SAFETYMAN ACADEMY

Contractor Quality Assurance

Training and operating manual

Starter • Intermediate • Advanced

Software baseline 1.14.0 • Documentation edition D1 • 20 November 2026

Learn the workflow, practise the decision and keep the evidence connected. This manual supports self-paced study and facilitated company training.

Commercial access remains quotation based, through named company accounts and allocated annual software seats. Academy enrolment is arranged separately within the agreed training package.

All examples are fictional. Screenshots show empty forms or a labelled training record; no customer evidence is included.

How to use this manual

Begin with the operating reference, then study the three levels in order or use equivalent prior knowledge. Each level contains three lessons, a practical task in each lesson and ten knowledge-check questions. Answers and explanations follow the questions. Allow 15–25 minutes per lesson; pause between sections.

Write exercise answers in a notebook or an authorised training workspace. Do not put real personal or company evidence into an Academy exercise. The public demonstration is read only. A training certificate records completion; it is not a substitute for observed competence or workplace authorisation.

The current Feature & Readiness Register is the authority for delivered capabilities and remaining acceptance work. Historical release notes and old screenshots describe their own editions.

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Facilitator and assessment guidance

Access and responsibilities

Confirm company, named account, allocated seat, module entitlement and role. These are separate controls. Company managers maintain the quality registers. Assign a responsible owner and a different reviewing manager. Personnel entries do not create login accounts. Where a control is unavailable, check scope and role before treating it as a fault.

Audit or Assure provides audit, document, objective, management and improvement registers. NCR provides quality cases. Contractor provides supplier reviews. No extra Improvement Review entitlement is required.

Operating reference

Start here: company, role and records

1. Sign in through Client sign in. Select the intended company before opening records. Company membership, an allocated named seat, product entitlement and the appropriate role are separate requirements.

2. Open Quality & Audit for company-wide registers. An assessment selection is not required to start a register. Use Open assessment workspace for detailed audits, NCRs, investigations and actions.

3. Company managers maintain the quality registers. Assign a responsible manager and a different reviewing manager. The reviewer must also be distinct from the creator and submitter when completing review.

4. Audit or Assure enables audit programmes, standards/evidence, controlled documents, objectives and management reviews. NCR enables quality cases; Contractor enables supplier reviews. The quotation must reflect existing Assure entitlement rather than require duplicate Audit purchasing.

5. Use named staff and contractor accounts for assignments and submissions. A personnel entry in the competence register is not a login account and does not itself allocate a seat.

If a control is unavailable: check company, membership, role, licence and module allocation. A public demonstration cannot edit private company registers. Existing records may remain readable when editing is unavailable.

Contractor and staff evidence submissions

Open My assignments & submissions → New submission. Enter a title, category, reference and factual description. Save as Draft, attach the evidence through Files, then change the status to Submitted.

The submitter can no longer rewrite submitted evidence. A company manager records a visible response and progresses it to Reviewed. Review of a submission does not automatically create or close an NCR.

Approve, acknowledge and supersede

1. The assigned independent reviewer checks the issue and records a review decision before approving. The review date must not precede the effective date. Approved files remain unchanged.

2. On the approved record choose Assign access / acknowledgement. Choose an existing named company recipient, purpose Acknowledgement and an access expiry within one year. Review every source field and attachment before granting access: the assignment exposes the fixed snapshot and its files.

3. The recipient opens My assignments & submissions → View snapshot, reads the revision and confirms I have read this issued revision. The account and UTC time are recorded. A manager cannot acknowledge for somebody else.

4. To supersede, create a new revision record with the old reference, approve it and issue new assignments. Revoke old access where appropriate. Changing, archiving or withdrawing the source prevents new acknowledgements against that issue.

5. Expiry and revocation end recipient access while retaining acknowledgement history. Previously downloaded copies cannot be recalled. An acknowledgement records reading, not understanding or demonstrated competence.

Read-only audit access: issued or closed audit programme records can also be assigned as fixed snapshots. This does not grant the recipient access to the linked assessment or the full record history.

Supplier performance and management review

Supplier performance: use a consistent supplier reference across engagements. Record the period, evidence, evaluation and a decision. A terminal review cannot remain Pending. The dashboard groups exact references; differing spellings can split the same supplier.

A reviewed decision such as Improvement required or Suspend new work is a performance record. It does not automatically suspend a contractor or cancel permission to work. Make and record any operational access decision through the appropriate contractor process.

Quality objectives: define the intended result, measure, target, owner and review date. Record the evidence behind progress and review the outcome rather than simply changing a status.

Management reviews: bring together audit results, quality cases, supplier evidence, objectives and actions. Record inputs, decisions, responsibility and follow-up. Review outputs should be traceable to work and later effectiveness checks.

Meeting discipline: agree what changed, whether it worked, which findings repeated and what resources are needed. Record unknowns explicitly. The existing dashboard is current-state reporting, not a forecast or a certification score.

Evidence files, exports and history

Save a record before opening Files. Supported formats include JPG, PNG, GIF, WebP, PDF, Word and Apple Pages. Export Google Docs to PDF/Word and HEIC images to JPG before upload.

Company-register limits are 5 MB per file, 100 files and 50 MB per record. Assessment attachment limits apply separately to assessment records. Downloads are permission-checked rather than public media URLs.

Upload the correct revision while the record is Draft. Submitted and approved evidence is protected by workflow rules. A file hash records integrity; it does not certify the truth of its contents. Sentinel does not virus-scan these uploads.

Use History to inspect retained revisions and download a historical JSON snapshot. The history window shows the latest 100 entries; do not describe this view as an unlimited audit-log export.

Export this register produces JSON for the displayed active or archived register selection. It is not a complete website backup. Keep the database, protected uploads, site configuration and application code together in the recovery plan.

Core investigation evidence-reference records describe and point to sources. They are distinct from the protected file attachments now available on supported operational and company records. Older reference-only illustrations must not be used to claim that the suite has no upload capability.

What changed after we fixed it?

Open Quality & Audit → What changed after we fixed it? → Add record. Save a Draft with the problem and review due date. Select the accessible assessment, source type, source record and corrective action linked to that source.

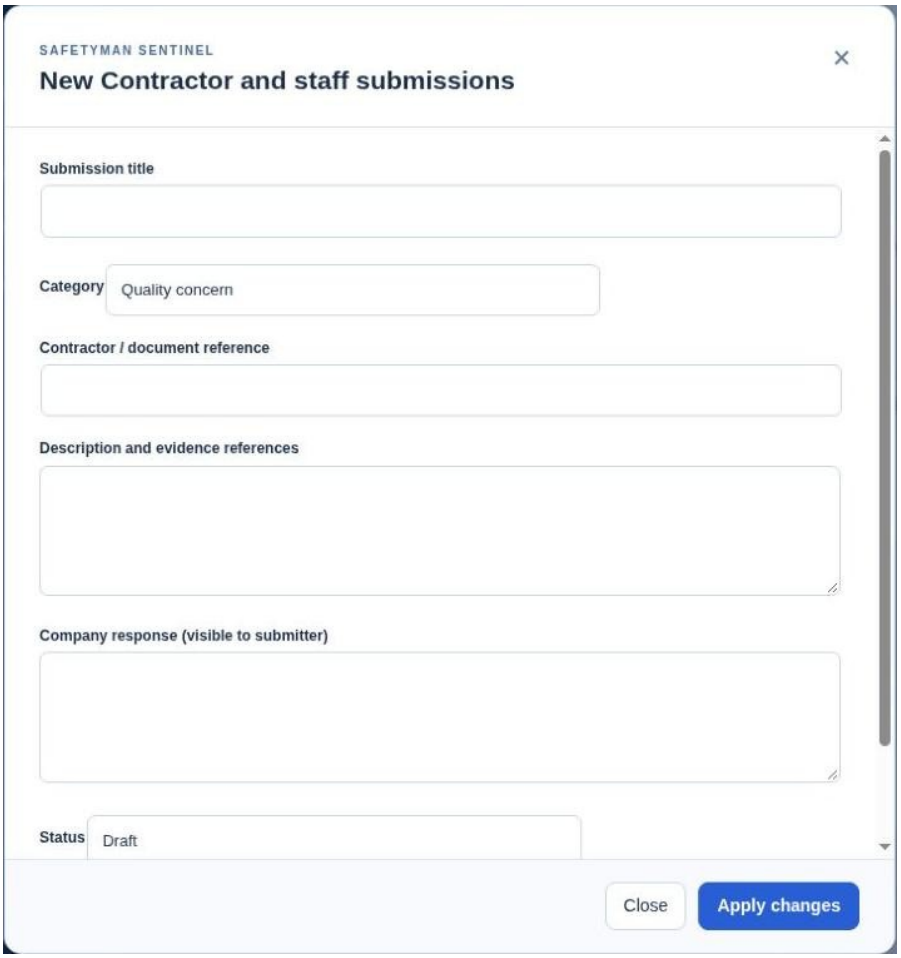
Record the implemented change and date, metric and success criteria. Add baseline and follow-up periods, affected items and total items checked. Counts must be whole, with a positive denominator. Record comparable conditions and limitations; do not infer causation from a lower percentage.

Save Draft before Files. Record the recurrence check and evidence, outcome, next action and next review date. The assigned owner submits Awaiting review. A different assigned manager records the review note and marks Reviewed. Reopen to Draft with a reason before revising reviewed evidence.

Effective requires adequate evidence and no recurrence observed. Partly effective records an improvement that still misses the agreed result; Not effective records failure against the criteria. Inconclusive records insufficient evidence with a plan to resolve it. A review does not automatically close its source or action.

The screenshot shows a saved fictional Draft on the 1.14.0 staging installation: 8/40 before and 0/60 after. It is Not assessed and recurrence is Not checked; the percentage alone does not establish effectiveness.

Workflow screenshot



Empty Test Company form captured from Sentinel 1.13.2 on 20 November 2026. This workflow remains in 1.14.0. Scroll within the form for further fields.

Starter

Submit, review and trace contractor quality evidence using named company accounts.

Prerequisite: No prior Sentinel experience is required. Understand your organisation’s authority and evidence-handling rules.

1. Define the deliverable and acceptance point

Understand the decision

Contractor assurance starts before work begins. Define the deliverable, acceptance criteria, required evidence and who may accept it. A valid insurance document does not prove workmanship. A supplier performance review does not replace operational contractor approval, RAMS review or permission to start work.

Apply it in Sentinel

Confirm the contractor’s company membership, allocated named seat and intended access. Use Contractor and RAMS processes for the engagement; use Quality & Audit for connected quality evidence. Record a stable supplier reference and keep it consistent. External participants are named accounts, not anonymous guests.

Practical task

A contractor presents insurance and a training certificate. Is the completed installation acceptable?

Worked answer

Not on that evidence alone. Check the agreed installation criteria, inspections, tests and authorised acceptance. Insurance and training support other decisions; they do not establish that this installation meets its specification.

Ready to continue?

Can another person follow your evidence, decision and next action without asking you to reconstruct the reasoning?

2. Submit evidence that can be reviewed

Understand the decision

A submission should make it clear what was done, where, when, against which requirement and what the attached file supports. Avoid personal information that is unnecessary to the decision. An unexplained file name forces the reviewer to guess.

Apply it in Sentinel

Open My assignments & submissions → New submission. Enter title, category, reference and factual description. Save Draft, attach evidence through Files, then submit. Submitted evidence is locked. A company manager records a visible response and progresses the submission to Reviewed. Review does not automatically create or close an NCR.

Practical task

Write a submission description for inspection sheet INS-14 revision B covering ten joints.

Worked answer

Inspection evidence for joints J01–J10 on the stated engagement and date, checked against the agreed criterion. Attach INS-14 revision B, identify any exceptions and name the authorised inspection reference. Do not claim acceptance if that decision is still pending.

Ready to continue?

Can another person follow your evidence, decision and next action without asking you to reconstruct the reasoning?

3. Read the issued instruction and respond to gaps

Understand the decision

An assigned snapshot identifies the revision shared with you. It does not grant access to the entire company register or linked assessment. Acknowledgement records that your named account read that issue. It is not a substitute for asking about unclear instructions.

Apply it in Sentinel

Open the assignment, read the fixed snapshot and files, and acknowledge personally where requested. Do not forward restricted evidence outside the authorised audience. If an instruction is unclear, raise the issue through the agreed company route. Keep an evidence submission factual; the manager decides whether further NCR or investigation work is needed.

Practical task

You have revision A downloaded, but the new assignment is revision B. Which should guide the work?

Worked answer

Check the effective date and authorised distribution. Read and acknowledge the current assigned issue B where it applies, confirm the change and remove obsolete working copies under the document procedure. Retain historical evidence appropriately; previously downloaded copies cannot be remotely recalled.

Ready to continue?

Can another person follow your evidence, decision and next action without asking you to reconstruct the reasoning?

Starter knowledge check

Choose one answer per question. Each is worth one point; seven correct answers meet the 70% course threshold. Try all ten before reading the answer key.

1. What does Reviewed on a contractor submission mean?

A. A manager has recorded a review response.

B. The contractor is automatically approved for all work.

C. A linked NCR automatically closed.

D. The submission became publicly accessible.

2. How should supplier identity be recorded across engagements?

A. Replace it with the reviewer’s name.

B. Use a stable, consistent reference.

C. Use a different nickname each time.

D. Omit it if the title seems clear.

3. What does Suspend new work in a supplier review do?

A. Cancels every contract.

B. Deletes the supplier’s evidence.

C. Records the review decision for separate authorised implementation.

D. Automatically removes all access.

4. Who should receive assigned quality evidence?

A. Anonymous visitors by default.

B. Anyone with a forwarded download.

C. All website subscribers automatically.

D. Intended named company accounts with authorised access.

5. Which evidence establishes installation acceptance?

A. Relevant checks against the agreed installation criteria.

B. Insurance alone.

C. A course certificate alone.

D. A supplier logo.

6. What comes before submission?

A. Close every unrelated NCR.

B. Save Draft and attach the relevant evidence.

C. Mark it Reviewed yourself as contractor.

D. Remove all references.

7. What should the description identify?

A. Only the supplier slogan.

B. Only a general claim that everything is safe.

C. Work, scope, date, requirement and supporting reference.

D. Only the file name.

8. Can a recipient see the whole linked assessment through a snapshot assignment?

A. Yes, all company assessments are unlocked.

B. Yes, including every user’s history.

C. Only if they forward it.

D. No, the assignment provides the specified snapshot and files.

9. What should a contractor do with an unclear instruction?

A. Seek clarification through the agreed company route.

B. Acknowledge on behalf of the team.

C. Invent an interpretation and conceal it.

D. Assume an older revision is current.

10. Which issue should guide work after a revision?

A. Any issue with a familiar filename.

B. The authorised applicable issue, checked for scope and effective date.

C. Always the first downloaded file.

D. Whichever copy has fewer pages.

Starter answer key

1. A — Submission review is separate from operational approval and corrective closure.

2. B — Consistent references support reliable grouping and traceability.

3. C — Operational restrictions must be implemented through the appropriate contractor process.

4. D — Assignments use named accounts and fixed snapshots within the authorised scope.

5. A — Insurance and training support other decisions but do not establish this deliverable’s conformity.

6. B — Draft preparation allows the evidence to be attached before submission locks it.

7. C — Specific context makes evidence reviewable.

8. D — Snapshot access is limited; it does not grant general assessment access.

9. A — Clarification is part of responsible use; acknowledgement alone does not resolve ambiguity.

10. B — Revision, applicability and effective date determine the intended working instruction.

Intermediate

Evaluate contractor submissions, control findings and connect supplier review to corrective work.

Prerequisite: Complete the preceding level or demonstrate equivalent practical knowledge. Practise only in an authorised training workspace.

1. Sample the work, not just the paperwork

Understand the decision

An assurance check should test a stated requirement with relevant evidence. A complete checklist may still contain weak answers. Combine records with authorised observation or testing where the criterion requires it. Do not assume that a document from another site or period establishes this engagement's condition.

Apply it in Sentinel

Create an audit programme entry with supplier reference, scope, dates, criteria and sampling approach. Link the detailed assessment audit. Keep checks and findings in that audit. Record sample size, exclusions and the source of each conclusion. Issue the report through its review gates; open corrective actions need not prevent report issue.

Practical task

Five signed checklists contain identical answers despite different installations. What should the reviewer do?

Worked answer

Check provenance and the actual criteria, compare with relevant inspection or test evidence, and enquire neutrally about how the checks were completed. Identical wording is a reason to examine reliability, not proof of dishonesty.

Ready to continue?

Can another person follow your evidence, decision and next action without asking you to reconstruct the reasoning?

2. Review a submission and control the gap

Understand the decision

Review means evaluating the evidence against the requirement and giving a usable response. If evidence is incomplete, identify what is missing and why it matters. Do not silently alter a contractor's submitted evidence. Keep the original and subsequent clarification traceable.

Apply it in Sentinel

Open the submitted record and its files. Record the manager response and review outcome. Where the gap needs corrective work, create or link the NCR/action separately in the assessment. Give the owner a clear requirement and due date. Do not assume that marking a submission Reviewed authorises work or closes the concern.

Practical task

A test sheet lacks the equipment reference. Write a useful response.

Worked answer

The submitted result cannot yet be linked to the installed equipment. Please provide the equipment identifier and the authorised test record reference for this engagement. Retain the original submission and record the clarification. Any release decision remains with the authorised acceptance process.

Ready to continue?

Can another person follow your evidence, decision and next action without asking you to reconstruct the reasoning?

3. Evaluate supplier performance consistently

Understand the decision

A supplier review needs a period, scope, evidence and a decision. Compare like with like. One severe failure may matter more than many minor defects; a simple count should not hide that difference. Avoid comparing contractors with different task exposure without explanation.

Apply it in Sentinel

In Supplier performance use the same supplier reference across engagements. Record the evaluation and a decision other than Pending when completing review. Assign the owner and independent reviewer. Improvement required or Suspend new work records a decision; it does not automatically suspend the contractor or change permissions. Implement any operational restriction through the authorised contractor process.

Practical task

A reviewed supplier decision says Suspend new work. Can the manager assume access has been removed?

Worked answer

No. The review records the performance decision. The authorised operational owner must apply the appropriate restriction separately, confirm it took effect, communicate within the agreed process and retain evidence. Do not rely on the review label to control access.

Ready to continue?

Can another person follow your evidence, decision and next action without asking you to reconstruct the reasoning?

Intermediate knowledge check

Choose one answer per question. Each is worth one point; seven correct answers meet the 70% course threshold. Try all ten before reading the answer key.

1. What does Reviewed on a contractor submission mean?

A. A manager has recorded a review response.

B. The contractor is automatically approved for all work.

C. A linked NCR automatically closed.

D. The submission became publicly accessible.

2. How should supplier identity be recorded across engagements?

A. Replace it with the reviewer’s name.

B. Use a stable, consistent reference.

C. Use a different nickname each time.

D. Omit it if the title seems clear.

3. What does Suspend new work in a supplier review do?

A. Cancels every contract.

B. Deletes the supplier’s evidence.

C. Records the review decision for separate authorised implementation.

D. Automatically removes all access.

4. Who should receive assigned quality evidence?

A. Anonymous visitors by default.

B. Anyone with a forwarded download.

C. All website subscribers automatically.

D. Intended named company accounts with authorised access.

5. Identical checklist answers across different installations justify what?

A. A neutral enquiry into provenance and relevant evidence.

B. An immediate dishonesty allegation.

C. Automatic acceptance.

D. Deletion of the checklists.

6. What should an audit sample record?

A. Only the contract value.

B. Scope, selection, size and exclusions.

C. Only the number of pages.

D. Only the auditor’s opinion.

7. A test sheet lacks an equipment reference. What response is useful?

A. Invent the missing identifier.

B. Silently replace the supplier’s file.

C. Request the identifier and applicable test reference, retaining the original.

D. Mark the equipment defective without enquiry.

8. Can a report be issued with corrective actions still open?

A. Never.

B. Only by deleting the actions.

C. Only by closing the audit first.

D. Yes, after the report review and issue gates are met.

9. Which supplier rating is unsuitable for a completed review?

A. Pending.

B. Improvement required with evidence.

C. An evidence-based acceptance decision.

D. An evidence-based restriction decision.

10. What must follow an authorised restriction decision?

A. Mark every other record closed.

B. Implement and confirm the operational restriction separately.

C. Assume the review label changed access.

D. Delete the contractor account history.

Intermediate answer key

1. A — Submission review is separate from operational approval and corrective closure.

2. B — Consistent references support reliable grouping and traceability.

3. C — Operational restrictions must be implemented through the appropriate contractor process.

4. D — Assignments use named accounts and fixed snapshots within the authorised scope.

5. A — Similarity prompts a reliability check; it does not establish intent.

6. B — These details establish the boundary of the evidence.

7. C — The missing link must be resolved without altering original evidence.

8. D — Report issue communicates reviewed findings; closure follows corrective requirements.

9. A — A terminal review requires an actual decision.

10. B — A recorded performance decision is not the access-control operation.

Advanced

Govern contractor assurance across engagements while preserving evidence, proportionality and review independence.

Prerequisite: Complete the preceding level or demonstrate equivalent practical knowledge. Practise only in an authorised training workspace.

1. Look across engagements without losing context

Understand the decision

Repeated findings can reveal a shared weakness, but aggregation can also mislead. Three findings from one visit are not three independent failures across sites. Use stable supplier identifiers, comparable periods and clear exposure measures. Distinguish recurring control failure from repeated recording of the same unresolved case.

Apply it in Sentinel

Bring supplier reviews, audit findings, NCRs and improvement results into a management review. Keep links to the source records. State which engagements and assessment records were accessible to the reviewer. The dashboard is limited to accessible records and current-state summaries; missing access must not be described as no findings.

Practical task

Two reports name “Northbank Ltd” and “Northbank Limited”. Their results differ. What is the first step?

Worked answer

Confirm the legal/contractual supplier identity and reference before aggregation. Preserve original records and document the reference correction where appropriate. Then compare period, scope, severity and exposure; do not merge solely because the names look similar.

Ready to continue?

Can another person follow your evidence, decision and next action without asking you to reconstruct the reasoning?

2. Make a defensible escalation decision

Understand the decision

Escalation should follow a defined threshold and the authorised commercial and operational process. Separate evidence from judgement, and explain why the response is proportionate to the risk and requirement. Conflicts of interest should be declared. An independent reviewer must be able to challenge a favoured supplier’s evidence.

Apply it in Sentinel

Record the supplier decision, supporting evidence, owner and follow-up. Apply any stop, restriction or approval change in the relevant contractor workflow under the organisation’s authority. Link the corrective action and its improvement review. Keep the company-wide summary suitable for managers without copying confidential investigation material.

Practical task

A key supplier misses its target but a project manager wants a favourable rating to protect the schedule.

Worked answer

Record the evidence-based result and unresolved requirement. Escalate the schedule conflict to the authorised decision-maker, retaining the rationale and controls. Do not alter the quality evidence to suit a commercial preference. Review the agreed response independently.

Ready to continue?

Can another person follow your evidence, decision and next action without asking you to reconstruct the reasoning?

3. Verify recovery before normalising assurance

Understand the decision

A revised method and briefing may be necessary, but recovery requires evidence from subsequent work. Define what sustained acceptable performance will look like before reducing assurance. Consider changing work volume, task complexity and personnel. Retain the ability to increase scrutiny if recurrence appears.

Apply it in Sentinel

Use Improvement Reviews for the linked source and action. Record the baseline, implementation date, follow-up sample, comparability, recurrence check, outcome and next review. A favourable review does not itself restore contractor approval. The authorised owner must make that operational decision with the relevant evidence.

Practical task

A supplier has one clean job after five recurring defects. Should enhanced assurance end?

Worked answer

Not automatically. Compare the clean job with the original failure conditions and agreed recovery criteria. A small or easier job may be insufficient. Continue proportionate checks until the defined evidence supports the recovery decision, then record who authorised the change and what would trigger renewed scrutiny.

Ready to continue?

Can another person follow your evidence, decision and next action without asking you to reconstruct the reasoning?

Advanced knowledge check

Choose one answer per question. Each is worth one point; seven correct answers meet the 70% course threshold. Try all ten before reading the answer key.

1. What does Reviewed on a contractor submission mean?

A. A manager has recorded a review response.

B. The contractor is automatically approved for all work.

C. A linked NCR automatically closed.

D. The submission became publicly accessible.

2. How should supplier identity be recorded across engagements?

A. Replace it with the reviewer’s name.

B. Use a stable, consistent reference.

C. Use a different nickname each time.

D. Omit it if the title seems clear.

3. What does Suspend new work in a supplier review do?

A. Cancels every contract.

B. Deletes the supplier’s evidence.

C. Records the review decision for separate authorised implementation.

D. Automatically removes all access.

4. Who should receive assigned quality evidence?

A. Anonymous visitors by default.

B. Anyone with a forwarded download.

C. All website subscribers automatically.

D. Intended named company accounts with authorised access.

5. Three findings from one visit are what?

A. Three findings from one sample, not three independent engagement failures.

B. Proof of failure at three sites.

C. Three independent recovery tests.

D. A basis to ignore sample scope.

6. Similar supplier names with different results require what first?

A. Choose the more familiar name.

B. Confirm the contractual identity and stable reference.

C. Merge automatically by spelling similarity.

D. Discard the worse result.

7. A manager wants a favourable rating to protect a deadline. What should the reviewer do?

A. Delete the due date.

B. Let the contractor approve the review.

C. Retain the evidence-based result and escalate the conflict.

D. Change the rating and hide the evidence.

8. What does no visible finding in an inaccessible assessment establish?

A. That no finding exists.

B. That the supplier passed.

C. That the audit is closed.

D. Nothing about that assessment’s findings.

9. One clean job after recurring defects is what?

A. Evidence to judge against defined recovery criteria and comparable conditions.

B. Automatic proof of sustained recovery.

C. A reason to erase earlier findings.

D. A guarantee of future performance.

10. Does a favourable improvement review restore contractor approval?

A. Only if the title says Effective.

B. No, the authorised operational decision remains separate.

C. Yes, immediately.

D. Yes, for every company.

Advanced answer key

1. A — Submission review is separate from operational approval and corrective closure.
2. B — Consistent references support reliable grouping and traceability.
3. C — Operational restrictions must be implemented through the appropriate contractor process.
4. D — Assignments use named accounts and fixed snapshots within the authorised scope.
5. A — Aggregation must preserve the origin and dependence of observations.
6. B — Identity must be established before combining records.
7. C — Commercial pressure does not justify changing the evidence.
8. D — Lack of access is not evidence of absence.
9. A — Sample relevance and sufficiency govern the recovery judgement.
10. B — Review evidence informs but does not execute contractor approval changes.

Practice worksheets

Evidence and decision record

Fictional record reference / company	
Applicable requirement and revision	
Scope, sample and exclusions	
Evidence reference and observation	
Decision and rationale	
Owner / reviewer / due date	

What changed after we fixed it?

Source and corrective-action link	
Problem and success criterion	
Baseline period / affected items / total checked	
Implemented change and date	
Follow-up period / affected items / total checked	
Comparability and other changes	
Recurrence check and evidence	
Outcome, rationale and next review	

Facilitator and assessment guidance

Before delivery, confirm the current software version and review the Feature & Readiness Register. Use a designated training company with fictional evidence. Arrange separate owner and reviewer accounts where the exercise requires them; do not share passwords. Explain that a screenshot is a reference view, not an approval instruction.

Ask learners to explain the requirement, source, decision and next step. Challenge unsupported causal claims. In group work, use one person as owner and another as reviewer, then swap roles. A reviewer should identify missing evidence as readily as confirm a supported result.

For Starter, assess correct navigation and factual recording. For Intermediate, assess links, evidence quality, comparable samples and review rules. For Advanced, assess boundaries, alternatives, escalation and sustained learning. Use the worked answers as criteria, not scripts that learners must repeat word for word.

The online test has ten single-choice questions and a 70% pass mark. Review incorrect answers with the learner and revisit the relevant lesson. Do not represent a knowledge-test pass as practical competence. Record workplace observation separately where required by the organisation.

Support handover: record company, role, record reference, attempted action, time and displayed error. Never request a password. Avoid sending unnecessary evidence in a support email. For unavailable controls, check company, entitlement, licence, stage and independent-review allocation.

Document control: replace local copies when a new approved edition is issued. Keep historical editions clearly marked as superseded. Use the online register for the current release status and open acceptance work.