



# Learner Identification Policy

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## 1. Policy Statement

The purpose of this policy is to ensure that Staff Power Training (SPT) accurately identifies all learners embarking on a course or qualification. Robust identification verification is essential to:

- *Maintain the integrity of the assessment and examination process.*
- *Prevent impersonation and certification fraud.*
- *Comply with the requirements of our Awarding Organisations and regulatory bodies.*
- *Ensure that funding is claimed only for eligible and real learners.*

## 2. Scope

This policy applies to all learners undertaking regulated or non-regulated training with SPT. It applies to all modes of delivery, including face-to-face classroom sessions, workplace assessments, and remote/online learning.

## 3. Acceptable Forms of Identification

To confirm identity, SPT requires learners to present official, photographic identification. The document must be original, valid (unexpired), and legible.

### 3.1 Primary Documents (Preferred)

- **Passport:** A valid passport of any nationality.
- **Driving Licence:** A valid photocard driving licence (full or provisional).
- **National ID Card:** A valid government-issued national identity card (EU/EEA).
- **Biometric Residence Permit (BRP):** Issued by the UK Home Office.

### 3.2 Secondary Documents (If Primary is unavailable)

If a learner cannot provide primary ID, they may present two of the following forms of secondary ID (at least one must be photographic or clearly link to the learner's address):

- Valid Employee ID card (with photo and employer logo).
- Valid Student ID card (from a recognized university or college).
- Birth Certificate (accompanied by a passport-sized photo endorsed by a person of standing in the community).
- Bank statement or utility bill (issued within the last 3 months) confirming current address.

*Note: Digital copies or photographs of ID on phones are generally not acceptable for formal exams unless specifically permitted by the Awarding Organisation's remote invigilation rules.*

## 4. The Verification Process

### 4.1. At Enrolment

- Learners must present their ID to the enrolment officer or trainer on the first day of learning.
- Staff will verify that the photograph matches the learner and that the name matches the enrolment form.
- SPT will record the type of ID seen and the document number in the learner's file. We will not retain copies of the ID unless strictly required by the funding body or awarding organisation.

### 4.2 At Assessment/Examination (Face-to-Face)

- Learners must bring a valid ID to every invigilated exam or formal assessment.  
Invigilators will check IDs against the attendance register before the exam begins.
- Learners without ID will not be permitted to sit the exam, except in exceptional circumstances where identity can be vouched for by a known member of staff (*subject to Awarding Organisation rules*).

### 4.3. Remote/Online Assessments

For remote learning, identity verification is just as critical. We utilise the following methods:

- Video Verification: The learner must show their photo ID to the camera at the start of the recorded session or live stream.
- Proctoring Software: If using automated proctoring, the software will capture the ID and facial biometric data for verification.
- Two-Factor Authentication: Learners must log in using secure credentials unique to them.

## 5. Exceptions and Cultural Sensitivities

We respect the diversity of our learners.

- Face Coverings: Learners wearing religious veils (*e.g., niqab, burqa*) will be asked to reveal their face for identification purposes. This will be done in a private room by a female staff member to respect religious modesty.
- Name Changes: If the name on the ID differs from the course registration (*e.g., due to marriage or deed poll*), the learner must provide original legal documentation linking the two names (*e.g., Marriage Certificate*).

## 6. Dealing with ID Irregularities

If a staff member suspects that an ID is fraudulent, or that a learner is impersonating someone else:

1. Do not confront the learner aggressively.
2. Privately ask the learner for a secondary form of ID or to sign a signature sheet for comparison.
3. Allow the learner to sit the exam (to avoid disruption), but mark the script/file as "ID Under Investigation."

4. Report the incident immediately to the Head of Quality and or Compliance.
5. If fraud is proven, the learner will be withdrawn, the Awarding Organisation notified, and the police contacted if necessary.

## **7. Data Protection**

All data regarding learner identification is processed in accordance with the Data Protection Act 2018 and GDPR.

- ID details are stored securely on our Management Information System (MIS).
- Any physical copies taken (*only if legally mandated*) are stored in locked cabinets and destroyed once the retention period expires.
- ID information is never shared with third parties except for the relevant Awarding Organisation or Funding Body.

## **8. Policy Review**

This policy will be reviewed annually, or more frequently if there are significant changes in legislation, working practices, or following any related incidents.