

Risk Management Policy

Policy

This policy sets out our approach for the identification and managing of risk associated with the delivery, and assessment where applicable, of our schemes and programmes. It outlines the roles and responsibilities for risk management

Other policies relating to our management of risk are our [Sanctions Policy](#) and [Malpractice and Maladministration Policy](#).

Definition

Within this policy, risk is defined as the combination of the likelihood of an event and the impact of its consequences, specifically:

- Reputation and credibility of Energy & Utility Skills and/or our schemes and programmes
- Operational activities (for example, training delivery and assessment, EUSR registration processing)
- Financial (for example payment of invoices in line with our terms and conditions)
- Compliance (with our Quality Framework, policies and processes)

Risk management is the systematic application of principles and approach, and the process by which we identify, assess and manage the risks associated by the delivery of our schemes and programmes.

Scope

All Approved Providers and Approved Trainers are assigned a risk rating by us based on:

- Our approval activity – at provider or trainer and training programme level
- Ongoing monitoring activities
- Audits - at Approved Provider or Approved Trainer and training programme level (for example internal quality assurance, administration, training and assessment delivery, trainer qualifications and experience, resources and equipment availability, duration of training and assessment, compliance with our Quality Framework and policies.
- Scheme(s) and/or Endorsed Training Programme(s) being delivered where there is high risk activity within the training delivery or assessment
- Complaints
- Feedback from individuals taking the training or assessment
- Feedback from our internal teams, for example from EUSR Support in relation to administration and registration processing
- The size, structure and resources available within an Approved Provider – or the resources and support available for an Approved Trainer
- Volume of EUSR registrations (for example very high or very low volumes or a significant increase or decrease in volumes over a short period of time)

- Late or non-payment of invoices

We would also manage risk on behaviours of our Approved Providers and Trainers. Areas that we would consider that may affect risk areas include;

- Consistent batch administration errors and issues, including where multiple batches have been submitted with only one individual learner on them
- Consistent requests for additional learners to be on batches more than the agreed ratios and number on learners on our schemes and programmes
- Behaviour/attitude with your clients, customers and our internal team members
- Complaining around changes or amendments to our working ways that improve our approaches to quality assurance and integrity of our programmes and schemes
- Complaints and whistleblowing from learners or employers on your practices
- How you are advertising your services through social media platforms or other areas where promotion of your services occur

Risk Rating

We assign every Approved Provider and Trainer a risk rating:

- Low Risk (Green)
- Moderate Risk (Amber)
- High Risk (Red)

The Risk Rating is applied at either Approved Provider, Approved Trainer or training programme level.

| Risk Rating | Description of Risk | Indicative Sanction | Indicative time between audits or intervention |
|-----------------|--|---------------------|---|
| Low | Meets all approval criteria, any remedial actions or recommendations are minor. There is no risk to our schemes or programmes or individuals undertaking them | None or Level 1 | Within 12 months |
| Moderate | Does not meet all approval criteria – at a centre and/or training programme level. There are some concerns with regards to the risk to individuals undertaking our schemes or programmes and/or the reputation or integrity of our schemes or programmes and/or the reputation of Energy & Utility Skills. | Level 2 – Level 3 | Within 6 – 12 months <i>(dependent upon scheme or programme)</i> |
| High | Does not meet our approval criteria – at a centre and/or at a training programme level | Level 3 – Level 4 | Within 3 months |

Want to know more?

You can contact us as follows:

Email: quality@euskills.co.uk or phone 0121 745 1310

