Crystal&Co Learner Identification and Work Authentication Policy and Procedure

1. Purpose

This policy establishes the procedures for verifying the identity of learners and authenticating their submitted work at Crystal & Co. The aim is to ensure that all learners are the individuals completing their assessments and that their work is original and accurately reflects their abilities. This is crucial for maintaining the integrity and credibility of our training and assessment processes.

2. Scope

This policy applies to all learners, assessors, trainers, and administrative staff involved in the training and assessment activities at Crystal & Co.

3. Definitions

- **Identity Verification:** The process of confirming that a learner is who they claim to be.

- **Work Authentication:** The process of ensuring that all submitted work is original and completed by the learner.

4. Policy Statement

Crystal & Co is committed to:

- Preventing impersonation and ensuring that assessments are completed by the registered learner.

- Verifying that all qualifications and certificates are accurate representations of learner achievements.

- Upholding quality and integrity in all training and assessment processes.

- Ensuring compliance with regulatory and awarding body requirements.

5. Responsibilities

- **Learners:** Must provide accurate identification and adhere to our policies regarding the submission of their own work.

- **Staff:** Responsible for verifying learner identities and the authenticity of their work, maintaining confidentiality, and following established procedures.

- **Management:** Ensures the policy is enforced consistently and provides resources and training to staff.

6. Procedures

6.1 Verification of Learner Identity

1. **Initial Registration:** Learners must submit valid photographic identification (e.g., passport or driving license) before starting their course. If these documents are unavailable, a photograph of the learner countersigned by a recognized professional (e.g., doctor, lawyer) is required.

2. **Name Changes:** If a learner has legally changed their name, they must provide supporting documents such as a marriage certificate or deed poll.

3. **Previous Qualifications:** Learners must provide copies of any relevant previous qualifications when requested.

6.2 Authentication of Work

1. **e-Portfolio Access:** Learners will receive a confidential login password to access their e-portfolio. Sharing of login credentials is prohibited.

2. **Declaration of Authenticity:** All submitted work must include a signed Declaration of Authenticity confirming that the work is the learner's own. Signatures will be compared with those on identification documents.

3. **Assessment Methods:** Assessors may use various methods, including verbal questioning and interactive discussions, to verify the learner's understanding of their submitted work.

4. **Remote Proctoring:** For online assessments, learners may be required to participate via video conferencing (e.g., Zoom, Skype) to confirm their identity and maintain examination integrity.

6.3 Addressing Issues

1. **Plagiarism and Cheating:** Instances of suspected plagiarism or cheating will be handled according to the Crystal & Co Malpractice and Maladministration Policy.

2. **Impersonation:** If it is determined that a learner has been impersonated or that submitted work is not their own, the learner will be disqualified, and no refunds will be issued. The incident will be documented and reported to the relevant awarding body.

7. Confidentiality

All personal and identification information will be treated with the highest level of confidentiality. Access to this information will be restricted to authorized personnel only.

8. Appeals and Complaints

Learners who disagree with decisions related to identity verification or work authentication can appeal through the Crystal & Co Complaints and Appeals Procedure.

9. Policy Review

This policy will be reviewed annually or as necessary to ensure its effectiveness and compliance with legal and regulatory requirements.

Approval

The undersigned certifies that this policy has been reviewed and approved for implementation within Crystal&Co.

Managing Director

Signature: ....*Ramona Marcu*.........

Name: Ramona Marcu

Date: 02/09/2024