

A user guide to Technical Qualification (TQ) approval

Contents

Contents	2
Introduction	3
The approval process	3
The report.....	4
The report sections in detail.....	4
Section 1: provider details and contacts.....	4
Section 2: management systems and administrative arrangements.....	4
Section 3: resources.....	6
Section 4: delivery and assessment.....	7
Section 5: action plan for provider.....	8
Section 7: action for quality assurer or head office	8
Section 8: additional information sheet	9

Introduction

We want to ensure that Providers feel supported and confident when delivering our products. We have put together this guide to offer an explanation for each section of the TQ Provider Approval Report.

There are other supporting documents available on QualHub in the [approval support section](#).

Within our [learning technologies and resource section](#) on QualHub we have a range of sample course file documentation to support you getting started.

If you need further support please contact us via email tlevelsupport@ncfe.org.uk or call 0191 2398000.

The approval process

Following application to become a TQ Provider with us, we will review your application and then assign you a Quality Assurer.

Our Quality Assurer will then be in touch with the Provider Contact to arrange a mutually convenient time to conduct an approval review. This can be face-to-face or remote. The Provider should be able to agree a date for review within 10 working days of being allocated a Quality Assurer. The review should take place within 20 days of initial application.

Once the Quality Assurer has completed their review, they will feedback to the Provider contact and complete an approval report and you will be graded between 1 and 5 for each criterion. The approval report will be shared with the Provider.

The grading criteria are explained below and you may also be given actions and/or recommendations within Section 5: Action Plan for Provider if deemed necessary. Depending on how successful the visit is, you may gain approval or you may need an additional review to give you the chance to complete any action points.

The report

The TQ Approval Report is divided into sections as follows:

Section 1: Provider Details and Contacts

Section 2: Management Systems and Administrative Arrangements

Section 3: Resources

Section 4: Delivery and Assessment

Section 5: Action Plan for Provider

Section 6: Action for Quality Assurer or Head Office

Section 7: Additional Information Sheet

Within some sections, the main subject areas are divided into criteria such as 2.1, 2.2 etc. and match our Approval Criteria. These criteria are graded using our 5 point scale. Your Quality Assurer will assess each point and grade it as follows:

1 = Excellent (no action required)

2 = Meets requirements (recommendations identified)

3 = Discrepancies within tolerance (action required)

4 = Requirements not met (significant action required)

5 = Unsatisfactory (immediate action required)

N/A = Not Applicable

The report sections in detail

Over the following pages we will take a look at each section of the report and explain what it is for and what you need to do.

Section 1: provider details and contacts

Section 1 of the report holds the Provider details and contacts.

Section 2: management systems and administrative arrangements

Criteria	Possible Sources of Evidence
2.1	<p>The Provider's aims, policies and procedures in relation to TQ are supported by senior management and understood by the delivery and assessment teams, all accountabilities are clearly defined</p> <p>Curriculum development plans Documented quality procedures Organisational chart</p>

Criteria	Possible Sources of Evidence
2.2	<p>There are procedures in place to ensure effective communication systems between all levels of staff and in all directions (including placements and staff who work remotely) and appropriate time is allocated for team meetings and standardisation activities for all staff involved in the TQ</p> <p>Staff handbooks and updates Agendas and minutes of team meetings Records of emails</p>
2.3	<p>Senior management will allocate appropriate time and resource to support TQ delivery/review</p> <p>Records/minutes of meetings, briefings and/or updates Schedule of activity for staff involved in the delivery of the TQ</p>
2.4	<p>Systems are in place to monitor and evaluate the effectiveness of all TQ delivery and assessment staff and to make changes when required</p> <p>Internal audit/self-assessment arrangements (SAR) Evidence of corrective actions taken Evaluation forms/surveys Users charter/customer service statements</p>
2.5	<p>There are documented policies or procedures for the following:</p> <ul style="list-style-type: none"> ▪ Appeals ▪ Provider Contingency and Adverse Effects (to include withdrawal of Provider approval status and protection of the student interest in the case of such a withdrawal) ▪ Complaints ▪ Conflicts of interest ▪ Equal Opportunities ▪ Data Protection ▪ Risk Assessment and Health and Safety (incl. Public Liability) ▪ Student recruitment, registration and certification ▪ Student support ▪ Malpractice and plagiarism ▪ Safeguarding ▪ Special considerations and reasonable adjustments <p>Copies of listed policies and procedures</p>

Criteria		Possible Sources of Evidence
2.6	The Provider is aware of entry restrictions and will ensure students are recruited and registered appropriately in accordance with TQ specifications	All advertising, promotional activity and materials reflects the TQ being offered Initial assessments
2.7	All work placement policies and procedures are in place which includes the quality assurance of placements, initial safety check and monitoring of the student's workplace and additional placement procedures	The placement procedure must contain details of study, assessment and support required Checking and recording of workplace liability and indemnity insurance Safety checks and workplace monitoring Risk assessments Work-place induction Agreements between employers and providers Employer support letters
2.8	There is a process in place to notify us of any changes in relation to the delivery or assessment of the TQ which may affect the Provider's ability to meet our approval criteria eg changes to delivery staff	Documented processes Record of communication with us
2.9	The Provider will securely store accurate, up-to-date student details and assessment records in compliance with data protection rules	Student registration details Student assessment records Evidence files or portfolios Security and access arrangements Assessment outcomes
2.10	The Provider will securely retain assessment records for each student for a minimum period of three years following certification	Documented processes

Section 3: resources

This section is about resources relating to the delivery of the TQ eg staff and physical. The Provider will need to demonstrate their ability to meet the occupational competence and knowledge criteria and resource requirements relating to the qualification.

Criteria		Possible Sources of Evidence
3.1	The Provider has full access to the required resources as identified within the	Observation on QA monitoring/approval review

	specification for delivery of TQ (eg IT equipment/materials/library), and is fully committed to review regularly, maintain agreements/contracts and to replace them as required, and to ensure that students have full access	Photographic evidence
3.2	There are sufficient competent and knowledgeable staff involved in the delivery of the TQ to meet the demand	Staff organogram Staff CVs and CPD records together with copies of relevant certificates A record of Assessor/student ratios and time allocation List of qualified staff Outline of roles and responsibilities
3.3	Systems are in place to ensure there is ongoing and appropriate continued professional development (CPD) provision for staff involved in the delivery of the TQ	Copy of staff development plans Records of training undertaken such as CPD records Records of meetings, briefings and/or updates
3.4	Resources for assessment in the workplace or in a realistic working environment as specified by the standards setting body/specification are robust and made available	Evidence of placements

Section 4: delivery and assessment

This section is all about assessment. The Provider will need to demonstrate their ability to meet the assessment requirements of the qualification.

Criteria		Possible Sources of Evidence
4.1	There is a planned programme of delivery available for the TQ which meets our guidelines	Schedule for TQ delivery, teaching plans Scheme of work Assessment plans and student assessment records Records of delivery team meetings
4.2	Students' development needs will be matched against the requirements of the TQ and an agreed individual assessment plan established	Provision for students with particular assessment requirements Initial assessments Individual learning plans (ILPs) Access and fair assessment policy

		Reasonable Adjustment arrangements Special Consideration policy
4.3	Students are advised of any technical needs for the mode of study and the support they can expect to receive from the Provider	Student enrolment documentation Learning handbook Student review process/guidance Provider strategy
Secure live assessment and administration		
4.4	The Provider will comply fully with our requirements for external assessment as set out for each TQ	Provider declaration
4.5	There is a clearly identified and specific examinations and invigilation policy that meets NCFE and JCQ requirements	Invigilation policy
4.6	Rooms used for external assessments are appropriate and meet NCFE and JCQ requirements	Review rooms Discussions with staff
4.7	Procedures and facilities that meet NCFE and JCQ requirements are in place to ensure the safe storage and distribution/collection of assessment/test papers before and after assessment has taken place	Provider policy/process Copy of JCQ inspection
4.8	There are systems and procedures in place to confirm student identification and to record student attendance during tests	Records of attendance Provider process
4.9	Systems are in place to ensure only authorised members of staff have access to the secure online assessment platform and on-screen test environment	Provider system/process

Section 5: action plan for provider

This section will address any action points or recommendations that the Quality Assurer has identified from each section of the report. Your Quality Assurer should explain what will appear in this section during feedback session (face-to-face or remotely). Please ask about any areas you are unsure of during the visit and when you receive your report. Remember that the Quality Assurer is there to offer help and guidance throughout the whole process, which includes support between visits.

Section 6: action for quality assurer or head office

This area of the report is designed to pass information on to our Head Office such as support

required by another team eg Business Development or Customer Support. It also records whether the Provider can be approved to offer TQs.

Section 7: additional information sheet

This section will be used by your Quality Assurer to record any other information, which does not fall under the previous sections of the report.

Document information

Copyright in this document belongs to, and is used under licence from, the Institute for Apprenticeships and Technical Education, © 2020-2021.

The T Level Technical Qualification is a qualification approved and managed by the Institute for Apprenticeships and Technical Education.

'T-LEVELS' is a registered trade mark of the Department for Education.

'T Level' is a registered trade mark of the Institute for Apprenticeships and Technical Education.

'Institute for Apprenticeships & Technical Education' and logo are registered trade marks of the Institute for Apprenticeships and Technical Education.

Document owner: Quality Assurance Coordinator

Change History Record

Version	Description of change	Approval	Date of Issue
v7.0	Branding updated. Document information and Change History Record added.		January 2021
v7.1	Rebranding Updated		August 2021