

Pearson professional centre policies and procedures guide Online PDF

Pearson Professional Centre Policies and Procedures Guide

Navigating the operations of a Pearson Professional Centre requires a clear understanding of its policies and procedures. This comprehensive guide aims to shed light on the essential policies that ensure smooth functioning, uphold standards of integrity, and provide a positive experience for both staff and candidates. Whether you are a new employee, a partner, or a candidate, understanding these policies is vital for compliance and success.

Overview of Pearson Professional Centre Policies

Pearson Professional Centres are dedicated to delivering high-quality testing services for a variety of assessments, including academic, professional, and certification exams. To maintain credibility and consistency, Pearson has established a set of policies that govern operations, security, candidate management, and confidentiality.

Key Policies of Pearson Professional Centres

1. Candidate Registration and Identification

Proper candidate registration and identification are fundamental to maintaining exam integrity.

- **Registration Process:** Candidates must register through authorized channels and provide accurate personal information.
- **Identification Requirements:** Valid government-issued photo ID (such as a driver's license, passport, or national ID) is mandatory for all candidates.
- **Pre-Exam Verification:** Centres are responsible for verifying candidate IDs prior to exam commencement.

2. Exam Security and Confidentiality

Protecting exam content and ensuring confidentiality are top priorities.

- **Secure Storage:** Exam materials must be stored securely at all times, with limited access.

- **Prohibition of Unauthorized Recording:** No recording devices, cameras, or smartphones are allowed in exam rooms unless explicitly permitted.
- **Proctoring Protocols:** Trained proctors must monitor exams to prevent cheating or misconduct.
- **Data Privacy:** Candidate data must be handled in compliance with privacy laws and Pearson's confidentiality agreements.

3. Test Environment Standards

Creating a controlled environment is essential to fairness and consistency.

- **Room Setup:** The exam room should be quiet, well-lit, and free from distractions.
- **Candidate Comfort:** Adequate seating, ventilation, and restroom access should be provided.
- **Equipment Use:** Only approved equipment and materials can be used during exams.

4. Candidate Conduct and Disciplinary Policies

Maintaining integrity requires clear behavioral expectations.

- **Prohibited Behaviors:** Cheating, impersonation, or disruptive conduct are strictly forbidden.
- **Disciplinary Actions:** Violations may result in exam disqualification, notification to authorities, or bans from future testing.
- **Incident Reporting:** Proctors must document any misconduct and report it promptly to Pearson officials.

5. Scheduling and Rescheduling Exams

Flexibility and clarity in scheduling benefit both candidates and centres.

- **Booking Procedures:** Candidates should book exams through authorized channels within specified time frames.
- **Rescheduling Policies:** Rescheduling requests must be made in advance, subject to fees and availability.
- **Cancellation Policies:** Cancellations should be communicated promptly, with potential refunds depending on timing and circumstances.

6. Accessibility and Accommodations

Ensuring equitable access is a core policy.

- **Request Process:** Candidates requiring accommodations must submit requests along with supporting documentation prior to exam day.
- **Types of Accommodations:** Extended time, assistive technology, or other modifications as appropriate.
- **Implementation:** Centres are responsible for providing accommodations in compliance with Pearson's guidelines.

Operational Procedures at Pearson Professional Centres

1. Staff Responsibilities and Training

Properly trained staff are crucial for consistent implementation of policies.

- **Training Modules:** Staff should undergo regular training on exam protocols, security, and customer service.
- **Roles and Responsibilities:** Clear delineation of duties such as proctoring, candidate check-in, and technical support.
- **Performance Monitoring:** Continuous assessment to maintain high standards.

2. Equipment and Technology Management

Efficient management of technology ensures smooth exam delivery.

- **Equipment Checks:** Regular testing of computers, internet connections, and testing software.
- **Technical Support:** On-site or remote support available for troubleshooting.
- **Software Updates:** Ensuring all exam delivery software is current and secure.

3. Emergency Procedures

Preparedness for unforeseen situations minimizes disruptions.

- **Fire or Safety Incidents:** Clear evacuation procedures and contact protocols.
- **Technical Failures:** Backup plans such as rescheduling or alternative delivery methods.
- **Medical Emergencies:** Immediate response protocols and access to first aid.

Compliance and Quality Assurance

1. Regular Audits and Inspections

To ensure adherence to policies, Pearson conducts periodic reviews.

- **Internal Audits:** Routine inspections of exam rooms, security measures, and staff performance.
- **External Audits:** Third-party evaluations to verify compliance with accreditation standards.
- **Feedback Collection:** Gathering input from candidates and staff to improve processes.

2. Reporting and Record-Keeping

Maintaining accurate records supports transparency.

- **Candidate Records:** Secure storage of registration, identification, and exam results.
- **Incident Reports:** Documentation of misconduct or technical issues.
- **Policy Updates:** Keeping staff informed of changes through regular communications.

Conclusion

The Pearson Professional Centre Policies and Procedures Guide provides a detailed roadmap for maintaining integrity, security, and quality in exam delivery. Adherence to these policies not only ensures compliance with Pearson's standards but also fosters a trustworthy environment for candidates and stakeholders. By understanding and implementing these policies, centres can deliver reliable testing services that meet the highest professional standards. Whether it is candidate management, exam security, or operational protocols, each component plays a vital role in upholding Pearson's reputation as a leading provider of assessment services.

Pearson Professional Centre Policies and Procedures Guide: An In-Depth Analysis

In the landscape of professional testing and certification, Pearson Professional Centre (PPC) stands as a prominent institution, facilitating a wide array of assessments across various industries and disciplines. Central to their operation is the Pearson Professional Centre Policies and Procedures Guide, a comprehensive document designed to ensure standardized, fair, and secure testing environments worldwide. This article offers a detailed review of the guide, examining its key components, implementation strategies, and implications for test-takers, administrators, and stakeholders.

Introduction to Pearson Professional Centre Policies and Procedures

Guide

The Pearson Professional Centre Policies and Procedures Guide functions as the backbone of operational integrity for Pearson testing centers globally. It encapsulates the standards, rules, and protocols necessary to uphold the credibility of assessments administered under Pearson's auspices. Given the scale and diversity of Pearson's testing services—ranging from academic certifications, professional licensure exams, to language proficiency tests—the guide must be both comprehensive and adaptable.

The primary objectives of the guide include:

- Ensuring a secure testing environment
- Maintaining uniformity across testing centers
- Protecting the integrity of exam content
- Providing clear instructions for staff and test-takers
- Facilitating compliance with legal and ethical standards

Scope and Structure of the Policies and Procedures Guide

The guide is structured to cover all aspects of test administration, from pre-test preparations to post-test procedures. Its scope encompasses policies related to:

- Test center operations
- Candidate registration and identification
- Testing environment standards
- Security protocols
- Incident reporting and management
- Data privacy and confidentiality
- Staff training and responsibilities
- Compliance and audit processes

Typically, the guide is organized into sections and appendices that serve as quick references for center staff and administrators. Each section delineates specific policies, with detailed procedures and checklists designed to facilitate consistent implementation.

Core Policies and Procedures within the Guide

1. Candidate Identification and Verification

One of the foundational elements of Pearson's testing policies concerns candidate authentication. The guide specifies strict identification requirements to prevent impersonation and ensure test integrity.

Key points include:

- Valid government-issued photo ID (passport, driver's license, national ID)
- Biometric verification where applicable
- Candidate photo capture upon check-in
- Verification against the registration data

Failure to verify identity can result in disqualification or expulsion from the testing session.

2. Test Center Environment Standards

Maintaining a standardized testing environment is critical. The guide stipulates:

- Adequate lighting, ventilation, and workspace
- Minimal noise and distractions
- Proper seating arrangements
- Accessibility accommodations for candidates with disabilities
- Clear signage and instructions

Adherence to these standards aims to promote fairness and comfort for all test-takers.

3. Test Security Protocols

To safeguard test content and prevent cheating, the policies include detailed security measures:

- Secure storage of exam materials
- Monitoring via CCTV where permitted
- Staff training on proctoring techniques
- Random candidate sweeps
- Procedures for handling unauthorized materials or behavior

The guide emphasizes that breaches of security are taken seriously, with outlined disciplinary measures.

4. Incident Reporting and Management

In the event of irregularities, the guide prescribes a formal incident reporting process:

- Immediate documentation of the incident
- Notification of Pearson's central office
- Collection of evidence (photos, statements)
- Follow-up actions, including candidate suspension or disqualification
- Recordkeeping for audit purposes

This process ensures transparency and accountability.

5. Data Privacy and Confidentiality

Given the sensitive nature of exam data, policies emphasize:

- Secure handling of candidate information
- Compliance with relevant data protection laws (e.g., GDPR)
- Restricted access to exam content and results
- Secure transmission and storage of digital data

Protecting candidate confidentiality is integral to Pearson's reputation.

6. Staff Training and Responsibilities

The guide mandates comprehensive training for all testing center staff, covering:

- Policies and procedures
- Customer service standards
- Security protocols
- Emergency procedures
- Ethical conduct and confidentiality

Regular refresher courses and assessments are encouraged to maintain high standards.

7. Compliance and Quality Assurance

Pearson conducts periodic audits and evaluations to verify adherence to policies. The guide

outlines:

- Self-assessment checklists
- Inspection schedules
- Corrective actions for non-compliance
- Feedback mechanisms for continuous improvement

Centers are expected to maintain documentation and cooperate fully during audits.

Implementation and Enforcement of Policies

The effectiveness of the Pearson Professional Centre Policies and Procedures Guide depends heavily on consistent implementation. Pearson provides training resources, manuals, and ongoing support to testing centers. Some key strategies include:

- Mandatory staff training sessions
- Regular updates to the policies reflecting new legal or technological developments
- Clear communication channels for reporting issues
- Use of technology, such as remote proctoring tools, to enhance security

Enforcement is achieved through routine audits, incident investigations, and contractual agreements that specify compliance requirements.

Challenges and Criticisms

Despite its comprehensive nature, the policies and procedures guide faces several challenges:

- Standardization vs. Local Adaptation: Balancing uniform standards with local legal and logistical considerations can be complex.
- Technological Dependence: As testing increasingly incorporates digital and remote options, policies must evolve rapidly, posing implementation challenges.
- Candidate Experience: Strict security measures can sometimes lead to inconvenience or anxiety for test-takers, affecting their performance.
- Resource Constraints: Smaller or less-funded centers may struggle to meet all the policy requirements, risking non-compliance.

Critics argue that overly rigid policies may hinder accessibility or create barriers, calling for ongoing review and stakeholder input.

Implications for Stakeholders

The policies and procedures guide impacts various stakeholders in different ways:

- Test-Takers: Clear policies ensure fairness but require strict adherence, which can sometimes cause frustration.
- Center Administrators: Responsible for policy enforcement, staff training, and maintaining standards.
- Pearson Corporation: Uses the guide to uphold brand integrity, manage risks, and ensure regulatory compliance.
- Regulatory Bodies: May refer to Pearson's policies during accreditation or compliance assessments.

Understanding these implications helps stakeholders navigate their roles effectively.

Conclusion and Future Outlook

The Pearson Professional Centre Policies and Procedures Guide exemplifies a comprehensive approach to maintaining assessment integrity across a global network of testing centers. Its detailed policies serve as a critical foundation for operational consistency, security, and fairness. However, as the testing landscape evolves with technological innovations, increasing demand for remote assessments, and shifting legal frameworks, Pearson must continue to adapt its policies.

Future considerations include enhancing digital security measures, incorporating candidates' feedback, and fostering flexibility without compromising standards. Continuous review and stakeholder engagement will be essential in ensuring that the policies remain relevant, effective, and aligned with best practices.

In sum, the guide plays a vital role in shaping the quality and credibility of Pearson's assessment services, reinforcing its position as a leader in the certification industry.

Question What are the key components covered in the Pearson Professional Centre Policies and Procedures Guide? The guide covers policies related to exam registration, candidate conduct, identification requirements, exam security, rescheduling and cancellation procedures, and procedures for reporting issues or misconduct. How does Pearson Professional Centre ensure exam security according to their policies? Pearson Professional Centre enforces strict security measures including identity verification, secure exam environments, monitoring during exams, and procedures for handling suspicious activities to protect the integrity of assessments. What is the process for rescheduling or canceling an exam as per the policies? Candidates can reschedule or cancel exams by following the procedures outlined in the guide, which typically involve submitting a request within

specific timeframes and adhering to applicable cancellation or rescheduling fees. Are there specific policies regarding candidate conduct during exams? Yes, the policies emphasize maintaining honesty and integrity, prohibiting cheating or use of unauthorized materials, and outline consequences for misconduct to ensure a fair testing environment. How does the guide address accommodations for candidates with special needs? The policies include provisions for requesting accommodations, outlining the process for submitting necessary documentation, and ensuring that appropriate adjustments are made to support candidates with disabilities or other needs. Where can candidates find detailed procedures for reporting technical issues during exams? Candidates are advised to consult the Pearson Professional Centre Policies and Procedures Guide, which provides step-by-step instructions for reporting and resolving technical issues promptly to minimize disruption.

Related keywords: Pearson Professional Centre, policies, procedures, guide, accreditation, standards, compliance, training, certification, quality assurance

chapter 6 policies and policy types summary

Chapter 6 Policies And Policy Types Summary

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chapter 6 policies and policy types summary offers an essential overview of the

various frameworks organizations and governments use to regulate behavior, guide decision-making, and achieve objectives. Understanding these policies and their classifications is crucial not only for students studying public administration or business management but also for professionals who navigate complex regulatory environments daily. This summary breaks down the core concepts from Chapter 6, highlighting different types of policies and how they function within institutions.

Understanding Policies: The Backbone of Governance and Management

Policies are formal guidelines or principles established by an organization or government to direct actions and decisions. They serve as tools that help maintain order, ensure consistency, and align operations with strategic goals. Chapter 6 delves into the nature of policies, emphasizing their role in shaping organizational culture and public administration.

At its core, a policy is more than just a rule; it's a framework designed to handle recurring issues or opportunities in a systematic way. This helps reduce ambiguity and empowers individuals within the organization to act confidently within defined boundaries. From managing employee behavior to setting environmental regulations, policies are everywhere and come in various forms.

Types of Policies Explored in Chapter 6

One of the most valuable parts of the chapter is its classification of policy types.

Recognizing these categories helps clarify how policies are developed and applied, depending on their purpose and scope.

1. Substantive Policies

Substantive policies refer to guidelines that address the core issues or substantive matters of an organization or government. These policies focus on what actions should be taken and define the rights and responsibilities of individuals or groups.

For example, a company's policy on workplace safety is substantive because it outlines specific safety standards and procedures employees must follow. Similarly, environmental

regulations that dictate permissible levels of pollution fall under substantive policies.

2. Procedural Policies

Procedural policies are concerned with the processes organizations use to carry out their substantive policies. They detail how things should be done, establishing protocols and steps to ensure consistency and fairness.

Within a university setting, a procedural policy might describe the steps for filing a grievance or the process for applying for financial aid. These policies are essential for streamlining operations and preventing confusion about administrative tasks.

3. Authoritative Policies

Authoritative policies are designed to dictate or command behavior. They often involve rules and mandates that must be followed, frequently accompanied by enforcement mechanisms or penalties for non-compliance.

An example is traffic laws enforced by government agencies. These policies have a clear authority behind them and are backed by legal power to ensure adherence.

4. Distributive Policies

Distributive policies focus on the allocation of resources or benefits to particular groups or segments of society. They are often used by governments to distribute public goods or services.

For instance, policies that provide subsidies to farmers or funding for public schools are distributive in nature. They aim to allocate resources in a way that serves certain community needs.

5. Regulatory Policies

Regulatory policies impose restrictions or limitations on behavior to protect public interests, ensure safety, or maintain fairness in the market. They regulate activities by setting standards and rules that must be followed.

Consumer protection laws, environmental standards, and workplace discrimination regulations are common examples. These policies help prevent harm and promote ethical practices.

6. Redistributive Policies

Redistributive policies are focused on reallocating resources from one group to another, often with the goal of promoting social equity or addressing imbalances. These policies are more politically charged because they involve shifting wealth or opportunities.

Examples include progressive taxation systems or welfare programs designed to support low-income populations. Redistributive policies aim to reduce inequality and provide a safety net.

Why Different Policy Types Matter

Recognizing the distinctions between these policy types helps organizations and governments craft more effective and targeted approaches. Each type serves a unique function and requires different implementation strategies.

For example, while substantive policies focus on *what* should be done, procedural policies clarify *how* to do it. Regulatory and redistributive policies often involve complex

stakeholder negotiations due to their impact on resources and rights. Understanding these nuances is essential for policymakers, managers, and anyone involved in governance.

Policy Development and Implementation Insights

Chapter 6 also sheds light on the policy cycle, from formulation through implementation to evaluation. Developing a policy starts with identifying a problem or opportunity, gathering input from stakeholders, and drafting guidelines that address the issue effectively.

Implementation is where many challenges arise. Even the most well-crafted policy can fail if not communicated properly or if there's resistance within the organization. That's why procedural policies and clear communication channels are vital.

Evaluation helps determine whether a policy achieves its intended outcomes and whether adjustments are needed. The iterative nature of policymaking ensures continuous improvement and relevance.

Tips for Effective Policy-Making

Engage stakeholders early: Involving those affected by the policy ensures buy-in

1. and practical insights.

Be clear and concise: Ambiguous policies lead to misinterpretation and

2. inconsistent application.

Consider the context: Cultural, economic, and legal environments influence policy

3.

success.

Plan for flexibility: Policies should allow room for adaptation as situations evolve.

4.

Monitor and review: Regular policy audits help identify gaps and opportunities for

5.

updates.

The Role of Policies in Organizational Success

Policies act as a compass for organizations, guiding behavior and decisions in predictable ways. They reduce uncertainty and provide a reference point during challenging situations. Well-structured policies also promote fairness and transparency, which are critical for building trust among employees, customers, and stakeholders.

Moreover, policies support compliance with laws and regulations, safeguarding organizations from legal risks. Whether in the public or private sector, a solid understanding of policy types and their strategic use can enhance operational efficiency and social responsibility.

Exploring the chapter 6 policies and policy types summary enriches one's grasp of how structured rules influence everything from daily tasks to large-scale governance. When

policies align with organizational values and societal goals, they become powerful instruments for positive change.

Question

Answer

What are the main types of

policies described in

Chapter 6?

Chapter 6 outlines several main types of policies including

regulatory policies, distributive policies, redistributive

policies, and constituent policies, each serving different

functions in governance and public administration.

How does Chapter 6 define

regulatory policies?

Regulatory policies are defined as policies that impose

restrictions or limitations on behavior, aiming to control or

change practices within society or the economy to

achieve desired outcomes.

What is the significance of

distributive policies

according to the summary

in Chapter 6?

Distributive policies are significant because they allocate resources or benefits to particular segments of society, often fostering development and supporting specific groups or sectors without directly taking resources from others.

Can you explain the difference between redistributive and distributive policies from

Chapter 6?

Redistributive policies involve reallocation of resources from one group to another to promote equity and social welfare, whereas distributive policies focus on providing resources or services to specific groups without taking away from others.

What role do constituent policies play as per Chapter 6's summary?

Constituent policies are designed to establish, reorganize, or empower government institutions and structures,

thereby shaping the framework within which other policies are formulated and implemented.

Chapter 6 Policies and Policy Types Summary: An In-Depth Review

chapter 6 policies and policy types summary serves as a critical foundation for

understanding how organizations, governments, and institutions design, implement, and categorize policies to address complex issues. This chapter offers a thorough exploration of various policy types, outlining their characteristics, applications, and the strategic frameworks that guide their development. By dissecting the nuances of policy-making, this review aims to provide clarity on how policies function within different contexts and the implications they carry for stakeholders.

Understanding Policies: Definitions and Functions

At its core, a policy is a deliberate system of principles to guide decisions and achieve rational outcomes. Policies act as blueprints for action, shaping the behavior of individuals and organizations alike. The chapter stresses that policies are not merely rules but strategic tools designed to influence societal, economic, or organizational goals. They serve multiple functions, such as regulating behavior, allocating resources, and setting priorities.

One significant insight from the chapter is the distinction between policies and law. While laws are mandatory and enforceable by legal systems, policies often embody guidelines that steer conduct but may lack legal enforceability. This distinction highlights the flexibility and adaptability inherent in policy formulation, allowing for adjustments in

response to shifting environments.

Categories of Policies: A Detailed Exploration

The chapter categorizes policies into several primary types, each serving distinctive roles within governance and organizational frameworks. These classifications facilitate better comprehension of the policy landscape and aid in identifying the most suitable approach for addressing specific challenges.

1. Regulatory Policies

Regulatory policies are designed to control or govern conduct within a society or sector.

Typically enforced by governmental agencies, these policies impose standards and restrictions to ensure compliance and protect public interests. For example, environmental regulations limiting emissions illustrate regulatory policy in action.

Pros of regulatory policies include promoting accountability and safeguarding public welfare. However, critics argue that excessive regulation can stifle innovation and burden businesses with compliance costs.

2. Distributive Policies

Distributive policies focus on allocating resources or services to particular segments of society. These policies often manifest in the form of subsidies, grants, or public services designed to promote equity or stimulate development. Infrastructure projects, healthcare funding, and educational programs commonly fall under this category.

Their strength lies in addressing disparities and fostering growth. Nonetheless, distributive

policies sometimes face criticism for inefficiency or favoritism, especially when resource allocation lacks transparency.

3. Redistributive Policies

Redistributive policies aim to reallocate resources from one group to another to reduce inequalities. Taxation systems and welfare programs exemplify this type. The chapter emphasizes the political sensitivity surrounding redistributive policies due to their direct impact on wealth and power dynamics.

While these policies can enhance social justice and cohesion, they may also provoke resistance from affected stakeholders, complicating implementation.

4. Constituent Policies

Constituent policies establish or reorganize governmental structures and processes.

Unlike other policies focused on outcomes, these concern administrative frameworks, such as the creation of new agencies or the delineation of authority. Their technical nature often means they receive less public attention but are vital for effective governance.

Policy Formulation and Implementation: Key Considerations

The chapter doesn't merely categorize policies but delves into the mechanisms behind their creation and execution. Effective policy formulation requires a comprehensive understanding of the problem, stakeholder engagement, and evidence-based analysis.

Critical steps identified include agenda-setting, where problems gain public and political attention, and policy design, which involves crafting viable solutions. Implementation challenges often arise from resource constraints, bureaucratic resistance, or unclear

objectives.

Policy Evaluation and Feedback

Another essential aspect explored is policy evaluation, which measures a policy's effectiveness and impact. Feedback loops enable policymakers to refine or revise policies, ensuring responsiveness to changing conditions. The chapter highlights various evaluation methodologies, from cost-benefit analysis to social impact assessments.

Comparing Policy Types: Strategic Implications

The chapter draws attention to the strategic implications of selecting different policy types. For instance, regulatory policies can quickly enforce standards but may face compliance issues without adequate incentives. Distributive policies encourage growth but require sustainable funding sources. Redistributive policies confront entrenched inequalities but risk political backlash.

Understanding these dynamics is crucial for policymakers who must balance goals such as efficiency, equity, and political feasibility. The interplay between policy types often necessitates hybrid approaches, blending regulatory frameworks with distributive or redistributive elements to achieve comprehensive solutions.

Real-World Applications

Practical examples enrich the discussion, illustrating how diverse policies operate across sectors. For example, climate change mitigation combines regulatory policies (emission caps), distributive policies (renewable energy subsidies), and redistributive policies

(carbon tax revenues funding social programs). Such multifaceted policy frameworks underscore the complexity and interconnectedness inherent in contemporary governance.

Emerging Trends in Policy Making

The chapter also touches on evolving trends influencing policy development. Increasing reliance on data analytics and artificial intelligence is transforming how policies are formulated and evaluated. Moreover, participatory governance models encourage greater stakeholder involvement, enhancing transparency and legitimacy.

Global challenges such as pandemics and climate change demand adaptive policy responses that transcend traditional classifications. This necessitates flexible policy frameworks capable of rapid adjustment and cross-sector collaboration.

Challenges and Critiques

Despite their importance, policies face criticism regarding effectiveness, equity, and unintended consequences. Implementation gaps can undermine policy goals, while rigid policies may fail to accommodate diverse contexts. The chapter argues for continuous learning and iterative processes to address these limitations.

In summary, chapter 6 policies and policy types summary provides a comprehensive

lens through which to examine the multifaceted nature of policies. By dissecting various policy types, their functions, and strategic considerations, it equips readers with the analytical tools to navigate the complexities of policy-making in modern societies. This understanding is indispensable for professionals, scholars, and decision-makers striving to

design policies that are not only effective but also equitable and sustainable.

policy types, chapter 6 summary, organizational policies, policy development, policy implementation, types of policies, strategic policies, operational policies, regulatory policies, policy framework

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