

# CPD Policies and Procedures Manual

**Olive Training Consultants**

**Organisation:** Olive Training Consultants

**Website:** www.olivetrainers.com

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## Document Control

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1.0	February 2026	Initial Issue	Olive Training Consultants

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## 1. Quality Assurance Policy

### 1.1 Purpose

Olive Training Consultants is committed to maintaining high standards in the design and delivery of Continuing Professional Development (CPD) programmes. This policy ensures that all training activities are effective, relevant and professionally delivered.

### 1.2 Scope

This policy applies to all training programmes, workshops, seminars and consultancy services delivered by Olive Training Consultants.

### **1.3 Quality Principles**

Olive Training Consultants ensures that:

- Learning objectives are clearly defined
- Training content is accurate and current
- Training is professionally designed
- Training is delivered by competent trainers
- Programmes are regularly reviewed

### **1.4 Programme Design**

All programmes include:

- Defined learning outcomes
- Structured content
- Learning activities
- Participant interaction
- Practical application where appropriate

### **1.5 Monitoring and Review**

Quality is monitored through:

- Participant feedback
- Client feedback
- Trainer review

Training materials are updated where necessary.

### **1.6 Responsibility**

The Director is responsible for maintaining quality standards.

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## **2. Trainer Competence and CPD Procedure**

### **2.1 Purpose**

Olive Training Consultants ensures that trainers maintain professional competence and continue developing their expertise.

### **2.2 Trainer Requirements**

Trainers must demonstrate:

- Relevant professional experience
- Subject expertise
- Training experience
- Professional conduct

Evidence may include:

- Curriculum Vitae
- Qualifications
- Certifications
- Professional experience

## **2.3 Trainer Approval**

Trainers must be approved before delivering training.

Approval is based on:

- Expertise
- Experience
- Training capability

## **2.4 Continuing Professional Development**

Trainers maintain competence through activities such as:

- Professional reading
- Research
- Training courses
- Industry engagement
- Programme development

## **2.5 Monitoring**

Trainer performance is monitored through:

- Participant feedback
- Client feedback

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## **3. Learner Support, Accessibility and Inclusion Policy**

### **3.1 Purpose**

Olive Training Consultants is committed to providing accessible and inclusive training.

### **3.2 Equality and Inclusion**

Olive Training Consultants does not discriminate based on:

- Age
- Gender
- Nationality
- Ethnicity
- Religion
- Disability
- Sexual orientation

### **3.3 Accessibility**

Where reasonably practicable Olive Training Consultants will:

- Use accessible venues
- Provide digital materials
- Adapt delivery methods where possible

Participants should inform Olive Training Consultants of accessibility requirements in advance.

### **3.4 Learner Support**

Participants may receive:

- Clarification of materials
- Additional explanation
- Guidance during training

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## **4. Data Protection and Privacy Policy**

### **4.1 Purpose**

Olive Training Consultants protects personal data in accordance with the General Data Protection Regulation (GDPR).

### **4.2 Data Collected**

Personal data may include:

- Names
- Contact details
- Employer details
- Attendance records
- Feedback information

### **4.3 Use of Data**

Data is used for:

- Course administration
- Communication
- Certification
- Record keeping

### **4.4 Data Security**

Data is stored securely using password-protected systems.

Access is limited to authorised personnel.

## **4.5 Data Retention**

Training records are retained for a minimum of three years.

## **4.6 Individual Rights**

Participants may request:

- Access to data
  - Correction of data
  - Deletion where appropriate
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## **5. IT Security and Business Continuity Procedure**

### **5.1 Purpose**

This procedure ensures the security of information and continuity of services.

### **5.2 IT Security**

Security measures include:

- Password-protected devices
- Secure storage
- Antivirus software
- Restricted access

### **5.3 Data Backup**

Data is backed up regularly using secure cloud systems.

### **5.4 Business Continuity**

In the event of disruption Olive Training Consultants will:

- Inform clients
- Reschedule training
- Provide online alternatives where possible

Disruptions may include:

- Technical failures
  - Illness
  - Travel disruption
  - Natural events
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## 6. Feedback, Evaluation, Appeals, Complaints and Refund Policy

### 6.1 Feedback

Feedback is collected after training programmes.

Feedback is used to improve training quality.

### 6.2 Appeals

An appeal is a formal request for a review of a decision relating to assessments, grading, or other academic matters. The process is outlined below:

#### Submission

Learners are required to submit an appeal within 14 calendar days of receiving the decision. All appeals must be completed by sending an email to [info@olivettrainers.com](mailto:info@olivettrainers.com). The email should include:

- A clear explanation of the issue
- Relevant supporting evidence (e.g. assessment feedback, email correspondence)
- The outcome being requested

#### Acknowledgement

- Receipt of the email will be confirmed within 3 working days.

#### Review Process

- The appeal will be evaluated by the Olive Training Team consisting of subject matter experts and relevant personnel.
- The panel will review all submitted evidence and, where necessary, consult with those involved.

#### Outcome

- A written decision will be issued within 21 calendar days, outlining:
  - The panel's decision (e.g. upheld, partially upheld, or rejected)
  - The rationale behind the decision and any corrective actions, where applicable

### 6.3 Complaints

A complaint is a formal expression of dissatisfaction regarding non-academic issues, such as services, facilities, or staff conduct. The process is outlined below:

#### Submission

Complaints must be submitted within 15 calendar days of the incident by sending an email to [info@olivettrainers.com](mailto:info@olivettrainers.com). The email should include:

- A detailed description of the issue
- Relevant dates
- Supporting evidence (e.g. emails, photographs)

## **Acknowledgement**

- Complaints will be acknowledged within 3 working days.

## **Resolution Process**

- The complaint will be referred to the appropriate department for review and resolution. This may involve:
  - Examining the details of the complaint
  - Consulting with relevant individuals
- An initial (informal) resolution will typically be provided within 14 working days.

## **Escalation (if required)**

- If the matter remains unresolved, it will be escalated to a Complaints Panel.
- The panel will review the case and provide a formal decision within 14 working days.

## **Outcome**

- A written response will be issued, summarising the findings and any actions taken.

## **6.4 Resolution of Appeals and Complaints**

Where appropriate Olive Training Consultants may:

- Provide clarification
- Take corrective action
- Offer alternative arrangements

## **6.5 Refunds**

Refunds are normally provided if training is cancelled by Olive Training Consultants.

Other refund requests are considered individually.

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## **7. Attendance Verification and Certification Policy**

### **7.1 Attendance Recording**

Attendance is recorded through:

- Sign-in sheets
- Online attendance records
- Trainer verification

### **7.2 Certification Requirements**

Participants normally must attend at least **80%** of training to receive certification.

### **7.3 Certificates**

Certificates include:

- Participant name
- Programme title
- Date
- CPD hours (if applicable)
- Provider name

Certificates may be issued electronically.

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## **8. Health and Safety and Safeguarding Policy**

### **8.1 Health and Safety**

Olive Training Consultants aims to ensure safe training conditions.

Training venues must meet normal safety standards.

Participants must follow safety instructions.

### **8.2 Trainer Responsibilities**

Trainers must:

- Deliver training safely
- Provide clear instructions
- Avoid unnecessary risk

### **8.3 Safeguarding**

Where training involves minors or vulnerable individuals Olive Training Consultants will:

- Maintain professional conduct
  - Ensure appropriate supervision
  - Act on safeguarding concerns
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## **9. Marketing, Advertising and Intellectual Property Policy**

### **9.1 Marketing Standards**

Marketing materials are:

- Accurate
- Professional
- Not misleading

## **9.2 CPD Claims**

CPD accreditation is described accurately.

## **9.3 Intellectual Property**

Training materials remain the property of Olive Training Consultants.

Materials may not be reproduced without permission.

Participants may use materials for personal professional development.

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## **10. Anti-Bribery, Conflicts of Interest and Ethical Conduct Policy**

### **10.1 Ethical Standards**

Olive Training Consultants operates with integrity and professionalism.

### **10.2 Anti-Bribery**

Bribery and corruption are strictly prohibited.

### **10.3 Gifts and Hospitality**

Reasonable hospitality is acceptable if it does not influence decisions.

### **10.4 Conflicts of Interest**

Conflicts must be declared where personal interests could influence decisions.

### **10.5 Professional Conduct**

Representatives of Olive Training Consultants must:

- Act professionally
  - Treat participants respectfully
  - Maintain confidentiality
  - Deliver unbiased training
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## **Our Commitment to Quality Continuing Professional Development (CPD)**

Olive Training Consultants is committed to delivering high-quality Continuing Professional Development (CPD) programmes that support meaningful professional growth and organisational performance.

Our training programmes are designed to provide practical, relevant learning experiences that enable participants to develop knowledge, skills, and professional capability.

We ensure that all CPD activities delivered by Olive Training Consultants:

- Have clearly defined learning objectives
  - Are relevant to professional practice
  - Are based on recognised training and instructional design principles
  - Are delivered by experienced and competent trainers
  - Provide practical and applicable learning outcomes
  - Are regularly reviewed and improved
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### **Programme Design Standards**

All CPD programmes delivered by Olive Training Consultants are designed to:

- Address identified learning needs
- Provide structured learning experiences
- Encourage participant engagement
- Support practical application of learning
- Deliver measurable professional value

Training programmes are developed using established training design principles and relevant industry experience.

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### **Trainer Standards**

Olive Training Consultants ensures that all trainers:

- Have relevant professional expertise
- Have practical industry experience
- Maintain professional competence
- Engage in Continuing Professional Development

Trainer performance is monitored through participant feedback and programme evaluation.

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### **Quality Monitoring and Improvement**

Olive Training Consultants maintains a continuous improvement approach to CPD delivery.

Quality is monitored through:

- Participant feedback
- Client feedback
- Programme review
- Trainer reflection

Feedback is reviewed regularly and used to improve training programmes and delivery methods.

### **Commitment to Professional Standards**

Olive Training Consultants is committed to maintaining professional and ethical standards in all CPD activities.

Training is delivered in accordance with recognised professional training standards and CPD best practices.

Olive Training Consultants is committed to maintaining compliance with CPD Standards requirements and ensuring that all CPD activities provide genuine professional development value.

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### **Responsibility**

Overall responsibility for CPD quality rests with the Director of Olive Training Consultants.