UK Versity
Education That Empowers Lives

# STAFF RECRUITMENT, INDUCTION AND DEVELOPMENT POLICY

Policy reference UKV-QA-27 | Version 3.0

UK Versity Online Limited | BAC Accredited College | UKPRN 10052768

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| **Policy reference** | UKV-QA-27 |
| **Version** | 3.0 |
| **Status** | Consolidated |
| **Effective date** | 1 October 2026 |
| **Next review** | September 2027 |
| **Policy owner** | Principal |
| **Author** | Director of Education |
| **Approved by** | Principal (Ramanjeet Singh), on behalf of the Academic Board |
| **Approval date** | 1 October 2026 |

# Staff Recruitment, Induction and Development Policy

UK Versity Online Limited | ATHE 889 | Pearson 07737 | OTHM DC1506132 | Ascentis 3286 | NCFE 8465520 | IFA Direct 283334

## Document control

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|---|---|
| **Title** | Staff Recruitment, Induction and Development Policy |
| **Reference** | UKV-QA-27 |
| **Version** | 3.0 |
| **Status** | Consolidated |
| **Effective date** | 1 October 2026 |
| **Next review** | September 2027 (annual), or earlier if required |
| **Owner** | Principal |
| **Author** | Director of Education |
| **Approval authority** | Academic Board, chaired by the Principal (Ramanjeet Singh) |
| **Approval date** | 1 October 2026 |
| **Applies to** | All UK Versity staff, including employed staff, self-employed tutors, assessors, Internal Quality Assurers and contractors |
| **Supersedes** | Staff Development Policy QA-T111 (May 2026 revision); Staff Continuous Professional Development Policy QA-22 (2024) |
| **Summary** | Sets out how UK Versity recruits staff safely, checks they are qualified to teach, assess and quality assure, inducts them, reviews their performance and supports their continuing professional development. |

## Compliance mapping

| | |
|---|---|
| **BAC College Scheme 2023 standards** | 3.1-3.6; 8.8 |
| **UK Quality Code 2024 (voluntary)** | Principle 3 |
| **OfS conditions (benchmark only; not OfS registered)** | B2 (benchmark) |
| **Awarding organisations** | ATHE; Pearson; OTHM; Ascentis; NCFE; IFA Direct |
| **Legislation and regulation** | Equality Act 2010; Immigration, Asylum and Nationality Act 2006; Safeguarding Vulnerable Groups Act 2006; UK GDPR and Data Protection Act 2018; Employment Rights Act 1996 |

## Version history

| Version | Date | Change |
|---|---|---|
| 1.0 | August 2014 | First issue (Staff Continuous Professional Development Policy QA-22; Staff Development Policy QA-T111, September 2014) |
| 2.0 | May 2026 | Staff Development Policy revised |

| Version | Date | Change |
|---|---|---|
| 3.0 | October 2026 | Full rebuild: safer recruitment, minimum qualifications, AO notification, induction, appraisal, CPD and records consolidated into one policy; BAC mapping and version control |

## 1. Purpose

This policy explains how UK Versity Online Limited (trading as UK Versity) recruits, inducts, manages and develops the people who teach, assess, quality assure and support its learners. It makes sure that every person working with learners is safe to do so, is qualified and competent for their role, keeps their knowledge current, and can show evidence of this to UK Versity, to BAC and to awarding organisations at EQA visits.

It meets BAC standards 3.1 (staff recruitment policies), 3.3 (remote teachers interviewed online with cameras on), 3.4 (performance review including observation), 3.5 (grievance and appeals), 3.6 (CPD for managers and administrative staff) and 8.8 (teacher CPD).

## 2. Scope

This policy applies to everyone who works for UK Versity, whether employed or engaged as a self-employed tutor, assessor, Internal Quality Assurer (IQA) or contractor, and whether they work at UK Versity House, Salford, from home in the UK, or from outside the UK. It covers all qualifications delivered by UK Versity with ATHE (Awarding body for Training and Higher Education), Pearson Education Ltd (Pearson BTEC, including BTEC Higher Nationals), OTHM Qualifications, Ascentis (including Access to HE Diplomas, validated under the QAA Access to HE scheme), NCFE (including qualifications under the NCFE CACHE brand, and NCFE Functional Skills) and Institute of Financial Accountants (IFA) qualifications delivered through IFA Direct, administered in partnership with ATHE.

## 3. Definitions

- **Tutor:** a person who teaches learners in live online sessions and supports their learning.
- **Assessor:** a person who makes assessment decisions on learners' work against the qualification criteria.
- **Internal Quality Assurer (IQA):** a person who samples and checks assessors' decisions.
- **Regulated activity:** work with children or adults at risk as defined in the Safeguarding Vulnerable Groups Act 2006, which requires an enhanced DBS check with a barred list check.
- **CPD:** continuing professional development, meaning activity that keeps a person's subject knowledge, teaching, assessment or professional practice current.

## 4. Policy statement and principles

1. UK Versity deploys staff to teach, assess or quality assure only where it holds evidence that they are qualified, competent and safe to do so.
2. Recruitment is fair, open and based on merit, in line with UKV-QA-26 Equality, Diversity, Inclusion and Anti-Harassment Policy.
3. Safer recruitment checks are completed before a person has any contact with learners.
4. Every member of staff has an induction, an annual appraisal and an annual CPD plan.
5. Staff can raise concerns about their treatment through a fair grievance and appeals procedure.

# 5. Safer recruitment

## 5.1 Recruitment steps

1. **Role definition.** The Principal approves a job description or service specification and person specification for each role, including the qualifications in section 6 and a safeguarding statement.
2. **Advertising and shortlisting.** Shortlisting is against the person specification. At least two people are involved in shortlisting where practical.
3. **Interview.** Interviews for remote tutors, assessors and IQAs are held online with cameras on (BAC 3.3). Interviews include questions on subject knowledge, teaching or assessment practice, safeguarding and online conduct. Tutors normally deliver a short micro-teach session.
4. **Pre-appointment checks.** No offer becomes unconditional, and no learner contact begins, until the checks in section 5.2 are complete and recorded.
5. **Decision.** The Principal approves every appointment.

## 5.2 Pre-appointment checks

| Check | Requirement |
|---|---|
| Identity | Photographic identity document checked on camera and a copy kept |
| Right to work | For staff working in the UK, a right to work check completed before work starts, under the Immigration, Asylum and Nationality Act 2006. Overseas contractors working outside the UK confirm their country of residence in their agreement |
| References | Two references, at least one from the most recent employer or engagement in education or training. References are verified directly with the referee. Gaps in employment history are explained |
| Qualifications | Original certificates or awarding body verification seen for every qualification listed in section 6. Copies kept on file |
| DBS | Enhanced DBS check for any role involving teaching, assessing or supporting learners under 18 or adults at risk, with a barred list check where the role is regulated activity. Staff who have lived or worked outside the UK provide an overseas criminal record check or certificate of good conduct where available |
| Declarations | Declaration of any conflict of interest (UKV-QA-21) and of any relationship with a current learner (UKV-QA-26) |

Where a DBS certificate discloses information, the Principal carries out a written risk assessment before deciding whether to appoint. Staff must tell the Principal at once if anything happens that could affect their suitability to work with learners.

# 6. Minimum qualifications and competence

| Role | Minimum requirement |
|---|---|
| Tutor | A PGCE or equivalent recognised teaching qualification (for example a Level 5 Diploma in Education and Training or an equivalent accepted by the awarding organisation), and a qualification in the subject at or above the level taught, or substantial relevant professional experience |
| Assessor | Subject competence as for tutors, and a recognised assessor qualification (for example the TAQA Level 3 Award in Assessing Vocational Achievement, or A1, D32/D33 or an awarding organisation-accepted equivalent) |

| Role | Minimum requirement |
|---|---|
| Internal Quality Assurer | Subject competence and assessor competence, and a recognised IQA qualification (for example the TAQA Level 4 Award in the Internal Quality Assurance of Assessment Processes and Practice, or V1, D34 or an awarding organisation-accepted equivalent) |
| Lead Internal Quality Assurer | As for IQA, with experience of leading IQA and, where the scale of provision requires it, the Level 4 Certificate in Leading the Internal Quality Assurance of Assessment Processes and Practice or equivalent |
| Examinations and invigilation staff | Training in the JCQ Instructions for Conducting Examinations 2026-27 and NCFE requirements before invigilating |
| Administrative and management staff | Qualifications and experience set out in the person specification |

Where an awarding organisation or qualification specification sets a higher or different requirement (for example specific occupational competence for health and social care or childcare qualifications), that requirement applies. A person who is working towards an assessor or IQA qualification may act only as a trainee, supervised by a qualified assessor or IQA, with up to 100% of their decisions countersigned until competence is confirmed.

Teaching competence does not establish assessment competence. Anyone who both teaches and assesses must meet both requirements. No one may quality assure their own assessment decisions.

## 7. Notifying awarding organisations

1. Before a new assessor or IQA works on a qualification, the Quality Manager checks whether the awarding organisation needs to be told or to approve the appointment.
2. For ATHE and IFA Direct qualifications, details of any new assessor or IQA are sent to ATHE with a copy of their CV, as ATHE requires.
3. For other awarding organisations, the Quality Manager follows the notification requirements in the current centre handbook or centre agreement and records the date of notification.
4. When an assessor or IQA leaves, the Quality Manager updates the awarding organisation where required.

## 8. Agreements for self-employed tutors and contractors

Every self-employed tutor, assessor, IQA or contractor has a written agreement or service level agreement before starting work (BAC 3.1). It sets out:

- the services, qualifications and units covered;
- expected standards, including feedback quality and the marking turnaround times set by UK Versity;
- the requirement to follow UK Versity policies, including safeguarding, data protection, academic integrity, conflict of interest and acceptable use;
- confidentiality and data protection obligations, including that learner data stays on UK Versity systems;
- participation in standardisation, IQA, observation, appraisal and CPD;
- fees, invoicing, notice and termination.

## 9. Induction

Every new member of staff completes an induction before working with learners unsupervised. The Quality Manager or Tutor Coordinator records completion. Induction covers:

1. UK Versity's structure, roles and quality framework (UKV-QA-01);
2. safeguarding and Prevent, including online conduct in live sessions (UKV-QA-25), completed before any learner contact;
3. equality, diversity, inclusion and anti-harassment (UKV-QA-26), and disability awareness, including how to respond to a disclosure and apply a Learning Support Plan (UKV-QA-32), refreshed every two years;
4. data protection, acceptable use, passwords and multi-factor authentication (UKV-QA-29 and UKV-QA-30);
5. Moodle, Zoom and UK Versity systems;
6. the assessment, IQA, academic integrity and malpractice policies relevant to the role (UKV-QA-15, UKV-QA-16, UKV-QA-19, UKV-QA-20);
7. the requirements of each awarding organisation the person will work with;
8. health and safety, including homeworking (UKV-QA-31);
9. the grievance procedure and whistleblowing policy (UKV-QA-28).

## 10. Performance review and observation

1. All staff have an appraisal at least once a year with their line manager (for tutors, assessors and IQAs, the Quality Manager or Tutor Coordinator; for managers, the Principal). The appraisal reviews performance, feedback from learners, observation results, IQA outcomes, and CPD completed, and agrees objectives and a CPD plan for the next year (BAC 3.4).
2. Teaching staff are observed teaching live online sessions under UKV-QA-14 Teaching, Learning and Observation Policy, which sets the frequency and grading. Observation outcomes feed into the appraisal and CPD plan.
3. Assessors and IQAs take part in standardisation at least once each academic year under UKV-QA-16.
4. Where performance falls short, the manager agrees a written support plan with clear targets and a review date. If there is no improvement, UK Versity may withdraw the person from teaching or assessing, or apply the disciplinary procedure.

## 11. Continuing professional development

1. Every member of staff, teaching and non-teaching, has an annual CPD plan agreed at appraisal (BAC 3.6 and 8.8).
2. Full-time teaching staff record a minimum of 20 hours of CPD each academic year. Part-time teaching staff, including self-employed tutors, assessors and IQAs, record a minimum of 10 hours. Managers and administrative staff complete the mandatory training for their role and the CPD agreed in their plan.
3. CPD for teaching and assessment staff covers, over time: subject and occupational currency; online teaching practice; assessment and IQA practice; qualification and awarding organisation changes; academic integrity and AI; equality and reasonable adjustments; safeguarding and Prevent; and data protection.
4. CPD for managers and administrative staff covers leadership, regulatory and awarding organisation requirements, registration and certification processes, data protection, customer service and systems training, as relevant to their role.

5. Mandatory training for all staff: safeguarding and Prevent, and equality and harassment, at induction and at least every 2 years; data protection and cyber security at induction and annually.
6. Staff record CPD in their CPD log with evidence (certificates, notes of learning, reflection on impact). The Quality Manager tracks completion.
7. Staff can request CPD at any time. The Principal decides on requests that involve cost or time away from duties.

## 12. Grievance and appeals

1. Staff should first raise a concern informally with their line manager.
2. If it is not resolved, the member of staff submits a written grievance to the Principal (or, if the grievance concerns the Principal, to the Quality Manager).
3. A meeting is held within 10 working days. The member of staff may be accompanied by a colleague or trade union representative.
4. A written outcome is given within 5 working days of the meeting.
5. The member of staff may appeal in writing within 5 working days of the outcome. The appeal is heard by a senior manager not previously involved and the decision is final within UK Versity.

The same appeal route applies to disputed appraisal outcomes and disciplinary decisions (BAC 3.5). UK Versity follows the Acas Code of Practice on Disciplinary and Grievance Procedures. Self-employed contractors raise disputes under the terms of their agreement. Concerns about wrongdoing in the public interest are raised under UKV-QA-28 Whistleblowing Policy.

## 13. Staff records

The Quality Manager keeps a staffing file for every tutor, assessor and IQA, containing: CV; verified qualification certificates; identity, right to work and DBS check records; references; agreement or contract; job description; induction record; awarding organisation notifications; appraisal and observation records; standardisation records; CPD log; and conflict of interest declarations. Files are kept up to date and made available to BAC and awarding organisations on request. Staff records are held securely under UKV-QA-29. DBS certificates are not copied or kept; UK Versity records only the date of the check, the certificate number, the level of check and the recruitment decision.

## 14. Roles and responsibilities

| Role | Responsibility |
|---|---|
| Principal and Director of Education | Owns this policy; approves appointments and CPD requests; conducts appraisals for managers; hears grievances; carries out DBS risk assessments |
| Quality Manager and Lead IQA | Checks qualifications and competence; notifies awarding organisations; keeps staffing files and CPD records; organises standardisation; appraises assessors and IQAs |
| Tutor Coordinator | Arranges tutor induction, allocation and observation; allocates only checked and trained tutors to learners under 18 |
| Centre Coordinator | Maintains awarding organisation and BAC evidence of staffing |
| Examinations Officer | Trains and records invigilators for NCFE Functional Skills examinations |
| All staff | Complete induction, mandatory training and CPD; keep their CPD log current; declare changes affecting suitability |

## 15. Awarding organisation requirements

| AO | Requirement | Source document |
|---|---|---|
| ATHE | Details of any new assessors or IQAs submitted to ATHE with a copy of their CV. Staff appropriately qualified and experienced, with sufficient staff for learner numbers and an effective CPD programme | ATHE Monitoring and Development visit report (7 May 2026) |
| IFA Direct | Administered through ATHE; ATHE staffing and notification requirements apply | ATHE centre requirements |
| OTHM | Competent, appropriately qualified assessors and IQAs, a named lead IQA, standardisation and mandatory CPD | OTHM centre staffing requirements (current edition) |
| Pearson | Assessor, IQA and Lead IQA competence and standardisation as set by Pearson; for BTEC Higher Nationals the Pearson HN policy suite applies | Pearson centre guidance (current edition) |
| NCFE | Assessor, IQA and invigilator requirements in the qualification specification and NCFE centre guidance | NCFE qualification specifications (current editions) |
| Ascentis | Tutor, assessor and IQA requirements in the qualification specification and, for Access to HE, the Access to HE Handbook for Centres | Ascentis Centre Agreement (April 2026); Access to HE Handbook for Centres 2025-26 |

## 16. Related policies and legislation

- UKV-QA-01 Quality Assurance Framework and Policy Governance Policy
- UKV-QA-14 Teaching, Learning and Observation Policy
- UKV-QA-16 Internal Quality Assurance Policy and Procedure
- UKV-QA-21 Conflict of Interest Policy
- UKV-QA-25 Safeguarding and Prevent Policy
- UKV-QA-26 Equality, Diversity, Inclusion and Anti-Harassment Policy
- UKV-QA-28 Whistleblowing Policy
- UKV-QA-29 Data Protection and Records Retention Policy
- UKV-QA-30 Acceptable Use, E-Safety, Email and Social Media Policy
- UKV-QA-31 Health, Safety and Wellbeing Policy
- UKV-QA-32 Supporting Learners with Additional Needs and Disabilities Policy
- Equality Act 2010
- Immigration, Asylum and Nationality Act 2006
- Safeguarding Vulnerable Groups Act 2006
- Employment Rights Act 1996 and Employment Rights Act 2025
- UK GDPR and Data Protection Act 2018
- Keeping Children Safe in Education 2026 (applied as good practice for safer recruitment)
- Acas Code of Practice on Disciplinary and Grievance Procedures
- BAC College Scheme 2023, standards 3.1 to 3.6 and 8.8

## 17. Monitoring and review

The Quality Manager monitors completion of pre-appointment checks, induction, appraisal, observation, standardisation and CPD, and reports to the Academic Board at least annually with a summary of staffing, qualifications held, CPD completed against the minimum hours and any gaps with actions.

This policy is reviewed at least annually, and earlier if legislation, awarding organisation staffing requirements, BAC standards, an inspection or EQA action, or a significant incident requires it. Each version is recorded in the Policy Register (UKV-QA-REG v3.0). Staff files are kept for 6 years after the person leaves UK Versity, and right to work records for 2 years after employment ends, as set out in UKV-QA-29.

## Approval and review

| Stage | Name and role | Date |
|---|---|---|
| Prepared by | Director of Education | 30 September 2026 |
| Checked by (policy owner) | Principal | 30 September 2026 |
| Approved by | Ramanjeet Singh, Principal and Director of Education, on behalf of the Academic Board | 1 October 2026 |
| Next review due | Quality Manager (Shazia Khan) to schedule through the Policy Register UKV-QA-REG | September 2027 |