

Training Quality Standard Assessment Services

Impartiality Policy

The Training Quality Standard accreditation to BSEN 45011 will require TQS Assessment Services to ensure impartiality within our assessment processes.

- 1.1 TQS Assessment Services is a legally defined part of G4S.
- 1.2 TQS Assessment Services will not undertake assessment against the Training Quality Standard for those organisations directly managed by divisions of G4S.
- 1.3 TQS Assessment Services will not participate in any activity, which could affect the confidentiality, objectivity or impartiality of our certification process. This would include:-
 - (a) Assessment against the Training Quality Standard for organisations providing public services and directly managed by G4S.
 - (b) Give advice or provide consultancy to applicants to assist with overcoming barriers to the Training Quality Standard certification.
 - (c) Provide any other products or services, which could compromise the confidentiality, objectivity or impartiality of our certification process and decisions.
- 1.4 Assessors will inform TQS Assessment Services of any of the activities identified in 1.3, which they may have undertaken outside their contract with TQS Assessment Services.
- 1.5 Assessors may not assess for the Training Quality Standard certification any applicant with whom they have undertaken activities detailed in 1.3 within the last 2 years.
- 1.6 Assessors will complete a 'Conflict of Interest' clause within the contract for each individual application for Training Quality Standard assessment.
- 1.7 Assessors will not accept any gift or gratuity from applicants or interested parties during the period that an applicant is participating in the Training Quality Standard assessment with TQS Assessment Services.
- 1.8 The constitution of the TQS Assessment Services Independent Panel ensures that at all times stakeholders are represented on the panel and involved within the decision-making processes.
- 1.9 The Independent Panel functions autonomously of the TQS Assessment Services Management Team and will at all times have identified a representative member of the TQS Assessment Services Management Team.
- 1.10 TQS Assessment Services operates both an Appeal and Complaint process.