

CENTRE SANCTION POLICY

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Date	08 Sep, 2022	13 Sep, 2022

REVISION HISTORY

REVISION	DATE	REMARKS
1	12 Jan, 2024	
2	14, Jan, 2025	

RED DUNE

Centre Sanction Policy

REDDUNE TRAINING CETNER

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1. Scope

This Centre Sanction Policy applies to all activities of Red Dune Training Centre (Saudi Arabia) that relate to the delivery, assessment, quality assurance, certification, and administration of international qualifications and TVTC-approved programmes. It covers every location, classroom, workshop, simulated site, online platform, and blended delivery channel operated by Red Dune, including temporary training venues and employer premises within the Kingdom of Saudi Arabia.

Who this policy covers

- **Individuals:** learners, applicants, visitors, tutors, assessors, IQAs, invigilators, exam administrators, and managers.
- **External parties:** subcontracted trainers, consultants, suppliers, proctors, agents, and partner venues acting on our behalf.
- **Functions:** enrolment, teaching, assessment creation and conduct, marking, moderation, results processing, certification, records management, data protection, and communications.

What is in scope

This policy sets out how Red Dune may impose sanctions, and how external sanctions imposed on Red Dune are managed. It therefore covers:

1. **Sanctions applied by Red Dune** to individuals or partner organisations for malpractice, maladministration, exam security breaches, falsification of records, plagiarism/cheating, conflicts of interest not declared, bribery or undue influence, unsafe acts that jeopardise health, safety or the environment during assessments, misuse of controlled documents, and breaches of data protection or confidentiality.
2. **Sanctions applied to Red Dune** by regulators, awarding bodies, or TVTC (e.g., action points, enhanced monitoring, temporary suspension, or withdrawal of approval), including our internal response, corrective actions, communications, and escalation.

Sanction outcomes covered

Advisory notes, formal warnings, mandatory retraining, result invalidation, withholding or withdrawal of assessment decisions, suspension from teaching/assessing/invigilating, removal from a course, termination of subcontractor engagement, exclusion from premises, and—where required—reporting to awarding bodies, TVTC, or lawful authorities. Where environmental or OH&S risks are identified, sanctions may include immediate cessation of an activity until controls are restored.

Related processes included in scope

- **Investigation and evidence handling** (fact-finding, interviews, document review, chain of custody).
- **Corrective and preventive actions** and verification of effectiveness.
- **Communication and transparency** with affected parties, awarding bodies, and TVTC.
- **Interfaces** with Complaints, Appeals, Malpractice & Maladministration, Exam Security, HSE, Environmental Management, Data Protection, and Document Control procedures. Complaints can be submitted via complaints@reddune.org.

2. Definitions

Centre: Red Dune Training Centre (Saudi Arabia), including all delivery locations, satellites, and online platforms.

TVTC: Technical and Vocational Training Corporation (KSA), the national regulator whose rules and directives the Centre must follow.

Awarding Body: Any international qualification owner or certification organization with which the Centre is approved or seeks approval.

Sanction: A formal restriction or requirement placed on the Centre (or an individual) due to non-compliance, risk to learners, or breach of assessment/quality rules.

Advisory Note: Written guidance highlighting minor issues with expectation of prompt correction; not a formal restriction.

Action Point: A required corrective task with an owner and due date.

Remedial Plan (Corrective Action Plan/CAPA): Documented actions to address non-conformities, including root cause, controls, timelines, and evidence of effectiveness.

Probation: Time-bound monitoring period during which additional conditions apply; failure may escalate to higher sanctions.

Condition: A mandatory requirement that must be met or maintained to retain approval (e.g., qualified staff, secure assessment storage).

Restriction: Temporary limits on activities (e.g., pause on new cohorts, prohibition on on-site assessments) until specified issues are resolved.

Suspension: Immediate halt of some or all delivery/assessment/certification activities pending investigation or remediation.

Withdrawal: Removal of approval or permission to deliver or assess qualifications (partially or fully).

Maladministration: Unintentional failure to follow required processes (e.g., poor record-keeping, incorrect version control) that could affect quality or compliance.

Malpractice: Deliberate or reckless breach (e.g., falsifying results, exam security compromise, collusion, impersonation).

Investigation: A structured fact-finding process with terms of reference, evidence gathering, confidentiality, and documented outcomes.

Risk Rating: Classification of issue severity and likelihood (e.g., low/medium/high) used to set sanctions and monitoring intensity.

Appeal: Formal request to review a sanction decision via the Centre's Appeals procedure.

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Reasonable Adjustment: Pre-planned support to remove disability-related barriers to assessment without altering the standard.

Special Consideration: Post-assessment adjustment due to temporary adverse circumstances.

Working Day: Sunday–Thursday (KSA business week), excluding official holidays.

Contacts: Sanction or appeal correspondence via the Centre Manager or Quality Lead at complaints@reddune.org.

3. Sanction levels & examples

To apply fair, proportionate sanctions when non-compliance is identified, protecting learners, awarding-body integrity, TVTC requirements, and our ISO 9001/14001/45001 commitments to lawful, safe, and ethical operations.

Principles

Sanctions are risk-based, evidence-led, and time-bound. They may apply to a person (learner, tutor, assessor, invigilator), a process (assessment, certification, records), or the centre. Each sanction includes required corrective actions, verification of effectiveness, and a right of appeal under the Centre Appeals Policy.

Levels

Level 0 – Advisory / Coaching

Used for low-risk, first-time issues with no impact on assessment integrity or safety.

Examples: incomplete form, minor lateness in uploading evidence, unclear version control.

Action: coaching note; close via quick corrective action.

Level 1 – Improvement Notice

Minor nonconformity with limited impact; requires planned correction.

Examples: missing signatures on attendance logs; overdue CPD entry; classroom readiness gaps.

Action: written notice with deadline; verified by Quality Lead/IQA.

Level 2 – Action Plan with Enhanced Monitoring

Repeat or broader nonconformity, or emerging pattern.

Examples: inconsistent marking across assessors; weak invigilation briefings; overdue equipment calibration records.

Action: formal plan, standardisation sessions, short-interval checks; temporary restriction on new cohorts in affected area.

Level 3 – Partial Suspension (Function or Person)

Material risk to validity, safety, environment, or data security.

Examples: assessor using obsolete rubrics; exam materials left unsecured; inadequate emergency arrangements for practicals.

Action: suspend individual/process; re-train; re-assess impacted learners where necessary.

Level 4 – Results Hold / Cohort Suspension

High risk to assessment integrity or regulatory compliance.

Examples: suspected plagiarism/collusion across a group; invigilation breach; use of unapproved venue or equipment.

Action: hold results; investigate; re-sit under controlled conditions; notify awarding body/TVTC as required.

Level 5 – Withdrawal / Termination

Serious or wilful breach; safeguarding/HSE danger; falsification.

Examples: fabricated results; tampering with evidence; deliberate safety violation causing harm or significant environmental impact.

Action: withdraw role/approval, terminate delivery in the affected area, report to awarding body/TVTC, consider disciplinary action and external escalation.

4. Grounds for sanctions (triggers).

To define the behaviours, events, or non-conformities that may trigger sanctions against a staff member, tutor/assessor, learner, contractor, or function at Red Dune Training Centre (Saudi Arabia). Triggers align with TVTC requirements and the control/continual-improvement principles in ISO 9001, 14001, and 45001.

Sanction Levels (for guidance)

- **Minor:** isolated, low-risk breach; usually addressed by advice or corrective action.
- **Major:** repeated or significant breach affecting integrity, safety, environment, learners, or compliance; may lead to suspension of activity or role.
- **Critical:** intentional or systemic breach compromising assessment validity, safety, environment, data, or legal obligations; may result in removal from role, centre suspension of activity, or contract termination.

Primary Triggers

1. **Assessment Integrity & Exam Security** – plagiarism, collusion, impersonation, leaking/soliciting assessment content, tampering with scripts, unlawful coaching, or failure to follow invigilation controls.
2. **Malpractice/Maladministration** – falsifying records or CPD, improper certification claims, use of obsolete/unauthorised documents, or repeated administrative errors that undermine reliability.
3. **Non-Compliance with TVTC/Awarding Conditions** – ignoring formal directions, delivering unapproved qualifications, using unapproved venues/equipment, or appointing unqualified staff.
4. **Health, Safety & Welfare** – breaching safe-system-of-work, failing to report incidents/near misses, bypassing PPE/permit controls, or creating unsafe learning/assessment environments.
5. **Environmental Breaches** – improper waste handling, pollution risk, excessive resource use contrary to centre controls, or failure to implement agreed mitigation during practical assessments.
6. **Data Protection & Confidentiality** – unauthorised access, sharing, or loss of personal, assessment, or commercially sensitive information; poor document control or insecure storage/transfer.
7. **Conflicts of Interest & Independence** – undisclosed relationships, self-assessment/verification, gifts/hospitality that could influence outcomes, or pressure on staff to alter results.
8. **Equity, Diversity & Inclusion** – discrimination, harassment, victimisation, or failure to provide agreed reasonable adjustments or access arrangements.
9. **Misrepresentation & Branding** – misleading advertising, misuse of awarding-body/TVTC/ISO marks, inflated pass claims, or promises that cannot be evidenced.
10. **Financial & Ethical Misconduct** – bribery, coercion, charging unapproved fees, or withholding agreed refunds without just cause.
11. **Obstruction of Quality Assurance** – refusing audits/monitoring, destroying evidence, or non-cooperation with investigations.
12. **Vendor/Contractor Failures** – third-party actions that pose risk to integrity, safety, environment, or compliance where controls were not applied by the centre.

5. Decision-making & proportionality.

To ensure Red Dune Training Centre applies fair, consistent, and proportionate sanctions when non-compliance or malpractice is identified, protecting learners, awarding-body integrity, TVTC requirements, and our ISO 9001/14001/45001 commitments.

Principles

- **Evidence-led:** Decisions rely on verified facts, documented audits, and IQA findings.
- **Proportionate:** The sanction matches the seriousness, risk to learners/public, assessment integrity, environment, and occupational health and safety.
- **Consistent:** Similar cases receive similar outcomes, considering context and precedent.
- **Timely and transparent:** We act promptly, record reasons, and communicate outcomes to affected parties with appropriate confidentiality.
- **Corrective, not punitive:** Wherever safe and lawful, we prioritise education, remediation, and prevention.

Decision Authority

- **Level 1 (Operational):** Centre Manager with Quality Lead—minor breaches, process errors, isolated late actions.
- **Level 2 (Senior):** Head of Centre—repeated breaches, risks to assessment validity, significant data or exam-security concerns.
- **Level 3 (Escalated):** Head of Centre with governance panel; notify awarding body/TVTC where required—systemic failures, suspected fraud, safety incidents, or environmental harm.

Proportionality Factors

- Impact on learner outcomes, assessment validity, and certification decisions.
- Risk to health, safety, and the environment during training/assessment.
- Intent (deliberate, negligent, or accidental) and cooperation shown.
- Scale, duration, and whether issues are recurring.
- Previous history and effectiveness of prior corrective actions.
- Legal/regulatory obligations and awarding-body/TVTC direction.

Sanction Range

- Advisory note and coaching.
- Written warning with Corrective and Preventive Action (CAPA).
- Temporary restrictions (e.g., invigilation duties, use of an assessment instrument).
- Suspension of delivery/assessment for a unit/course pending remediation.
- Withdrawal from role or termination of subcontracted services.
- Result withholding, annulment, or notification to awarding body/TVTC.
- Centre self-suspension of specific activities where immediate risk exists.

6. Notification & communication.

To ensure timely, accurate, and confidential communication of any centre sanctions (actual or proposed) affecting Red Dune Training Centre (Saudi Arabia), in line with TVTC requirements and the communication, competence, and improvement principles embedded in ISO 9001, ISO 14001, and ISO 45001.

Scope

Applies to all sanctions issued by awarding bodies, TVTC, or internal governance (e.g., warnings, enhanced monitoring, suspension, removal of approval, or specific conditions on delivery, assessment, or certification).

Triggers

- Receipt of a notice, referral, or investigation letter from TVTC/awarding body.
- Internal nonconformity or malpractice outcome that warrants a sanction or self-suspension.
- Significant risk to learner safety, assessment integrity, environment, or reputation.

Roles & Responsibilities

- **Head of Centre (HoC):** owns the communication, approves all messages, and acts as the official contact.
- **IQA:** prepares the communication pack (context, evidence, CAPA plan) and maintains the sanctions log.
- **Centre Manager:** coordinates operational messaging to staff and learners and controls the use of approved templates.
- **Office Coordinator:** issues notices via controlled channels and files acknowledgements.

Timelines

- **External authorities (TVTC/awarding body):** initial acknowledgement within 2 business days; full response per the stated deadline.
- **Internal staff:** same business day for urgent safety/integrity issues; otherwise within 3 business days.
- **Learners/clients:** within 3 business days where delivery, assessment, results, or certification are impacted.

Channels

- Official email from designated inboxes (e.g., info@reddune.org / admin@reddune.org) using approved templates and reference numbers.
- Secure portals where mandated by TVTC/awarding bodies.
- Meeting minutes for briefings; website notices only when required and approved by HoC.

Content Requirements

- Clear sanction status, scope, affected courses, dates, and immediate implications.
- Actions taken (controls, suspensions, rescheduling), support offered to learners, and next review date.
- Named contact point and response window.

7. Action plans & timescales.

To ensure that any sanction applied to Red Dune Training Centre is addressed through a clear, time-bound Corrective and Preventive Action (CAPA) plan that restores full compliance and prevents recurrence, in line with risk-based quality management and the PDCA cycle.

Trigger

Action planning is required whenever a sanction, condition, or action point is issued by an awarding body, TVTC, or an internal audit that identifies a major nonconformity affecting assessments, learner safety, data integrity, or environmental/operational controls.

Ownership and Approval

- **Owner:** Center head.
- **Approver:** Head of Centre.
- **Supporting roles:** Centre Manager, , relevant Tutors/Assessors, and IT/Facilities.

Plan Content

Each CAPA plan must state: (a) the sanction reference; (b) risk rating; (c) root cause(s); (d) corrective actions (to fix the issue now); (e) preventive actions (to stop it recurring); (f) accountable person; (g) start and due dates; (h) evidence required for closure; (i) verification method (sampling, observation, re-audit); and (j) communication requirements.

Standard Timescales

- **Critical learner safety, exam security, or legal breach:** immediate containment within 24 hours; full corrective action within 48 working hours; preventive controls within 96 working hours.
- **Major quality nonconformity (high risk):** corrective actions within 120 working hours; preventive actions within 148 working hours.
- **Minor nonconformity (medium/low risk):** actions within 5–6 working days.
Where a regulator or awarding body specifies shorter deadlines, those take precedence. Any justified extension must be requested in writing before the due date and approved by the Head of Centre (and, where required, by the imposing body).

8. Impact of sanctions.

To clarify the operational, learner, compliance, and reputational consequences if Red Dune Training Centre (Saudi Arabia) is sanctioned by an awarding body, TVTC, or other regulator, and to set required actions that protect learners and restore conformity in line with ISO 9001 (quality), ISO 14001 (environmental control), and ISO 45001 (OH&S).

Types of Sanctions (examples)

- **Advisory/Action Points:** minor nonconformities requiring corrective action.
- **Heightened Monitoring/Conditions:** additional evidence, enhanced sampling, restricted cohorts.
- **Suspension (partial or full):** temporary halt on delivering specific qualifications, assessments, or certification claims.
- **Withdrawal/Termination:** removal of approval and centre status.

Operational Impact

- **Course Delivery:** affected programmes may be paused, rescheduled, or moved to alternative assessment routes. New intakes on sanctioned qualifications stop until clearance.
- **Assessment & Certification:** marking, verification, and certification claims may be delayed or frozen. Previously issued results may be reviewed or annulled if malpractice/maladministration is proven.
- **Resources & Roles:** reallocation of staff time to investigation, internal audit, retraining, and corrective action plan (CAPA) delivery. Where individuals are implicated, they may be removed from assessment roles pending outcome.

Learner Impact

- **Continuity:** learners are offered revised timelines, alternative sittings, or transfer to another approved provider where permitted.
- **Transparency:** timely, factual updates; clear complaint and appeal routes; safeguarding of learner fees.
- **Support:** additional tutorials, re-assessment opportunities, and fee adjustments where appropriate.

Compliance & Governance Impact

- **Quality System:** nonconformities recorded; root cause analysis performed; CAPA raised with owners, deadlines, and effectiveness checks.
- **Legal/Regulatory:** where required, notification to TVTC/awarding body; preservation of evidence; cooperation with investigations.
- **Document Control:** immediate withdrawal of obsolete instruments; controlled release of revised forms, rubrics, and procedures.

Environmental & OH&S Impact

- **Practical Assessments:** any unsafe practice triggers suspension of the relevant assessment until hazards are removed, risks re-evaluated, and controls verified.
- **Operational Controls:** reinforcement of energy, waste, and emergency arrangements for assessment venues; incident learnings integrated into assessments.

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Financial & Reputational Impact

- Possible loss of revenue, additional audit costs, and reputational damage. Communications are centrally managed by the Head of Centre to prevent misinformation.

Restoration

Clearance is granted only after evidence-based closure of actions, successful external verification (where stipulated), staff competence refreshers/CPD, and formal written confirmation from the sanctioning body.

9. Right to appeal / escalation.

To give learners, staff, clients, and partners a fair, transparent route to challenge sanctions issued by Red Dune Training Centre, safeguarding natural justice and continual improvement in line with TVTC expectations and ISO 9001 (quality), ISO 14001 (environmental impact of decisions), and ISO 45001 (OH&S).

Who may appeal

Any person or organisation directly affected by a centre sanction (e.g., suspension of a learner, withdrawal of results, assessor suspension, temporary delivery hold, removal from a course, or restrictions on facilities).

Grounds for appeal

Appeals may be lodged where the appellant believes that:

1. due process was not followed;
2. evidence was misinterpreted or incomplete;
3. the sanction is disproportionate;
4. new, material evidence has become available; or
5. the decision creates undue HSE or environmental risk not previously considered.

How to appeal

- Submit an appeal within 120 working hours of notification, using the Centre Appeal Form and sending it to complaints@reddune.org (or by hand at reception).
- Include the decision letter, grounds, supporting evidence, and the remedy sought.
- We will acknowledge receipt within two working days and log the case in the Sanctions & Appeals Register (controlled record).

Stage 1: Internal review

A manager not involved in the original decision (normally the Quality Lead/IQA or Centre Manager) will review the sanction, evidence, and procedure compliance. They may interview parties, re-check records, and consider HSE/Environmental implications. A written outcome (uphold, vary, or overturn) is issued within 72 working hours, with reasons and actions.

Stage 2: Independent panel

If unresolved, the appellant may escalate within five working days to an independent panel chaired by the Head of Centre (or delegate) and at least one external/independent member. The panel reviews papers, may meet the parties, and confirms a final internal decision within 15 working days.

External escalation

Where the sanction relates to a regulated qualification or TVTC-controlled provision, the appellant may escalate to the awarding organisation and/or TVTC after completion of internal stages. Contact details and routes are provided in the Stage 2 outcome letter.

10. Interface with Investigations.

To define how Red Dune Training Centre cooperates with and supports investigations related to sanctions, malpractice, maladministration, health, safety, environmental issues, and assessment irregularities, ensuring fairness, transparency, and regulatory compliance.

Scope

Applies to all staff, contractors, learners, and partners whenever an inquiry is initiated by Red Dune, TVTC, an awarding body, regulators, or law-enforcement, and covers both academic and operational matters (including HSE and environmental controls during assessments or practical activities).

Principles

- **Impartiality:** Decisions are based on verified facts; any conflict of interest is declared and managed.
- **Confidentiality:** Information is shared strictly on a need-to-know basis and protected throughout the process.
- **Cooperation:** The Centre provides timely access to people, places, systems, and records requested by competent authorities.
- **No retaliation:** Individuals raising concerns in good faith are protected from victimisation.

Triggers

- Allegations or indicators of malpractice/maladministration, data breaches, exam security failures, falsification of records, HSE non-compliance, environmental incidents, bribery/fraud, or breach of centre sanctions.

Process

1. **Preserve evidence:** Secure scripts, digital records, CCTV (if applicable), equipment, and access logs.
2. **Notify & contain:** Inform relevant bodies as required; apply temporary controls (e.g., suspend an assessment instrument, invigilator, or cohort) without presuming guilt.
3. **Fact-finding:** Conduct interviews, document reviews, site checks, and risk assessments; record time-stamped notes.
4. **Decision & actions:** Determine outcomes, apply/maintain sanctions if warranted, and set corrective and preventive actions with owners and deadlines.
5. **Communication:** Provide clear, respectful updates to parties within permitted boundaries; signpost appeals routes.
6. **Closure & learning:** Verify effectiveness of actions, update risk registers, procedures, and training; brief staff on lessons learned.

11. Standardization & CPD linkage

To ensure any centre sanctions (warnings, restrictions, suspension, or withdrawal of roles/privileges) are prevented or lifted through robust standardisation and targeted CPD, in line with TVTC expectations and ISO 9001 competence/continual-improvement principles, with due regard to ISO 14001/45001 when assessments involve practical HSE activity.

Scope

Applies to all staff involved in assessment design, delivery, invigilation, marking, IQA, and

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certification at Red Dune Training Centre (Saudi Arabia), across international qualifications and TVTC-approved programs.

Standardisation Requirements

- Scheduled standardisation occurs before each cohort and after first marking.
- Activities include moderation of sample scripts, calibration of marking decisions, review of assessment conditions, and alignment to awarding-body/TVTC updates.
- Outputs: a Standardisation Record (agenda, samples reviewed, decisions, exemplars, and agreed changes). These are controlled documents.

Link to Sanctions

- **Triggers:** inconsistent marking, assessment condition breaches, data/record errors, or failure to implement previous action points.
- **Immediate actions:** the Quality Lead may pause an assessor/invigilator's duties, require second marking, or limit scope (e.g., theory only) pending retraining.
- **Sanction tiers:**
 1. Advisory note and coaching plan.
 2. Formal warning with restricted duties.
 3. Temporary suspension from assessment activity.
 4. Removal from role and notification to awarding body/TVTC if mandated.

CPD Linkage

- Each sanction must include a CPD Improvement Plan that maps gaps identified in standardisation to specific learning (e.g., assessment principles, exam security, practical HSE controls).
- Minimum CPD: 24 hours/year for assessors; 30 hours/year for IQA/Quality leads. A portion must directly address the nonconformity root cause.
- Evidence: certificates, reflective logs, observed practice, and improved sampling outcomes. Restoration of full duties requires demonstrated competence in the next standardisation cycle.

Monitoring & Closure

- KPIs: re-mark variance $\leq$ tolerance, zero use of obsolete materials, on-time action closure, and no repeat findings across two consecutive cycles.
- Closure of sanctions is authorised by the Head of Centre on recommendation of the Quality Lead, with records retained per Document Control and Records Retention procedures.

12. Record-keeping & retention.

To ensure all sanction-related records at Red Dune Training Centre are accurate, secure, retrievable, and retained for periods that meet TVTC requirements, contractual obligations with awarding bodies, and our ISO 9001, 14001, and 45001 systems.

Scope

Applies to any record created, received, or amended in relation to centre sanctions or potential sanctions, including warnings, action plans, suspensions, restrictions, appeals, investigations, and subsequent closures.

Ownership & access

The Head of Centre is the record owner. Day-to-day control sits with the Quality Lead. Access is strictly need-to-know: HoC, Quality Lead/IQA, Centre Manager, and authorised auditors or regulators. Learner or client data within these files is handled under our data protection procedure.

What we keep

- Sanction notices received or issued, with unique IDs and version control.
- Root-cause analyses, risk assessments, action plans, evidence of completion, and sign-off.
- Correspondence with awarding bodies, TVTC, auditors, employers, or learners.
- Meeting minutes, standardisation outputs, and monitoring logs.
- Appeal decisions and any revised outcomes.
- Environmental and OH&S controls relevant to the sanction context for practical activities.

Format & security

Records may be digital or hard copy, but the master set is digital in the controlled repository. Hard copies are scanned, stamped “Controlled Copy,” and stored in locked cabinets. Digital access uses role-based permissions, strong authentication, and audit trails. Examination-security items are encrypted at rest.

Retention

Unless a longer period is mandated by a regulator, we retain sanction files for six years after closure. Where a sanction relates to an ongoing qualification approval, the retention extends to six years after the approval ends. Litigation holds override disposal.

Review & disposal

The Quality Lead reviews active files quarterly to confirm completeness and evidence integrity. When retention expires, files are disposed of securely: digital data is irreversibly deleted; paper is cross-shredded or via certified confidential waste. Disposal logs are kept.

Assurance

Compliance is checked through internal audits and external reviews. Nonconformities trigger corrective action and management review.

13. Review cycle

To keep the Centre Sanction Policy current, fair, and compliant with TVTC requirements and ISO 9001/14001/45001, using an evidence-based Plan–Do–Check–Act approach.

Frequency

- **Quarterly mini-review:** led by the Quality Assurance with the Centre Manager to test effectiveness, check open actions, and confirm controls remain suitable.
- **Annual full review:** owned by the Head of Centre, approved by senior management, and issued as a controlled version.
- **Triggered reviews:** conducted immediately after any sanction, regulatory change, serious complaint/malpractice, or external audit finding.

Inputs

- TVTC communications, awarding-body/external verifier reports, internal audit and IQA data, complaints/appeals trends, incident and near-miss logs, environmental and OH&S considerations from assessment operations, staff/learner feedback, KPI performance against targets.

Process

1. Analyse data and root causes.
2. Update risk register and sanctions matrix (criteria, levels, escalation).
3. Agree corrective and preventive actions with owners and deadlines.
4. Confirm competence/CPD needs for staff involved in sanctions.
5. Validate changes via sampling or trial use before centre-wide rollout.

Outputs & Communication

Updated policy, sanctions matrix, guidance notes, and templates; staff briefing, version release note, and system updates (withdraw obsolete versions).

Records & Control

Minutes, action trackers, approval logs, and superseded versions are retained per Document Control and Records Retention. The Head of Centre signs off effectiveness at the next Quality Review Meeting.