



# 10 Easy Steps to Centre Approval

**Welcome to our simple step by step guide to a smooth centre approval. Our External Quality Assurer (EQA) will need to check that you meet our approval criteria, so we've created this helpful guide for you to prepare.**

**Our EQA will give you as much support and guidance required to help you become an approved centre. The following steps will help you through the whole process.**

### **Step 1** Apply to become a centre.

Download the Approval Criteria from our website and then complete our electronic form on our website to become an Approved Centre. We'll need to make sure you meet our approval criteria even if you are already approved by another recognised UK awarding organisation by doing an approval review.

### **Step 2** Our Approval Criteria

It's really important that you read through the approval criteria and make sure you have the appropriate evidence in place to meet each criterion. To assist you, the approval criteria provides examples of possible sources of evidence under each heading.

Once you've applied for approval start getting ready for your review, using the approval criteria so you're in a position to agree a date with your EQA when they get in touch.

### **Step 3** Allocation of External Quality Assurer

Once we've received your application we will allocate an EQA who'll contact you to arrange a convenient date and time to check that you have all the necessary arrangements in place to meet our centre approval criteria. The EQA will be happy to answer any questions you have about the process, so feel free to mention any concerns you may have.

### **Step 4** Prior to your centre approval review.

You should make sure that you have all the requirements detailed, in the approval criteria, in place including any necessary resources appropriate to the product(s) you're looking to deliver. A checklist is a good idea at this stage and we also have A User Guide to the Centre Approval which provides an explanation and possible sources of evidence for each criterion. If you feel you want to postpone or re-schedule the date of your approval review, please let the EQA know in plenty of time and at least 10 days before the date to avoid unnecessary expenses being incurred.

### **Step 5** During the centre approval review

The EQA will need to see evidence that all the criteria are being met and that appropriate resources are in place for the product. If you have any satellite centres or partners that will be involved in the delivery of the product(s) please ensure that all requirements are in place at all sites, and that there's someone responsible for coordination and standardisation meetings across these sites.

### **Step 6** Centre Approval Report

Based on the evidence seen and areas discussed, the EQA will provide you with a detailed report on their findings within 2 working days of the review. There will be no surprises in the report as the EQA will have discussed everything with you through the review in person or via telephone or email.

### **Step 7** Action Plan

If centre approval has not been given following the initial review, the centre approval report will include a detailed action plan highlighting what you need to do in order to meet the criteria, and whether a second review is necessary.

### **Step 8** Centre Approved

Once you are approved you'll receive an approved centre certificate to display at your centre, together with a welcome email that contains lots of helpful information including how you get access to the portal to register your learners.

### **Step 9** What happens next?

You'll have access to our award winning customer service team who are happy to help and support you and you'll also be allocated an Account Executive who can talk to you.

### **Step 10** Let us know what you think

We hope you're happy with your initial experience, if you have any comments or queries about the guidance/assistance before, during or after the approval visit, you can submit feedback via the website or contact our Customer Support team and we'll be happy to help.

## **SUPPORTING YOU**

We're passionate about delivering exceptional customer service to both existing and potential customers, so feel free to contact our Customer Support team or your EQA if you need any guidance/information prior to applying for approval.