



Qualifications
Scotland
Approved Centre

SP22

Qualifications Scotland: Data Protection Policy

(to be used in conjunction with FuturU Data Protection policy)

Policy owner	Head of Quality & Compliance
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Scope of the policy

This policy must be used in conjunction with the FuturU Data Protection Policy. The details below relate specifically to the administration of Qualifications Scotland qualifications delivered by FuturU.

Who needs to know about the policy?

Customers and staff involved in the delivery or administration of FuturU programmes leading to Qualifications Scotland qualifications.

Obtaining copies of the policy

Customers can download copies of the policy from our platform or request copies from our FuturU EPA Team or qualification centre.

Reviewing the policy

We will review this policy yearly and where otherwise necessary and may revise it as required in response to the findings of any review.

Complaint

Customers have the right to express their dissatisfaction regarding our actions, products or services. Our Complaints Policy in particular outlines when we will and will not accept a complaint, and when our decisions are final. Please see our Complaints Procedure for more information.

Data Protection

Obtaining personal information from candidates

Personal information that will need to be obtained from candidates will include the following:

- Full name
- Date of birth*
- Gender
- Home address
- Scottish Candidate Number (if known by the candidate)

*If centres have candidates under the age of 16, they will need to contact their regional manager.

Personal information will be obtained from candidates through the completion of a Candidate Registration form.

This can be completed by hand or online. Candidates will be informed at induction that they must inform FuturU of any changes to their personal details immediately.

If a candidate does not know their Scottish Candidate Number, FuturU will look it up on Qualifications Scotland Connect and update their personal details where necessary.

Candidate data protection

Personal data will be shared with Qualifications Scotland for the purposes of candidate registration, certification, and maintaining the learner's record of attainment. This processing is carried out in accordance with the UK GDPR and is based on the lawful basis of fulfilling contractual and regulatory obligations. Candidates will be provided with the Qualifications Scotland Privacy Notice explaining how their data is used.

Checking Scottish Candidate Number (SCNs)

Candidates will already have a SCN if they have attended a school, college or training provider in Scotland where they undertook a Qualifications Scotland qualification. If a candidate knows their SCN they should provide this to FuturU during the registration process. If their SCN is unknown an existing one can be checked for on Connect using the candidate's personal details.

If a candidate does not have a SCN, one can be allocated via Qualifications Scotland Connect.

During the registration process Qualifications Scotland system will automatically check for duplicate candidates and will notify FuturU if a match is found. FuturU will then look into whether or not it is the same person.

Registration of new candidates with Qualifications Scotland

Candidates that have never previously been registered with Qualifications Scotland should be registered via Qualifications Scotland Connect.

As soon as candidates have been registered and have enrolled on their programme of study, we will notify Qualifications Scotland.

This will ensure that:

- results corresponding to the entries can be submitted, and candidates are certificated accurately
- Qualifications Scotland can plan its qualification verification selection and activities effectively
- learners undertaking Qualifications Scotland qualifications are entered as Qualifications Scotland candidates, with the associated responsibilities and entitlements

We will keep all entry information up to date, to ensure that certification is carried out at the correct time for the candidate.

We will only offer the Qualifications Scotland qualifications that we are qualified and approved to provide.

Unit and group award entries

Completion dates for units can be up to two years from the date of entry but cannot go beyond the qualification finish date set by Qualifications Scotland.

Completion dates for an SVQ can be up to five years from the date of entry but cannot go beyond the qualification finish date set by Qualifications Scotland.

Requirements of Qualifications Scotland

- Entries to be submitted as soon as possible after the start of the programme
- The SVQ 10-week rule (SVQ awards and units, Workplace Core Skills units and assessor and verifier units cannot be certificated within 10 weeks of the entry date of the qualification).

Record retention

FuturU must retain records for one calendar year following completion of Qualifications Scotland qualifications. If delivering Ofqual or Qualifications Wales regulated qualifications must retain records of candidate assessment for at least six years. Personal data stored electronically must be protected using appropriate security measures including encryption (for example AES-256 encryption), secure password protection, and restricted access controls in accordance with FuturU information security policies.

All hardcopies of personal data, along with any electronic copies stored on physical, removable media should be stored securely in a locked box, drawer, cabinet, or similar.

Personal data should not be stored on mobile devices unless the device is encrypted, password protected and formally approved in accordance with FuturU IT security policies. This includes laptops, tablets and smartphones. Where approval is granted, storage must comply with the conditions set by the Interim Chief Technology Officer and only be retained for as long as strictly necessary.

No personal data should be transferred to any device personally belonging to an employee and personal data may only be transferred to devices belonging to agents, contractors, or other parties working on behalf of the Company where the party in question has agreed to comply fully with the letter and spirit of this Policy and of the GDPR (which may include demonstrating to the Company that all suitable technical and organisational measures have been taken).

Records that must be kept, include the following:

- a list of candidates registered with Qualifications Scotland for each qualification offered in the centre
- details of candidate assessment, including the name of the assessor, location, date and outcome
- internal verification activity
- certificates claimed

In the case of an appeal against an internal assessment result, FuturU will retain records, including all materials and evidence, until the appeal has been resolved. For appeals to Qualifications Scotland against an internal assessment result in a regulated qualification – assessment and internal verification records for appeals cases will be retained for six years thereafter, unless there is a legitimate reason to retain records for a further period.

Where an investigation of suspected malpractice is carried out, the FuturU must retain related records and documentation for three years for non-regulated and six years for regulated qualifications. In the case of an appeal to Qualifications Scotland against the outcome of a malpractice investigation, assessment records must be retained for six years. In an investigation involving a potential criminal prosecution or civil claim, records and documentation should be retained for six years after the case, and any appeal has been heard. If the centre is in any doubt about whether criminal or civil proceedings will take place, records should be retained for the full six-year period.

Retention of candidate evidence

All candidate assessment evidence is stored electronically within FuturU's approved e-portfolio system. Evidence will be retained for the required retention period following the official completion date notified to Qualifications Scotland.

Candidate evidence must remain accessible to FuturU and to Qualifications Scotland for the purposes of internal quality assurance and external verification. Where a Qualifications Scotland Qualification Verifier requests access to evidence relating to selected Units, FuturU will ensure that the relevant materials are made available through the e-portfolio system for sampling during a Qualification Verification visit or event.

Following certification, candidate evidence will remain securely stored within the e-portfolio system in accordance with the record retention requirements set out in this policy and FuturU's data protection procedures.

Access to candidate evidence will be restricted to authorised personnel only and will be managed in accordance with FuturU's Data Protection Policy and the requirements of the UK General Data Protection Regulation.

Data Breach Reporting

Any suspected or confirmed data breach must be reported immediately in accordance with FuturU's Data Protection Policy and incident management procedures.

Where a breach involves personal data, FuturU will assess whether the incident must be reported to the Information Commissioner's Office in accordance with the requirements of the UK General Data Protection Regulation.

Where appropriate, affected individuals and relevant awarding organisations will also be notified.

Data Subject Rights

Individuals whose personal data is processed by FuturU have rights under the UK General Data Protection Regulation.

These rights include:

- the right of access to their personal data
- the right to request rectification of inaccurate data
- the right to request erasure of personal data where appropriate
- the right to request restriction of processing
- the right to object to certain types of data processing

Requests relating to data protection rights will be handled in accordance with the FuturU Data Protection Policy.

Revision History

Revision date	Version	Author	Revision Summary
April 2025	1.1	HoQ&C	Changed to a new format. Referred to central Data Protection Policy
March 2026	1.2	HoQ&C	Amended due to name change from SQA to Qualifications Scotland along changes to physical evidence being returned.