

# Learner Confidentiality Policy

Best Practice Training & Development Ltd needs to hold relevant and current information about our learners and their training and career plans in order to provide services within the standards laid down by:

- Awarding Organisations
- The Qualifications and Curriculum Authority's various codes of practice
- Government-funding agencies and funding partners

All personal information is kept secure and is treated as strictly confidential. We will not disclose any information to any third party except in the following circumstances:

- Where we are required to do so by law
- Where we have the learner's prior consent or the learner has asked us to do so
- Where we are instructing our employees or agents to provide services on our behalf
- When we are required to do so by the learner's employer (if applicable)
- When we are required to do so by the funding partner (if applicable)
- When we are required to do so by the Awarding Organisation
- When we believe the learner may be experiencing abuse or neglect either in a family, employer or community setting (see below).

Under the Data Protection Act 2018, our learners have the right to receive a report of the personal information held about them.

This information can be requested by writing to the Quality Manager at the following address:

Best Practice Training & Development Ltd  
First Floor, Centre Block  
Hille Business Centre  
132a St Albans Road  
Watford  
WD24 4AE

If any data is inaccurate it will be corrected without delay. In general, the personal data we keep is comprised of:

- Information supplied during enrolment such as contact details, age and gender, chosen course, and any additional support needs requested
- Learner progress during the course
- The voluntarily supplied details of previous employment and qualifications
- Future employment and training plans from their learner induction form

As a general rule the only documentation we keep through which learners could be identified are initial assessments, enrolment/registration forms and portfolios of work.

These documents are kept in secure storage at all times and learners are entitled to check that these documents are kept confidential.

Best Practice Training & Development Ltd is registered under the Data Protection Act and will only share the information it has about learners with other agencies who have agreed rights of access.

These are:

- The Awarding Organisation (e.g. Standards Verifiers)
- The funding partner where a learner enrolled on the programme (if applicable)
- The learner's employer (for Workplace learning)

## **Disclosure of Abuse and Reporting Concerns**

*This is the responsibility of all our staff.*

If any member of staff has a concern of a safeguarding or child protection nature about a learner, they have a responsibility to share this information and inform the Safeguarding Leads of Best Practice Training & Development Ltd.

Where this is the case, information will be reported on the same day on a Concern/Incident form. The staff member will be required to prepare a clear, precise and factual account of any observations made and/or actual words spoken by the learner about the issue or situation that has given cause for concern.

The designated Safeguarding Lead(s) will then decide whether the concerns require referral to any external services or agencies.

Date of Policy – 14.01.2019

Review date - 14.01.2020