Quality Assurance Policy

Reference: GCSB-POL-015
Version: 1.0
Issuing authority: Global Converged Security Board
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1. Purpose and scope

This Policy defines how GCSB maintains consistent, evidenced and independently governed standards, qualification assessments, Trustmark decisions, credential records and public information. It applies to authorised governance members, assessors, reviewers and administrators within their existing responsibilities.

GCSB does not deliver training, implement security arrangements or provide commercial audits. CSI and other learning providers remain responsible for delivery quality. GCSB's quality assurance concerns the standards, evidence and decisions within its own remit and any expressly documented provider requirements; it does not imply executed agreements, regulatory recognition or external accreditation.

2. Governance and independence

The Governing Council oversees policy and assurance. The Certification and Standards Committee, Assessment Board, Academic Board and Ethics, Conduct and Appeals Committee act within the powers assigned by GCSB-POL-001 and the governing standards. Academic Board conferment, independent appeals and administrative document issue must remain distinct.

Conflicts are declared and recusals recorded under GCSB-POL-003 and GCSB-POL-007. Commercial interests, provider ownership, payment or a candidate's seniority must not determine an outcome. A trainer or connected provider must not be the sole assessor or approve their own candidate's award. If authorised independent capacity or the required quorum is missing, the affected decision is deferred and the reason recorded.

3. Controlled standards and public information

GCSB must maintain identifiable document references, versions, issue dates, responsible bodies and review arrangements. Assessment instructions, entry requirements and public claims must reflect the applicable issued rules. Proposed changes require the authorised approval and release process; editorial review alone does not authorise publication or alter candidate obligations.

Private programme manuals, CSF review drafts and unreleased revisions remain outside public assets. Public information must not invent external equivalence, regulated status, university credit or degree-awarding powers. Historical credentials retain their recorded issuer and award details. A detected contradiction is logged and formally reconciled rather than resolved by silently changing a published standard.

4. Assessment and decision assurance

Before assessment, candidates receive the applicable programme requirements, criteria, evidence instructions, adjustment arrangements, fee scope and candidate terms. Assessors must have the necessary competence and authorisation, use the applicable criteria and record evidence-based reasons. Relevant credentials and authenticity are verified rather than inferred from a CV, payment or provider assertion.

Independent moderation must be recorded where required by the programme rules. The responsible body determines a proportionate review approach based on risk, including unusual outcomes, borderline cases, inconsistencies, conflicts and concerns about authenticity. This Policy introduces no fixed sampling percentage, new pass mark or retrospective assessment requirement.

Assessment outcomes, moderation, recognition, appeals and conferment must be traceable to the authorised decision and programme version. Administrative staff and certificate signatories issue only the approved outcome. A technical test, simulation or payment receipt cannot create recognition, a qualification or a public register entry.

5. PGDCSL and Trustmark safeguards

PGDCSL follows GCSB-POL-009 and GCSB-POL-010: all required components and the non-exemptible Executive Integration Portfolio remain accounted for, with independent assessment and formal Academic Board conferment. Recognition must be expressly authorised and mapped; missing component marks cannot be fabricated. GCSB Academic Credits do not establish external framework equivalence.

Organisational and Individual Trustmark decisions remain separate from academic qualifications and CSI membership. Reviewers recommend within their assigned remit; authorised GCSB decision-makers determine outcomes under the applicable programme rules. Payment cannot purchase a tier, award or favourable recommendation.

6. Records, verification and confidentiality

GCSB must preserve the authoritative decision record, reasons, relevant evidence, conflicts and approval history. Corrections must be traceable and made through an authorised process; decided applications and credentials must not be silently reopened or overwritten. Public-register status remains a Board-controlled decision and is not overridden by external certificate synchronisation.

Public verification exposes only the approved non-sensitive credential information. Private portfolios, contact details, payment records, adjustment evidence and deliberations remain restricted. Retention follows the governing regulations and published privacy schedule, including the applicable minimum period for qualification and appeal decisions.

7. Feedback, complaints and improvement

GCSB considers candidate and reviewer feedback, moderation findings, complaints, appeals, errors and relevant integrity concerns. Quality concerns may be sent to info@gcsb.uk with the subject "Quality assurance concern". Complaints follow GCSB-STD-006; assessment and award appeals follow GCSB-STD-005, not a substitute internal quality process. Journal matters remain governed by the Journal's independent editorial policies.

Substantiated issues are recorded with their cause, corrective action, responsible authorised person and follow-up. The relevant body checks that action addresses the problem without changing unrelated records or creating new entitlements. Any proposed change to standards or assessment rules requires

separate approval and controlled release; affected candidates must receive appropriate information before revised rules are applied.

8. Document control

- Owner and oversight: Governing Council, with implementation by the competent boards and committees within their published remit.
- Review: during the annual policy review, or earlier following significant assurance findings, legal changes or programme changes.
- Read with: GCSB-POL-001, GCSB-POL-003, GCSB-POL-007, GCSB-POL-009, GCSB-POL-010, GCSB-POL-011, GCSB-POL-012, GCSB-POL-013 and applicable assessment, award, conduct, appeals and complaints standards.
- Precedence: this supporting Policy does not amend published standards, introduce external recognition, activate private revisions or alter an already recorded decision outside its authorised process.

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