

Trainer Code of Practice

Frequently Asked Questions

Q. How will The Institute enforce the Code?

A. Compliance monitoring takes place on an annual basis. The Institute takes a supportive rather than regulatory approach. Monitoring takes the form of a survey which is sent out to a random sample of Trainers which will ask you whether you are complying with the different requirements of the Code. If you are experiencing difficulties then we will contact you to arrange a mutually convenient time to discuss so that we can provide you with the advice and support you need to get to compliance. If at any point The Institute is made aware of evidence indicating a breach of this Code, contact will be made with the Trainer concerned in order that a supportive discussion can be arranged.

Q. When and how will I be required to sign up to the Trainer Code?

A. You will sign a declaration on the Institute application form indicating that you have read and understood the Code and that you agree to be bound by it.

Q. What will be the impact if I have not undertaken the requisite CPD hours in any one year?

A. If for any reason you are unable to undertake the recommended number of CPD hours in any one year you should make The Institute aware of this by contacting S&QTeam@icsmail.co.uk setting out the reasons why you have been unable to complete the recommended number of hours. We will review your reasons and provide advice and guidance. Trainer CPD is monitored on an annual basis via compliance monitoring detailed above so it is important that you keep a record of your CPD and notify us immediately if you are unable to complete the required number of hours.

Q. What will be the impact if my organisation cannot deliver at least 3 courses per year, or if I am unable to deliver at least 1 Institute course in any one year?

A. If you are working in an organisation which, due to size/learner numbers, delivers fewer than 3 courses per year, or if you are unable to deliver 1 course per year for the same reason, you can apply for an exception to this requirement. Please see The Institute Exceptions Policy for more information: <https://www.instituteofcustomerservice.com/media/pdf/exceptions-policy-2135.pdf>

Q. Do I need Institute approval to adapt the classroom exercises in the training?

A. No. There is no need to seek approval as long as you do not remove or significantly amend the course content. You must use The Institute branding on The Institute materials you use to deliver courses. We will request a copy of the facilitator notes and any supporting materials you use when we contact you for your quality assurance review and will provide relevant feedback as required.

Q. When and how often will I be quality assured?

A. Your delivery will normally be quality assured within the first year following your approval as a Trainer and annually thereafter. However The Institute reserves the right to contact you at any time for a quality assurance review. Quality Assurance takes the form of an Institute representative observing a sample of the training being delivered. You are quality assured against a set of standards to ensure delivery meets The Institute's criteria. You will be provided with a copy of the standards prior to the quality assurance observation visit and will receive a completed report after the visit.

Q. How long do I need to keep records of training delivery?

A. You should keep your records for 2 years. Ensure you keep the details of each Institute course delivered together with details of, as a minimum, course name, learner names, delivery dates and any assessment outcomes. If you have any further questions please email: S&QTeam@icsmail.co.uk