

# RECRUITMENT REGISTRATION & CERTIFICATION POLICY

Company Operations

ADO SERVICES C.I.C.

Incorporating ADO River Valley School

Version 1.3P ©2023-2024

Current Version Valid from 3<sup>rd</sup> October 2023

Next Scheduled Review October 2024

2023-2024

## 1 Recruitment, Registration & Certification Policy Overview

ADO River Valley is committed to ensuring the process behind recruiting, registering and providing certification to our learners throughout their learning experience is efficient, timely and follows standard procedures. This policy sets out those commitments and how we intend to maintain the standards expected from them.

The Recruitment, Registration and Certification Policy is valid for the following services:

**ADO River Valley School – ADO Training Centre**

## 2. Our Key Aims

Our key aims in this process are as follows:

- Ensure all learners are recruited onto courses based upon their own aspirations, skills and abilities.
- Ensure the learners are recruited and then registered to the correct programme and timetable accordingly, within the timescales expected.
- Ensure all records are maintained during the course of learning and that the privacy policy and any other relevant policies are maintained throughout.
- Ensure records are maintained by following the guides and policies of the Pearson and JCQ exam board.
- During the course of learning ensure that all staff follow their correct roles and responsibilities.
- Ensure that once completed, valid certificates are distributed within agreed timescales.
- Ensure all records have a valid audit trail throughout the process.
- Ensure communication with the learners is sufficient and clear throughout the process.

## 3. Visibility and Communication

At ADO River Valley we believe in transparency, ensuring our partners, exam boards, stakeholders and learners have a high visibility of the learning experience throughout.

All our policies and procedures are widely available to website users through the ADO River Valley Library – Policies and Procedures. These can be viewed freely at any time.

All our courses will similarly be advertised on our website, providing a clear insight to their content and expectations.

New learners can speak directly with our senior leadership before embarking on their preferred course so that all parties are happy to proceed.

Each course will allow for a period of induction, with the expectation that withdrawals will be kept to a minimum, employing the visibility and communication we intend.

At any time during the learning experience, communication will be open to learners to provide support, help and feedback on their progress.

#### 4. Policy Statement

At ADO River Valley our approach is that as an approved learning centre, we shall ensure we work closely with Pearson to achieve the standards expected.

Where possible we advise staff and learners to closely follow Pearson guides during the course of the learning experience. ADO River Valley has a large selection of policies and procedures to ensure that the company provides and follows the standards expected of an approved learning centre. All our Pearson and JCQ policies and guides are available to view on the ADO River Valley website.

#### 5 Review

All ADO policies and procedures follow ITIL guidelines to ensure version control, change control and release management of any documents. As a matter of policy, documents can be updated at any time to reflect changes to ADO River Valley procedures, legal changes, OFSTED directives or any other reason to ensure the policies and procedures are accurate and correct. This involves consultation with stakeholders and approval from the directors. All policies and procedures are reviewed at the very least on an annual basis. Regular communication through newsletters, social media, text systems and through our website within the ADO River Valley Library is part of our Release Management.

#### 6 Contact

This document was produced by the ADO River Valley Operations team in partnership with Avensure Ltd. This version supersedes any previous versions and will be reviewed annually.

All correspondence with regard to this policy, or any other operational policy and procedure should be directed to the ADO Chief Operating Officer by e-mailing [gmp@adoservices.co.uk](mailto:gmp@adoservices.co.uk) or calling 0208 855 6778, requesting to speak to the Chief Operating Officer or in writing c/o Chief Operating Officer, 126 Upper Wickham Lane, Welling, Kent, DA163DP.