

8 April 2024

Case reference: IC-294219-N5C4

We are now in a position to respond to your information request of 13 March.

Request

"Please provide any details of any training and or recertification tests carried out by the ICO regarding your staff to establish if they understand the legislation and are retaining that understanding during their employment..."

We have handled your request for recorded information under the Freedom of Information Act 2000 (FOIA).

Our response

We understand your request relates to data protection training for staff in the public advice and data protection complaints service (PADPCS).

We have previously disclosed information about to our 'training school' materials for PADPCS staff. This is available on our disclosure log under [IC-236327-C7Q7](#). These training materials remain current.

We have also published the information governance and legislation training module videos provided to ICO staff on our website [here](#).

With regards to your request for details of any recertification tests of ICO staff to establish if they understand the legislation and are retaining that understanding during their employment, staff can access these training materials at any time to refresh their knowledge if they wish. There is no requirement to revisit these modules on a regular basis. We do not conduct 'recertification tests'.

In terms of individual staff case handling and performance, relevant staff review casework as part of quality assurance checks. Any gaps in knowledge or learning points will be addressed with the individual staff member, and may help inform their personal development review (PDR). You can read our PDR guide [here](#).

The published information within scope of your request is technically withheld under section 21 of the FOIA, which explains that we are not required to provide information in response to a request if it is already reasonably accessible to you from another source.

This concludes our response to your request. We hope you found this information helpful.

Next steps

You can ask us to review our response. Please let us know in writing if you want us to carry out a review. Please do so within 40 working days. You can read a copy of our full review procedure [here](#).

If we perform a review but you are still dissatisfied, you can complain to the ICO as regulator of the FOIA. This complaint will be handled just like a complaint made to the ICO about any other public authority. You can [raise a complaint through our website](#).

Your information

Our [privacy notice](#) explains what we do with the personal data you provide to us, and sets out [your rights](#). Our [Retention and Disposal Policy](#) details how long we keep information.

Yours sincerely



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