



CONSULTANCY POLICY

Last version	First Version
Approved by Directors	Version 1 - 22/03/2023
Next Major review	22/03/2025

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NURTURE TRAINING AND DEVELOPMENT



Consultancy Policy

Policy

This consultation policy has been designed to provide you with clear information regarding Nurture Training and Development responsibilities to you when providing consultation and the responsibilities of the customer for implementation regarding any information, advice, guidance, documentation, and resources provided to you by Nurture Training and Development.

Consultancy relates to the following activities:

Internal Quality Assurance
Standardisation
Resources development
Second Line Assessment
Policy and procedure

All consultation is informed by reparative sources that include:

Legislation
Awarding Organisations
Codes of Conduct
Governing body guidance

Consultation cost is dependent on the type, size and structure of the guidance requirement, cost, therefore, will be discussed once full details of requirements are established.

The customer is responsible for providing Nurture Training and Development with the correct information to conduct consultation activities.

Nurture Training and Development is responsible for detailed, accurate and clear information, advice, and guidance.

The customer will have the opportunity to review and feedback on documentation developed by Nurture Training and Development.

Nurture Training and Development will be responsible for small edits, at the point of feedback.

All original consultation documents are stored exactly as they are finalised and sent at final instruction by converting final documents into a PDF to protect the information. You will also have a copy sent in editable format.

Nurture Training and Development is not responsible for any changes to documentation.

Nurture Training and Development is not responsible for implementation of documentation, policy or procedure.

Storing of documentation is done in two ways; internal safe email archive & internal safe hard drive systems for backup purposes and are stored according to legislative and regulatory requirements; Data Protection Act 1998 and General Data Protection Regulation 2018.

Nurture Training and Development will not hold onto information any longer than necessary.

If you wish for any duplicated documentation there will be an admin charge, providing the information is within the storage guidance timeframe.

Full payment is due prior to receiving documentation.

If any meetings take place, payment is due prior to the time, date, place of meeting to confirm the appointment.

Should a meeting need to be rescheduled by the customer for any reason, a new meeting time, date, and place will be agreed. However, a meeting that is cancelled within a 24-hour period the payment will be retained.

Should consultancy be rescheduled by Nurture Training and Development, in a rare instance, a replacement qualified team member will be sent to scheduled meeting.

Procedure

Type, size, and structure of IQA activity is established.

Cost is agreed, with full payment made. For confirmed meetings a 24-hour cancellation fee applies.

Documentation is developed.

Customer opportunity to review and feedback.

Final documentation is sent to the customer.

Documentation is safely stored.

This policy is reviewed on a regular basis.