance and follow the correct registration and Identity check procedures. Then information will then be passed onto “UGMT” via Email for the details of the booking and Learners/ candidates will be put on relevant course for which they booked for

Exam Policy

The exams are of utmost importance, this is where the candidate aims to arrive at, fully prepared and confident of a successful outcome. “UGMT” Training understands that even the best of candidates can suffer from exam nerves, and will do its best to thus provide a safe and secure environment for the exams to take place, fully in accordance with the Trident Exam Handbook and regulatory requirements.

The exam invigilator will be trained and instructed to conduct the exam process with integrity and honesty, allowing all candidates equal opportunity to demonstrate their abilities. They will be responsible for

- a) Preventing candidate malpractice
- b) Preventing any problems with paperwork
- c) Ensuring that identity requirements are met
- d) Observe all the candidates in the class and not to be distracted by other work or tasks.

“UGMT” Training will ensure that exams take place in suitable venues to allow the candidates to have a fair and equal chance of exam success. To that end venues will be assessed taking into account their size, lighting, ventilation and levels of intrusive noise.

Each Award-body will have its own Candidate Form (i.e. Trident Awards Candidate form) this form will be filled out by each candidate taking the exam. Each course ID and photo checks will be done in according to the standards set out by the relevant awarding body for that particular course.

To ensure there is no problem on the day of the ID requirement will be clearly stated in the email sent out to them once they have registered for the course. This will also be back up by the trainer checking they have the correct ID's with them on the first day in the morning of the course and will be advised accordingly if any document will not be accepted or if there is anything missing for that they will need for the last day.

In the event the trainer or employee of “UGMT” is not sure on something they will contact the awarding body for confirmation of standards that have been set.

Each candidate will be seated 1.25 meters apart the room will have the following mandatory signs.

- Mobile phones switched off
- Appeals / Complaints Procedure
- “Quite Exam In Progress sign”
- A Clock facing all the student.
- emergency/evacuation procedures notice

Invigilator will inform candidates that they must follow the exam regulations, and open the sealed exam papers in front of the candidates (which will be kept in a secure office/safe in the venue until the start of the exams). During the exams they will quietly move around the room, to prevent cheating and any distractions, and also give regular time checks.

He/she will go through the exam process with the candidates, on a board will show examples of how to use the answer papers and will explain what to do once exam is finished.

Before commencing exam they will write down the following pieces of information for the candidates on the board available for them to see during the test.

- Exam Paper no:
- How many questions
- How long they have to answer the questions
- Start and finish time of exam

On Completion the following will be placed in and envelope then sealed

- Individual Candidate forms (if applicable)
- Candidate list (if applicable)
- Candidate resit list (if applicable)
- Candidate Answer sheets for theory test (if applicable)
- Practical observation sheets (if applicable)

Then invigilator will send off to awarding body to be marked