

# Confidentiality Policy

## Introduction

Elevate EPA Ltd (Elevate) is committed to maintaining the highest standards of confidentiality in all its assessment activities. This Confidentiality Policy outlines the organisation's commitment to protecting assessment materials, information, and data, ensuring that they are not disclosed, tampered with, or accessed by unauthorised parties.

## Assessment Materials and Information

Elevate acknowledges the sensitivity and significance of assessment materials and information. This includes, but is not limited to, content, questions, criteria, and all related documentation and data pertaining to assessment activities.

## Access to Assessment Materials

Elevate is dedicated to managing access to assessment materials responsibly and securely. Access to assessment materials is limited to the following authorised personnel:

- Qualified Independent Assessors and internal staff who require access for the purpose of conducting assessments.
- Registered apprentices who are directly involved in the assessment process.
- Approved employers/providers who have a legitimate need for access.
- Accreditation bodies or regulatory authorities for audit and quality assurance purposes.

## Maintenance of Confidentiality for Supporting Materials

Elevate recognises the importance of maintaining confidentiality concerning supporting materials provided to apprentices and employers/providers. Any supporting materials shared with these parties will be done so only after rigorous review and approval processes, ensuring that sensitive content remains protected.

## Training for Staff

Elevate places the utmost importance on staff awareness and training in protecting confidential assessment materials. All staff members, including Independent Assessors and support staff, will undergo training on:

- The importance of confidentiality in the context of assessment materials.
- Secure storage and handling of confidential materials.
- Procedures for reporting potential breaches of confidentiality.

## Integration with Conflict of Interest Policy and Malpractice and Maladministration Policy

Elevate recognises the interconnectedness of its policies. This Confidentiality Policy aligns with and complements the Conflict of Interest Policy and the Malpractice and Maladministration Policy. Any breach of confidentiality that may involve conflicts of interest or malpractice will be addressed with the appropriate procedures and actions outlined in these policies.

## **Breach of Confidentiality**

Elevate will treat any breach of confidentiality with the utmost seriousness. In the event of a breach:

- An internal investigation will be conducted promptly to determine the extent and nature of the breach.
- If the breach involves a staff member, appropriate disciplinary actions will be taken, including potential termination of employment.
- If the breach involves an apprentice, employer/provider, or external party, their involvement in future assessments may be restricted or terminated.
- Legal action may be taken if the breach constitutes a violation of relevant laws and regulations.
- All records and documents relating to a breach of confidentiality and the investigation will be safely stored and disposed of after a period of six years.

## **Monitoring and Review**

Elevate will continuously monitor and review the application of this Confidentiality Policy to ensure its effectiveness. Regular audits and evaluations will be conducted to identify areas of improvement and to maintain compliance with changing legal and ethical standards.

## **Conclusion**

Elevate is dedicated to maintaining the highest levels of confidentiality throughout its assessment processes. We are committed to ensuring the integrity of our assessment materials, safeguarding the rights and privacy of all parties involved, and upholding the trust and credibility of our organization. All staff, assessors, and stakeholders are expected to adhere to and uphold the principles outlined in this policy.

This policy was updated in September 2023 and will be reviewed annually or when necessary.