

RECORDING POLICY

(POL080)

2024/25

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BE THE CUSTOMER
BE THE FUTURE**



RECORDING POLICY

Purpose of the Policy

This policy has been developed to ensure that:

- Recordings are comprehensive and consistent and enhance the learner experience. Baltic Apprenticeships recognises the benefits to learners of the ability to revisit all or part of a training session, workshop, support session or progress review particularly for those with learning difficulties or those whose first language is not English.
- Baltic practices are compliant with Data Protection legislation and contractual obligations
- Recordings are available for Quality, Compliance audit and training purposes

Essential purpose

The essential purpose of this policy is to allow our apprenticeship learners to review recordings of training, workshops, support sessions and progress reviews. The policy also permits the use of recordings to support the continuous professional development of Baltic Apprenticeship staff.

The policy intends for the classroom to be a safe place for the discussion of ideas. Baltic Apprenticeship's takes the unauthorised sharing of recordings by learners or staff very seriously.

Scope of the policy

This policy applies to Sales, Recruitment and Operations service delivery. It does not apply to Support Services including Safeguarding.

What is recorded:

- Classroom training (Onboarding, Kickstart, technical courses, workshops)
- One to One Support Sessions
- Tripartite Progress Review (Employer, Learner, Coach)
- Telephone/Teams meeting calls to/from Employers, Candidates and Learners



Use of and sharing of recordings

Baltic Apprenticeships will provide classroom recordings to all learners within a group learning cohort and any learners who have joined a classroom session. Recordings are not a replacement for attendance at classroom training.

A Learner may only use the recording for the purpose of their own personal study

A coach may use recordings of their delivery within their own performance review.

A Manager may use recordings to ascertain performance review information and identify staff training needs.

The Quality Team will use recordings to carry out Observations of Teaching & Learning and Progress Review Quality checks.

The Audit Team will use recordings to provide additional evidence during an Education, Skills and Funding Agency Audit.

Baltic Apprenticeships will use recordings to provide evidence during an Ofsted Inspection.

Legal and compliance requirements

Equality Act 2010 - Recordings represent a reasonable adjustment for learners with a learning difficulty, disability or medical condition.

Data Protection Act 2018

Informing employers, candidates and learners of recordings

- Customer Privacy policy
- Employer and Baltic Framework Agreement
- All training delivery informs attendees that the session is being recorded
- Incoming landline telephone message "Calls are recorded for Training purposes"



Links to other policies / procedures

Retention and Deletion procedure

Customer Privacy Policy

Data Protection Policy

Recording Platform Storage and Retention

Recording	Storage	Retention
Progress Reviews	OneDrive	6 years
Training/Workshops	Adobe Connect/Teams	Duration of programme of learning, up to 18 months
Telephone/Teams meeting calls to/from Sales and non-learner facing	Teams – One Drive Telephone -Company Server provided by Aspire	9 months from date of call
Telephone/Teams meeting calls to/from learner	Teams – One Drive Telephone - Company Server provided by Aspire	Duration of programme of learning, up to 18 months

Breach of this policy

Any suspected breach of this policy must be reported to dataprotection@balticapprenticeships.com

Monitoring

This policy will be monitored by Data Protection audit procedure.

Policy review.

This policy will be reviewed annually or when changes are required.