

## **Policy Handbook (optional)**

### **1. Introduction**

- 1.1 A policy handbook is an optional document type. Some centres may store and maintain all of their policies and procedures in a comprehensive handbook. This is an acceptable alternative to maintaining individual policies.
- 1.2 If ALL centre policies are contained within a policy handbook then centres are not required to also store policies individually. Below is a sample contents list for the policy handbook.

### **2. Policy Handbook Template**

- 2.1 Policy handbooks must have a contents page to allow for cross referencing policies. An example contents content is outlined below.

- a) Scope
- b) Access to Fair Assessment
- c) Appeals Policy
- d) Candidate Records Keeping Policy
- e) Complaints Policy
- f) Conflicts of Interest Policy
- g) Data Protection Policy
- h) Enquirer (Customer Charter) Policy
- i) Equality & Diversity Policy
- j) Health & Safety Policy
- k) Malpractice Policy
- l) Staff Recruitment and Induction Policy
- m) Internal Quality Assurance Policy

- 2.2 Template content for each section of the handbook can be found under the relevant policy section on the ITC website or centre application screen.