



CANDIDATE REGISTRATION, STANDARDS & WEBSITE POLICIES

Your complete guide from registration to certification

One clear handbook covering booking, ID, attendance, conduct, safety, assessment, privacy, CCTV, quality, complaints and candidate rights.

BOOK	PREPARE	ATTEND	COMPLETE
Know what you are joining	ID, documents & support	Participate safely & fully	Assessment, results & certificates

Issued at registration

Keep this handbook with your joining instructions. Course-specific rules, awarding-body requirements and regulator instructions may add to these standards. Where a specific current rule is stricter, that rule takes priority.

TAG-CAN-HBK-001 | Version 2.3 | Effective 13 September 2026

WELCOME TO TRAINING ADVANTAGE GROUP

A practical, readable guide to what you can expect from us - and what we expect from you.

Your training journey should be clear from the start

This handbook is issued when you register with Training Advantage Group Ltd (TAG). It brings together the candidate information that would otherwise be spread across joining instructions, website policies and separate standards documents. It is designed to help you understand your booking, prepare correctly, protect your personal information, attend safely, complete assessments fairly and know how to raise a concern.

What TAG commits to

Clear information, safe and respectful training, secure records, competent instructors, fair assessment, quality assurance and a route to raise concerns.

What we ask from you

Accurate information, genuine attendance, respectful conduct, safe behaviour, honest assessment and prompt communication if anything changes.

Key contacts

Contact	Details	Use this for
Office	0141 258 2024	Bookings, joining information, course queries and general support
Email	office@trainingadvantagegroup.co.uk	Written queries, complaints and general correspondence
WhatsApp Business	07799 328 776	Only when TAG specifically provides it as an approved one-to-one transfer/contact route
Website	www.trainingadvantagegroup.co.uk	Course information, public policies and certificate verification
Bothwell Centre	1st Floor Training Suite, APC Depot, Coalburn Road, Bothwell, G71 8DA	Training centre address - always check your booking confirmation
Emergency	999	Immediate danger, serious injury, fire or police emergency

What this handbook covers

Section	What you will find
1. Registration & booking	Course checks, price, prerequisites, documents, dates and terms
2. ID & secure documents	What ID to bring, how to send evidence securely and what not to send
3. Support & inclusion	Reasonable adjustments, accessibility, welfare and safeguarding
4. Attendance & conduct	Punctuality, participation, behaviour, phones and recording
5. Remote learning	Technology, camera, identity and missed-learning rules
6. Practical safety	PPE, equipment, stop-work, incidents and emergency actions
7. Assessment & exams	Identity, permitted materials, malpractice and invigilation
8. Privacy & CCTV	How TAG uses, stores and protects personal information and monitoring data
9. Quality & complaints	Quality assurance, feedback, complaints, appeals and escalation
10. Results & certification	Results, certificates, Driver CPC hours and corrections
11. Booking terms summary	Payment, transfers, cancellation and external fees
12. Candidate acknowledgement	Final checklist confirming you are ready to attend

1 REGISTRATION & BOOKING

Get the right course, right dates, right price and right information before training starts.

Before you confirm or pay

- Check the exact course title, modules, delivery mode, training dates and any separate examination or assessment dates.
- Confirm the complete price, including VAT and any exam, registration, upload, card, certificate, resit, venue or other external fees that apply.
- Check prerequisites such as age, licence category, prior qualifications, medical requirements, employer requirements, equipment/PPE and any pre-course study.
- Read the cancellation, transfer, late-arrival, no-show and refund terms that apply to your booking.
- Tell TAG privately and as early as possible about disability, medical, learning, language, religious, mobility or other support needs that may affect access or safe participation.
- Check the delivery location carefully. TAG operates from Bothwell and may also use other centres, customer sites, partner locations or remote delivery where approved.
- Remember that attendance or payment does not guarantee a pass, licence, card, qualification, regulator decision or employment outcome.

Booking confirmation matters

Your booking confirmation and course-specific joining instructions contain the operational details for your actual course. Save them and check them again shortly before the start date.

1 REGISTRATION & BOOKING - CONTINUED

Get the right course, right dates, right price and right information before training starts.

Your responsibilities when registering

You must	Why it matters
Give your correct legal name and contact details	These may be used for registration, certification and identity matching.
Provide accurate licence / eligibility details	Incorrect details can delay or prevent registration, examination or certification.
Tell TAG promptly about changes	Name, address, contact, licence, eligibility or support changes may affect your booking.
Use your own booking identity	Do not register or attend as another person or allow someone else to attend under your details.
Read course-specific instructions	Specialist schemes may have stricter ID, timing, equipment, assessment or evidence rules.

Getting to the Bothwell centre

- Your confirmation states the correct venue and any current parking or shuttle arrangements.
- Arrive with enough time for reception, ID and induction checks before the stated training start time.
- Tell the office in advance about mobility or access requirements so a suitable arrangement can be made.
- Do not assume that arrangements from a previous course still apply - always use the current joining information.

2 ID & SECURE DOCUMENTS

Bring the right evidence and use only approved routes when sending personal information.

What to bring

Item	Why it may be required
Accepted original photo ID	Identity and examination checks.
Driving licence / ADR card / other licence evidence	Eligibility, category checks and correct registration.
Prerequisite certificates or cards	Evidence that you meet the course or qualification entry requirements.
Required PPE / workwear	Practical training and site safety.
Glasses, hearing support, medication or agreed adjustment equipment	Comfort, access and safe participation.
Booking/joining confirmation	Helps confirm the correct course, location and arrangements.

2 ID & SECURE DOCUMENTS - CONTINUED

Bring the right evidence and use only approved routes when sending personal information.

Sending ID or eligibility evidence securely

- Where available, TAG sends a Microsoft 365 upload-only link. This allows you to upload the requested document without browsing or viewing another candidate's files.
- Use only the link or route sent through your verified booking contact and upload only the document requested.
- If the secure link cannot reasonably be used, TAG may offer its managed WhatsApp Business number 07799 328 776 as a controlled one-to-one transfer route.
- WhatsApp is not the permanent record. An authorised staff member verifies the file, transfers it to the restricted candidate record and removes the temporary WhatsApp/local copy after verified transfer, normally the same working day and no later than 24 hours.
- If you do not wish to use WhatsApp, ask for another approved submission route.

Please do	Please do not
Use only the official route supplied for your booking	Send ID to a staff member's personal number or personal email
Send only the requested evidence	Send bank-card images or unrelated personal documents
Use a one-to-one company conversation if instructed	Post ID or personal information into a group chat
Tell TAG if you sent the wrong file	Repeatedly resend or forward somebody else's ID
Bring the original where required	Assume an uploaded image means eligibility or exam registration is approved

Privacy principle

TAG collects only the information needed for the defined training, assessment, regulatory or administrative purpose. Do not provide extra sensitive information unless it is genuinely required.

3 SUPPORT, ACCESS & INCLUSION

Tell us early so we can plan reasonable support without weakening safety or competence standards.

Reasonable adjustments and support

TAG aims to provide fair access to training and assessment. Support needs are considered individually and privately. An adjustment can change the method, environment, timing or support where rules permit, but it cannot remove an essential competence, safety, identity or examination requirement.

- Contact the office as early as possible if you have a disability, medical condition, learning need, language need, mobility requirement, hearing/vision requirement, religious requirement or another factor that could affect access.
- Provide only the evidence genuinely required to consider the adjustment.
- Where an awarding organisation or regulator must approve an adjustment, TAG will follow that process before confirming it.
- Support information is restricted to people who need it to arrange safe and fair participation.
- Tell the instructor privately if your circumstances change on the day.

Equality & dignity

TAG does not tolerate unlawful discrimination, harassment, victimisation, bullying or exclusion. Candidates are expected to treat others with the same respect.

Safeguarding & welfare

If you are worried about abuse, neglect, exploitation, radicalisation, vulnerability or immediate welfare risk, tell a TAG staff member. Immediate danger should be reported to 999.

What TAG will not do

- TAG will not lower a competence or safety standard simply to make an assessment easier.
- TAG will not publicly discuss your private support information with the group.
- TAG will not promise absolute secrecy where safeguarding, safety or legal reporting duties require escalation.
- TAG will not disadvantage a person for raising a genuine support, welfare or safeguarding concern.

4 ATTENDANCE, PARTICIPATION & CONDUCT

Training hours must be real, participation genuine and the learning environment respectful.

Attendance standards

Expected	Why it matters
Arrive / log in before the stated start time	Registration, ID and induction must be completed before training begins.
Attend every required hour	Regulated or approved minimum durations must be genuinely completed.
Return from breaks on time	Missed learning cannot simply be rounded up.
Participate in discussion and activities	Attendance alone may not demonstrate engagement, learning or competence.
Tell the instructor about illness or interruption	Missed learning, welfare issues and safety concerns must be managed openly.
Sign only accurate records	TAG will not ask you to sign a false attendance record or conceal missed time.

Candidate code of conduct

- Treat staff, other candidates, visitors and customer-site personnel respectfully.
- Follow reasonable instructions, site rules, PPE requirements, emergency arrangements and equipment controls.
- Do not bully, threaten, harass, discriminate against or intimidate another person.
- Do not attend impaired by alcohol, illegal drugs or any condition that makes participation unsafe.
- Keep phones and personal devices away when instructed, particularly during assessment or where they create distraction or security risk.
- Do not record, photograph, screenshot, stream or share training, other learners, assessment content or staff without permission.
- Do not falsify attendance, identity, eligibility, assessment evidence or declarations.
- Report hazards, incidents, injuries, near misses, distress or serious concerns promptly.

Serious non-compliance

Unsafe, abusive, fraudulent or seriously disruptive behaviour may result in removal from training or assessment. Suspected malpractice, impersonation, falsification or examination-security breaches are recorded and escalated under the applicable process.

5 REMOTE LEARNING

Be ready, be visible when required, stay engaged and protect the privacy of the session.

Before the session

- Test your camera, microphone, speakers, internet connection and power.
- Use a safe, private place suitable for learning. Do not drive, work, operate equipment or carry out another activity during training.
- Use your own name and individual joining link. Do not share access or allow another person to attend for you.
- Have accepted photo ID available for a private identity check.
- Have only permitted materials and devices available.

During the session

- Remain visible and audible where the approved course requires it.
- Participate and respond to attendance or engagement checks.
- Do not record, screenshot, stream or share the session, other learners, course materials or assessment information without permission.
- A camera-off period requires an approved adjustment or authorised technical exception where the course rules require visual attendance.
- Follow the instructor's instructions on breaks, chat, microphones and permitted resources.

If there is a technical problem

- Tell the instructor immediately.
- A short dropout is rechecked; material missed learning may have to be made up or the session transferred.
- A connection problem is not concealed or automatically counted as attendance.
- TAG records material interruptions where required by the scheme or approval.

Course-specific limits

Remote delivery is only used where the relevant course, qualification or regulator permits it. For example, ADR compulsory practical exercises and ADR examinations are completed in person under the current arrangements.

6 PRACTICAL TRAINING, HEALTH & SAFETY

Safety comes before timetable, convenience or commercial pressure.

Your safety responsibilities

- Follow instructor demonstrations, exclusion zones, PPE, site rules and equipment controls.
- Tell the instructor privately about a relevant condition, medication or limitation before practical activity.
- Do not use equipment, vehicles or training aids without permission and do not continue if something feels unsafe.
- Report defects, spills, injuries, near misses and unsafe behaviour immediately.
- Use the stop-work principle: if a condition becomes unsafe, stop and alert the instructor rather than pushing on.
- At customer or off-site locations, follow both TAG controls and lawful local site instructions; a local rule cannot weaken an essential TAG or regulatory safety requirement.

6 PRACTICAL TRAINING, HEALTH & SAFETY - CONTINUED

Safety comes before timetable, convenience or commercial pressure.

What TAG controls

Area	TAG approach
Risk assessment	Training and practical activities are assessed and reviewed when venue, equipment, people or conditions change.
Equipment / vehicles	Suitable, serviceable and appropriately controlled equipment is required before use.
Training areas	Segregation, capacity, visibility, surfaces, access and emergency arrangements are checked where relevant.
PPE	Required PPE is identified for the actual activity and site.
First aid & fire	Proportionate first-aid, fire and emergency arrangements are maintained.
Off-site delivery	TAG may stop or postpone delivery if essential site, welfare, equipment, segregation or emergency controls are not adequate.

Emergency quick guide

Emergency	Action
Fire / alarm	Leave by the instructed route, go to the assembly point and do not re-enter until authorised.
Injury / illness	Stop, alert staff / first aider and call 999 for serious emergency.
Threat / violence	Move to safety and alert staff or police as appropriate.
Safeguarding concern	Tell a staff member or the designated lead; do not place yourself at risk.
Equipment defect	Stop use, isolate where safe and report immediately.

7 ASSESSMENT, EXAMINATIONS & INTEGRITY

Fair assessment depends on verified identity, secure conditions and your own work.

Before the assessment

- TAG checks your identity, registration, correct assessment/exam and any approved reasonable adjustment.
- The room, device, software, permitted materials and security arrangements are checked where relevant.
- You receive instructions on timing, breaks, emergency arrangements and how to request technical or welfare help.
- If something is wrong with your registration or details, raise it before the assessment begins.

During the assessment

- Work independently unless the assessment specifically requires collaboration.
- Do not communicate with another person, copy, use unauthorised notes/devices/apps/websites, obtain outside assistance or impersonate another person.
- Invigilators may explain procedure but cannot coach you, interpret answers for you or indicate the correct answer unless the approved rules specifically permit assistance.
- Raise your hand or use the stated route if you have a technical, welfare or procedural issue.
- Follow rules on phones, smart watches, bags, calculators, notes, reference materials, screen sharing and room checks.

Assessment integrity

Commercial pressure, attendance, payment or customer expectation must never override a competence or examination decision. TAG will not falsify results or assessment evidence to protect a candidate from the consequence of non-compliance.

Remote invigilation

- Used only where the specific in-house assessment or qualification expressly permits it.
- Advance information will explain camera, microphone, desk/room checks, screen sharing, monitoring, privacy and contingency arrangements.
- A technical failure or loss of required view/audio is recorded and may require pause, reschedule or another approved action.
- ADR examinations are not remotely invigilated under the current arrangements and are completed in person.

8 PRIVACY & UK GDPR

How TAG uses your information and the choices and rights available to you.

Information TAG may process

Type of information	Typical purpose
Contact and booking details	Arrange and communicate about training, assessment and related services.
Identity, licence and eligibility evidence	Verify identity, prerequisites and registration.
Attendance and participation	Evidence genuine completion and meet approval requirements.
Support / adjustment information	Provide safe and fair access on a need-to-know basis.
Assessment, result and certificate data	Make decisions, quality-assure, certify and verify.
Finance and transaction records	Invoices, payments, refunds, tax and account administration.
CCTV / system / access records	Safety, security, integrity, incidents and legal or regulatory duties.
Feedback, complaints and incident records	Resolve concerns, improve quality and preserve evidence.

8 PRIVACY & UK GDPR - CONTINUED

How TAG uses your information and the choices and rights available to you.

Why TAG uses personal information

- To deliver and administer the service you booked.
- To verify identity, eligibility and prerequisites.
- To meet awarding-body, DVSA, Driver CPC, DGD/ADR, examination, insurance, safeguarding, tax and legal requirements.
- To operate quality assurance, complaints, appeals, investigations, fraud prevention and security controls.
- To protect candidates, staff, visitors, property, systems and assessment integrity.

Lawful use, sharing and special-category data

- TAG selects the appropriate lawful basis for each processing purpose and does not rely on consent where another basis is more appropriate.
- Where health, disability, safeguarding or other special-category information is required, access is restricted and the additional legal condition is applied.
- Information may be shared where necessary with your employer/client, awarding organisation, DVSA or other regulator, examination services, approved IT/service providers or authorities.
- Before disclosure, TAG verifies the recipient, purpose and minimum information required.
- Optional marketing or promotional photography is kept separate from mandatory service processing.

9 DATA SECURITY, RETENTION & CCTV

Secure records, controlled access and transparent monitoring.

Retention and security

- Records are retained under the approved retention schedule and any applicable regulator or awarding-body requirement.
- DGD T registration/course evidence is retained for at least the required five-year period.
- Eligible paper forms may be scanned and securely destroyed within the approved period once the electronic image is quality-checked, unless an original must be kept.
- Controlled records are held in approved Microsoft 365/SharePoint environments with role-based access.
- Temporary copies from approved transfer routes are removed after verified transfer where no longer required.

9 DATA SECURITY, RETENTION & CCTV - CONTINUED

Secure records, controlled access and transparent monitoring.

Your privacy rights

- You may ask how your personal information is used and, where applicable, request access.
- You may ask TAG to correct inaccurate information.
- Depending on the circumstances, you may have rights to restriction, objection, erasure, portability or other rights under data-protection law.
- Privacy concerns should be raised with the Data Protection Lead through the published TAG contact details.
- You may also raise a concern with the Information Commissioner's Office if dissatisfied with TAG's handling of a data-protection issue.

CCTV, audio and video monitoring

- Monitoring is limited to notified operational areas and is used for defined safety, security, incident and approved assessment-integrity purposes.
- It does not cover toilets, changing areas, private-consultation/welfare rooms or places where privacy is reasonably expected.
- Entrance and room notices explain that monitoring may take place and provide the privacy contact.
- Audio is treated as more intrusive and is used only where documented as necessary and where a less-intrusive control is not sufficient.
- CCTV/audio supports evidence and monitoring but does not replace a required invigilator or mandatory physical control.
- Recordings are not used for ordinary staff-performance monitoring, learner profiling, entertainment or marketing.
- Routine recordings are retained for six months only where justified, with 12 months as the routine maximum. A relevant incident, complaint or legal/regulatory clip may be held longer under a documented case hold.
- Access, playback, listening, export and disclosure are restricted and logged; third parties may need to be obscured or muted before disclosure.

10 QUALITY POLICY

Consistent training, fair decisions and evidence that improvement actually happens.

How quality is managed

- TAG uses current approved course specifications, learning materials, assessment criteria and controlled forms.
- Annual quality and sampling plans cover courses, instructors, assessors, centres, delivery methods and higher-risk activities.
- New, changed or higher-risk delivery receives increased observation and sampling.
- Standardisation is used to align interpretation of assessment criteria, evidence requirements and candidate treatment.
- Instructor and assessor competence is maintained through approvals, CPD, observation, feedback, mentoring and corrective action.
- Attendance, assessment decisions and exceptions are recorded contemporaneously.
- Certification or result release may be held while required IQA, evidence or approval checks remain incomplete.
- Complaints, appeals, feedback, incidents, audit findings and non-conformities are analysed for trends and improvement opportunities.
- Corrective actions are recorded and checked for effectiveness rather than closed administratively.

Impartiality

Assessment decisions must be evidence-based. Conflicts of interest are declared and managed, and another assessor/IQA may be used where impartiality could reasonably be questioned.

Candidate voice

Feedback is welcomed. Genuine criticism should not disadvantage a candidate and is used alongside observation, audits and results to improve delivery.

What you can expect

- Competent and authorised instructors/assessors within their recorded scope.
- Clear aims, timings, learning outcomes and assessment expectations.
- Accurate attendance and assessment records.
- A controlled route to correct errors in results, certificates or records.
- Appropriate internal quality assurance before release where required.

11 FEEDBACK, COMPLAINTS, APPEALS & CONCERNS

Use the right route so your concern reaches the right process quickly.

Route	Use it for	What happens
Speak to trainer / office	A minor practical issue that can be resolved promptly	The concern may be resolved immediately and recorded where appropriate.
Formal complaint	Service, conduct, communication, facilities or administration	TAG acknowledges the issue, reviews evidence, gives a reasoned outcome and identifies escalation where applicable.
Assessment appeal	Challenge to an assessment decision or process	Handled under the applicable assessment / awarding-body route and time limit.
Safeguarding report	Abuse, neglect, exploitation, radicalisation or risk of harm	Escalated without waiting for the ordinary complaint process where safety requires it.
Data / privacy concern	ID handling, CCTV, access, accuracy, disclosure or security	Referred to the Data Protection Lead and handled under the privacy process.
External escalation	Awarding organisation, regulator, ICO or authority where applicable	Available where the relevant process or law permits escalation.

11 FEEDBACK, COMPLAINTS, APPEALS & CONCERNS - CONTINUED

Use the right route so your concern reaches the right process quickly.

Complaint handling principles

- TAG welcomes feedback and will handle genuine dissatisfaction impartially and without disadvantaging the person for raising it.
- The issue and desired resolution are identified and the correct route - complaint, appeal, safeguarding, whistleblowing or privacy - is selected.
- Where practicable, a person not involved in the original decision considers the matter.
- Relevant evidence is preserved and personal information is restricted to those who need it.
- A reasoned outcome and any applicable escalation route are provided.
- Themes and corrective actions are reviewed so complaints contribute to improvement.

What to include

Give your name/contact details, course and date, a clear description of what happened, relevant evidence and the outcome you are seeking. TAG cannot promise secrecy where safety, safeguarding or legal reporting duties apply, but information is restricted to those who need it.

12 RESULTS, CERTIFICATES & DRIVER CPC

What happens after attendance and assessment are complete.

Results and certification

Stage	What TAG does
1. Evidence check	Attendance, identity, assessment evidence and required declarations are checked.
2. IQA / approval	Any required internal quality assurance or approval is completed.
3. Record / submit result	Results are recorded or submitted through the authorised system.
4. Issue / release	Certificates are issued after required checks and, where applicable, awarding-organisation release.
5. Correct errors	Errors are handled through the controlled amendment, reissue or withdrawal process.
6. Verify	Certificate verification reveals only the information needed to confirm authenticity.

- Do not alter a certificate yourself. Contact TAG if you believe a name, date, qualification, reference or other detail is wrong.
- Replacement certificates, cards, resits, re-registration, late entry, uploads or other services may be separately chargeable unless your booking says they are included.

Driver CPC hours

- The applicable course type and hours are confirmed as part of your booking.
- TAG uploads approved Driver CPC training under the applicable recording process and can investigate an upload it was responsible for.
- National CPC holders may attend suitable International courses; the course delivered is recorded correctly and the official system applies the appropriate status under the applicable rules.
- If your work requires UK plus European/international professional driving, make sure your 35-hour pathway uses the required International Driver CPC training.
- If you believe hours are missing, tell TAG the exact training date and what your official record currently shows.

13 BOOKING, PAYMENT, TRANSFER & CANCELLATION

A candidate-friendly summary of the main commercial rules. The full Terms of Business remain the governing document.

Prices and external fees

- Your quoted price includes only the items expressly stated. Check whether examinations, registrations, uploads, cards, certificates, venue, travel or other third-party charges are included.
- External fees may have to be paid before TAG commits the registration, upload, examination or purchase and may become non-refundable once TAG incurs or commits the cost.
- Where a business customer has account terms, those terms do not automatically include credit for third-party external fees unless specifically approved.

Payment and booking confirmation

- A provisional enquiry does not necessarily reserve a place. A binding booking is confirmed under the Terms of Business and booking confirmation.
- Bookings made close to the start date may require full payment immediately.
- TAG may pause registration, access or delivery where required payment, information or authority is missing.

13 BOOKING, PAYMENT, TRANSFER & CANCELLATION - CONTINUED

A candidate-friendly summary of the main commercial rules. The full Terms of Business remain the governing document.

Cancellation, transfer and illness

- Consumers booking at distance may have statutory cancellation rights. Those rights are preserved and are not replaced by TAG's contractual cancellation scale.
- After any statutory cancellation period, charges depend on notice given, booking type, reserved capacity and committed external costs.
- Business, bespoke, off-site and instructor-hire bookings may have different notice periods because resources are reserved specifically for them.
- A transfer may be considered before the applicable 100% cancellation window; price differences, external fees and a reasonable administration charge may apply.
- Illness does not automatically create a refund. TAG may offer an evidenced transfer subject to availability and third-party rules.
- Flexi DCPC credits may normally be rescheduled without loss of the training credit where at least 48 hours' notice is given, subject to the Flexi terms, availability and external fees.

Full Terms of Business

The full current Terms of Business are published by TAG and form part of your booking. They contain the detailed consumer/business cancellation scales, liability provisions, external-fee rules and legal terms. Ask the office if you need another copy.

14 WEBSITE POLICIES AT A GLANCE

The public policies behind the standards in this handbook.

Policy	What it means for candidates
Privacy & UK GDPR	TAG explains what data is used, why, how it is shared, how long it is kept, how it is secured and how to exercise data rights.
CCTV / Audio / Video	Monitoring is transparent, purpose-limited, access-controlled and not used in places where privacy is reasonably expected.
Quality	TAG uses approved materials, competent personnel, observation, sampling, IQA, standardisation, feedback and corrective action.
Health & Safety	TAG assesses risks, controls premises/equipment/activities, provides emergency arrangements and stops unsafe delivery.
Complaints	Concerns are acknowledged, routed correctly, reviewed impartially where practicable and used for improvement.
Candidate ID	Identity and eligibility are verified using approved methods and secure document routes.
Candidate Conduct	Candidates must attend genuinely, behave respectfully, follow safety rules and protect assessment integrity.
Terms of Business	Sets the contractual rules for bookings, payment, cancellation, external fees, transfers, liability and related services.

Which rule takes priority?

This handbook is a combined candidate/public guide. If a course-specific joining instruction, awarding-body rule, DVSA/DGDT/Driver CPC requirement, qualification specification, examination rule, signed contract or current controlled TAG document imposes a stricter requirement, the stricter current requirement applies to that activity. TAG will correct public wording where it no longer matches the controlled rule.

15 YOUR RIGHTS & RESPONSIBILITIES

A balanced summary for use throughout your course.

You can expect TAG to...	TAG expects you to...
Give clear booking and joining information	Provide accurate information and tell us when it changes
Treat you with dignity and respect	Treat staff and other candidates with dignity and respect
Consider reasonable support needs	Tell us early about support or safety needs
Provide safe training and stop unsafe activity	Follow safety, PPE, site and equipment instructions
Protect your personal information	Use approved routes and avoid sending unnecessary sensitive data
Use competent and authorised staff	Attend and participate genuinely
Assess fairly against the approved standard	Complete assessments honestly and independently
Correct errors transparently	Raise errors or concerns promptly
Provide complaint and appeal routes	Use the correct route and provide relevant facts/evidence
Maintain quality records and evidence	Sign only accurate records and declarations

No retaliation for genuine concerns

TAG will not disadvantage a candidate for raising a genuine complaint, privacy concern, safeguarding issue, safety concern or assessment appeal. Deliberately false or malicious allegations may be handled separately under conduct procedures.

16 CANDIDATE ACKNOWLEDGEMENT & READY-TO-ATTEND CHECK

Use this final page when your registration is complete.

Before the course

- ☐ I have checked the course title, dates, times, delivery mode, location and any separate assessment/examination dates.
- ☐ I understand the complete price and any exam, upload, card, registration, certificate, resit or external fee that applies.
- ☐ I have read the cancellation, transfer, no-show and late-arrival position for my booking.
- ☐ I have prepared accepted ID, licence/prerequisite evidence and any required PPE or workwear.
- ☐ I have told TAG privately about any support, adjustment, accessibility or relevant safety need.
- ☐ I understand the attendance, participation, conduct, safety and examination requirements.
- ☐ I understand how to send ID and evidence securely and will not use a staff member's personal number or personal email.
- ☐ I have read the privacy, CCTV/monitoring, complaints, quality and candidate standards information in this handbook.
- ☐ I know how to raise a complaint, appeal, safeguarding issue, safety concern or privacy concern.
- ☐ I understand that attendance or payment does not guarantee a pass, licence, card, qualification or employment outcome.

Candidate acknowledgement

By attending, I agree to provide accurate information and follow the applicable course, attendance, safety, privacy, conduct and assessment requirements. I understand that this does not remove my statutory rights or my right to raise a genuine concern.

Name	Course / date	Signature	Date

Keep these details

Office	Email	WhatsApp Business	Website
0141 258 2024	office@trainingadvantagegroup.co.uk	07799 328 776	www.trainingadvantagegroup.co.uk

KEEP THIS HANDBOOK WITH YOUR COURSE INFORMATION

TRAINING FOR THE FUTURE

Questions before your course? Our team can help with joining instructions, ID requirements, accessibility, payments, course dates, assessment arrangements and general support.

Telephone	0141 258 2024
Email	office@trainingadvantagegroup.co.uk
WhatsApp Business	07799 328 776
Website	www.trainingadvantagegroup.co.uk
Bothwell centre	1st Floor Training Suite, APC Depot, Coalburn Road, Bothwell, G71 8DA

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