

# Approval Criteria

To gain and maintain approval to offer one of our qualifications you must meet the criteria detailed in the tables below. We will review the evidence in support of the Centre approval criteria on the initial Centre approval review and throughout our external quality assurance reviews.

For support and information on the approval process, please see supporting documentation including our User Guide to Our Centre Approval Report which is available on QualHub.

## Management Systems and Administrative Arrangements

1.1	The Centre's aims, policies and procedures in relation to the qualification are supported by senior management and understood by the delivery team
1.2	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)
1.3	Staff responsibilities, authorities and accountabilities of the assessment and internal quality assurance team across all assessment sites are clearly defined, allocated and understood
1.4	Time will be allocated for regular team meetings and standardisation for all staff involved in the teaching, assessment and internal quality assurance of the qualification
1.5	A staff induction and development process is in place for the assessment and internal quality assurance teams
1.6	There are documented policies or procedures for: Appeals Centre Contingency and Adverse Effects (to include withdrawal of Centre approval status and protection of the learners' interest in the case of such a withdrawal) Complaints Conflicts of Interest Equal Opportunities Data Protection Policy Risk Assessment and Health and Safety (incl. Public Liability) Learner recruitment, registration and certification Learner Support Policy/Protocol Malpractice and plagiarism Safeguarding Special considerations and reasonable adjustments RPL Policy incl. Transfer of credits Withdrawal of learner or qualification(s) from NCFE Admissions and/or enrolment
1.7	Marketing and advertising of the qualification(s) is clear, accurate and not misleading and, where applicable, complies with our guidelines
1.8	The Centre has in place a robust registration and certification process and will register learners in a timely fashion to allow for external quality assurance to take place
1.9	There is a process in place to notify us of any changes in relation to the delivery of the qualification which may affect the Centre's ability to meet our approval criteria
1.10	Where qualification(s) have been written and developed by the Centre, there is a robust process in place to ensure the content is fit for purpose
1.11	Learner records and details of achievements will be accurate, kept up to date and securely stored for a minimum of 3 years and will be made available for external

	quality assurance reviews
1.12	Feedback will be used to evaluate the quality and effectiveness of qualification provision against the Centre's stated aims and policies, leading to continuous improvement
1.13	There is a process in place to disseminate any actions identified through external quality assurance reviews

### ***Management Systems applicable to registered professions only (pharmacy and dentistry)***

1.14	<i>You have a Fitness to Practise Policy and Procedure</i>
1.15	<i>You have a work-based supervising registrant in place for each learner</i>
1.16	<i>You have a work-based placement procedure</i>
1.17	<i>You have a formal agreement in place between the learner, Centre and employer/work place</i>
1.18	<i>You have a procedure for checking and documenting learner vaccination records (Dental Nursing only)</i>
1.19	<i>You have a procedure for checking good character and good health at selection stage (Pharmacy Technician only)</i>

### **Resources**

2.1	There are sufficient competent, suitable, and knowledgeable Assessors and Internal Quality Assurers to meet the demand of assessment and internal quality assurance activities and who are appropriately registered with regulators (if applicable) and in accordance with Qualification Specification.
2.2	Assessors and Internal Quality Assurers will have sufficient time, resources and authority to perform their roles and responsibilities effectively
2.3	There will be appropriate continued professional development (CPD) provision for staff involved in the delivery of the qualification and/ or registered profession
2.4	Equipment and accommodation used for the purposes of assessment comply with the requirements of relevant business legislation and qualification requirements

## Delivery and Assessment

3.1	There is a planned programme of delivery and assessment methods available for the qualification which meets our guidelines
3.2	Information, advice and guidance about qualification procedures and practices will be provided to learners and potential learners
3.3	Learners' development needs will be matched against the requirements of the qualification and an agreed individual assessment plan established
3.4	Learners will have regular opportunities to review their progress and goals and to revise their assessment plan accordingly to meet their target qualification
3.5	Assessment methods will be valid and reliable and will allow access to assessment for learners
3.6	Learners will receive regular verbal and written feedback after assessment
3.7	Assessment records are in place which will show accurate assessment tracking, progress and achievement
3.8	Adequate procedures exist to ensure secure and safe storage of current and completed learner assessment records and examination materials
3.9	There are suitable arrangements to administer exams to ensure compliance with our external assessment regulations

## Internal Quality Assurance

4.1	An appropriate internal quality assurance strategy and sampling plan is in place which will be reviewed regularly and corrective measures implemented
4.2	Suitable arrangements are in place to ensure adequate liaison, consistency and standardisation will take place across all sites including satellite Centres
4.3	Allocation of Assessor responsibilities are clear and will meet the needs of learners and Assessors
4.4	Assessors will be provided with accurate advice and support to enable them to identify and meet their training and development needs
4.5	Internal quality assurance procedures and activities are clearly documented, consistent with national requirements and will ensure the quality and consistency of assessment
4.6	Records of internal quality assurance activity will be maintained in line with our requirements and will be made available
4.7	Adequate time will be allocated to allow for internal quality assurance duties to take place

# Centre Staff Roles and Responsibilities

In order to ensure the effective operation of our qualifications, you should allocate members of staff to carry out the following roles:

- Programme Contact
- Assessor(s)
- Internal Quality Assurer(s)
- Examinations Officer or equivalent.

Centres must also have an appropriate number of Invigilator(s) for qualifications requiring external assessment under exam conditions. For further details of our requirements relating to invigilation, please refer to our Regulations for the Conduct of External Assessment, available on QualHub.

## Programme Contact

The Programme Contact should:

- act as the main point of contact between us, your organisation and the External Quality Assurer (EQA)
- ensure that the qualification is run in accordance with the Qualification Specification across all sites and departments
- ensure that we are informed of any changes in staffing or location
- liaise with the EQA and provide information as requested
- ensure that all personnel involved in the delivery and assessment of the qualification are appropriately trained, have access to the Qualification Specification and assessment requirements, and that they meet regularly to monitor the progress and quality of delivery across all sites.

## Internal Quality Assurer (IQA)

The IQA should:

- sample assessments to ensure they are carried out to the same standard by all Assessor(s)
- ensure that Assessor(s) are trained and hold appropriate qualifications, identifying training needs and providing training as appropriate
- complete and authorise Certificate Claim Forms via the Portal.

The IQA can be the same person as the Programme Contact.

IQAs must have a qualification and/or recent occupational experience in the subject area they are quality assuring. Further details of occupational competence requirements can be found in the relevant Qualification Specification.

Please note: where an IQA is also an Assessor of the qualification, their assessment decisions must be internally quality assured by a different IQA.

## **Assessor**

The role of the Assessor is to:

- carry out assessment in accordance with the qualification's criteria as detailed in the Qualification Specification
- ensure learners' evidence is valid and meets the standards of the qualification. The Assessor must be satisfied that learners have achieved all learning outcomes related to the unit/qualification being assessed prior to deciding whether learners have been successful
- provide support and feedback to learners throughout the assessment process
- Assessors should possess a relevant qualification to that being assessed and/or relevant, recent occupational experience. Where no Assessor qualifications are held, Centres must provide adequate staff development to ensure Assessors are working to national standards (eg attendance at our Assessor Training Events).

Please refer to individual Qualification Specification for details of specific criteria required for individual qualifications.

## **Invigilator (qualification requiring external assessment under invigilated conditions only)**

Centres delivering qualifications requiring learners to complete a formal external assessment component under exam conditions will require Invigilators. Invigilators are responsible for supervising the external assessment process, completing the Invigilator's Register (accessible via the Portal) and ensuring the assessment is administered according to our Regulations for the Conduct of External Assessment, available from on QualHub.

## **Examinations Officer or equivalent**

The Examinations Officer is responsible for processing learner registrations and requesting certificates for successful learners once the IQA has confirmed learners have fully completed the qualification. We will only issue certificates to the nominated Examinations Officer, who is then responsible for distributing these to learners.

The Examinations Officer is also responsible for coordinating the external assessment process for qualifications with this requirement. This involves liaising with the Programme Contact within the Centre to ensure that external assessment papers are requested in advance of the proposed assessment date, that a suitable location is available, and that the appropriate number of trained Invigilators are available and familiar with our Regulations for the Conduct of External Assessment, available on QualHub.