

Training Quality Standard Assessment Services

Confidentiality Policy

TQS Assessment Services believes that confidentiality is central to the Training Quality Standard assessment process and to achieve this have established key principles of confidentiality.

All TQS Assessment Services personnel, assessors and members of the Independent Panel will adhere to this confidentiality policy in addition to existing confidentiality requirements within contracts.

Data

Principle 1

Data about your organisation obtained from your Registration Form, Application Form, completed Applicant Assessment Tool or Assessor will not be used for any other purpose by us except Training Quality Standard activities, without your prior written consent. However documentation will be shared with the Owner of the Standard.

Principle 2

Data held by TQS Assessment Services will not be disclosed to any third party without your prior written consent.

Principle 3

Information about organisations held on the Applicant Assessment Tool can only be accessed by the applicant using a password-controlled system.

Assessment

Principle 4

Assessors will undertake assessments in accordance to the confidentiality clause within their contract to TQS Assessment Services.

Principle 5

TQS Assessment staff, assessors and our Independent Panel members shall not disclose any confidential information to any third party.

Principle 6

The Assessor shall not misuse any information provided in confidence by an applicant, gained during the course of an assessment or gained in the form of feedback from the applicant.

Complaints

Principle 7

Complaints received about holder organisations will not be copied to those organisations by us until permission has been gained from the complainant.

Principle 8

Complaint responses received from holder organisations will be disclosed to complainants unless specifically requested not to do so from the holder organisation.