Quality Assurance System

PP03 - Policy and procedure for management of Learner data

Rev 1.0

Policy and procedure for
Management of Learner data

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Amendment History:

Date	Revision Number	Details of amendment
	1.0	New Document

Purpose

To ensure that Learner data is received, processed and retained in compliance with EU General Data Protection Regulation (EU Regulation 679/2016).

Scope

Five Regional Training Centre and LASNTG Office

Definitions/Acronyms

- Management of personal data provides for all aspects of Learner personal data shared with the Training Centre from receipt of Booking Form to completion of the Programme.

Authorities/Responsibilities and content

The table hereunder sets out what data is processed:

1. First Name
2. Surname
3. Employee Number
4. Employer
5. PPSN
6. Date of Birth
7. Gender
8. Photograph
9. Job Title
10. Occupant ID
11. Post ID
12. Division/Department
13. Officer/Non-officer
14. Special requirements
15. Days attended
16. Results
17. Home address
18. Email Address
19. Telephone Number
20. Approval of fitness to participate
21. Driver's licence

Responsible person	Document	Data required	Purpose	Security
RTC Manager	Booking Form	1,2,3,4,9,12, 14 In addition: • Roads: 13 • Water Services: 10,11	Learner identification Number of participants Compile reports to: • Employers • Funding bodies • LASNTG Office	Booking Form is retained in the secure Upcoming Course folder until the course has been delivered. It is then transferred to the Course Archive folder
Designated staff member	Additional information (Certified courses)	5,6,7,8,17,18,19,20,21	To comply with Awarding Body requirements	Data is retained in the secure Upcoming Course folder until the course has been delivered. Material then destroyed when cards are issued.
Designated staff member	Attendance Sheet	1,2,3,4	Confirm Learner attendance Issue to employer	Data is retained in the secure Upcoming Course folder until the course has been delivered. It is then transferred to the Course Archive folder
Designated staff member	Upload details on Data Management System	1,2,3,4,9,10,11,12,13,15,16	Compilation of reports Monitoring level activity	This System is located on the Council's mainframe IT system
RTC Manager	Compile reports for: Management - technical committees	Headcount only	Progress reports	No personal data included
Designated staff member	• LASNTG Office – funding drawdown	1,2,3,4,9,10,11,12,15	To facilitate drawdown by LASNTG Office	Data is retained in the secure Grant Drawdown folder
Designated	• Employers	1,2,3,4,9,10,11,12,15	Invoicing	Data is retained in the secure

staff member			Reports on attendance	Invoice folder These reports are generated and transmitted electronically
Designated staff member	Prepare files for LASNTG Internal Verifier	1,2,3,4,5,6,7,8,9,10,11,12,13,15,16,17,18,19,20,21	Stage 1 of Internal Verification process	Data retained in other folders
RTC Manager	Record Learner complaints	1,2,3,4	Facilitate quality management	Data is retained in the secure Upcoming Course folder until the course has been delivered. It is then transferred to the Course Archive folder
Designated staff member	Issue invoices	1,2,3,4,12,15	To present employer with the necessary information to make payments	Data is retained in the secure Invoice folder
RTC Manager	Data retention	1-16	Per host Authority's retention policy	See above in relation to certified courses

Procedure

See Process Chart

Supporting Documents

See Policies and procedure folder

LASNTG Quality Assurance Manual

Metrics

- Number of complaints in relation to data breaches
- Number of complaints in relation to quality of reports/invoicing/funding drawdown/certification process
- Number of corrective actions
- Successful implementation of corrective actions

Related Procedures

- Freedom of Information

Process Chart

ɪn-house	Out-Reach	Assessments

Stage 1

RTC Manager circulates details of scheduled course
RTC receives expressions of interest from employers
RTC issues Booking Form and Covid-19 questionnaire to employer by e-mail
Additional information requested from non-Local Authority employers
RTC receives completed Booking Form by e-mail
Booking Form is printed and filed in Upcoming Course Folder
e-mail is deleted

*** For certified courses:*
Additional information collected on the morning of Day 1

RTC Manager agrees date and venue with employer

Stage 2

Course Pack is generated including Attendance Sheet
Course Pack is presented to Tutor on the morning of Day 1 of the course
Course Pack is completed by the Tutor and handed over to RTC on the final day of course

Course Pack is generated including Attendance Sheet
Course Pack is issued to the Tutor in advance of the course
At course end, Course Pack is completed by the Tutor and returned to RTC

Additional information collected on the morning of Day 1
Refer to:
    Policy and procedure for internal verification of Training Programmes
    Policy and procedure for carrying out assessments

Invoice folder is created
Grant drawdown folder is created
Attendance Register is populated
Data is uploaded on Awarding Body system

Stage 3

Course Archive folder is created
Course Archive folder is filed