



**CENTRE APPROVAL POLICY**

Document control

Audience	Internal colleagues, External colleagues, External Quality Assurance bodies and regulators
Application	This policy applies to all Achieve+Partner’s personnel and bodies that work with it
Version	2.0
Published	1st April 2020
Document status	Not to be released until recognition achieved
Responsibility	The Operations Director is responsible for the implementation of the policy and maintenance of all controlled documents

Document change record

Changes to specific sections of the document are listed below:

Page	Section	Change
None to date		



## SECTION 1: POLICY

### 1.1 Introduction

Achieve+Partners has robust arrangements in place to control the approval of prospective centres wishing to provide invigilation services for end-point assessment knowledge examinations and/or Achieve+Partners regulated qualifications.

This process ensures that approved centres must demonstrate that they can comply with quality criteria and arrangements which ensure that delivery of our qualifications and the invigilation of end-point assessment knowledge examinations can be carried out to consistently high standard.

### 1.2 Purpose

This policy sets out the conditions and arrangements that a prospective centre needs to follow in order to apply to become an approved centre providing Achieve+Partners qualifications and invigilation services.

### 1.3 Scope

This policy is relevant to prospective centres wishing to apply to become an approved centre.

### 1.4 Definitions

Only approved organisations called 'centres' can offer invigilation services for Achieve+Partners end-point assessments and provide invigilation for end-point assessment knowledge examinations.

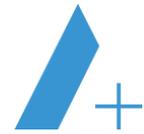
Achieve+Partners approves two types of centres, Approved Examination Centre and Approved Centres.

#### Approved Examination Centres

Are centres who meet the approval criteria to carry out invigilation services for end-point assessment knowledge examinations on behalf of Achieve+Partners. These centres are NOT approved to deliver any Achieve+Partners qualifications.

#### Approved Centres

Approved centres who meet the approval criteria to deliver specific Achieve+Partners qualifications in addition to being approved to provide invigilation services for end-point assessment knowledge examinations.



Both types of centres are subject to rigorous risk-based external quality assurance monitoring to ensure the centres remains compliant with centre monitoring criteria and upholds the standards of Achieve+Partners qualifications and end-point assessment products.

## 1.5 Arrangements

### 1.5.1 Becoming an approved centre

Only approved organisations called ‘centres’ can offer invigilation services for Achieve+Partners end-point assessments and provide Achieve+Partners qualifications. Approved centres must demonstrate that they can comply with quality criteria and arrangements which ensure that invigilation can be carried out to consistently high standards.

Organisations can range from training providers, employers, employer providers, college or university. Achieve+Partners will assist organisations who wish to become a centre by providing advice to support the application process.

The criteria for centre approval can be seen in Section 3 and 4.

### 1.5.2 Qualification approval

Prospective centres applying to deliver Achieve+Partners qualifications will need to identify and confirm the qualifications they wish to provide as part of the centre approval application process. It is recommended that the centre considers the qualifications they require at the time of approval in addition to those they may wish to add to their portfolio at a later stage.

For current and active approved centres that wish to expand the scope of their qualification provision must follow our qualification approval process to apply for the specific qualification(s) they propose to deliver. This is an evidence-based process that enables us to determine the capability and capacity of a centre to provide specific qualifications to learners, in accordance with our requirements.



### 1.5.3 The application process

The application form for centre approval can be downloaded from the Achieve website in the 'deliver our qualifications and policies' section.

During the application process centres need to evidence policies and procedures in support of the centre approval criteria. Our centre application is a 3-step process as detailed below.

#### 1. Providing evidence to meet our centre approval criteria

- + Centres should identify the qualifications they would like to provide and carefully read the delivery requirements to ensure they can meet them
- + Centres will need to access the application form from the website
- + Centres must answer all questions in the application form and submit the relevant evidence with their application form
- + Centres must declare that they have read and understood our invigilation arrangements and centre arrangements. These arrangements are set out in the Examination Centre Handbook and the Centre Handbook
- + Centres applying to deliver Achieve+Partners qualifications must demonstrate that they can meet the necessary resources including physical and human to deliver the qualifications they are applying for. These arrangements are set out in the specific qualification specifications available on the main website
- + Once the centre has completed the application form, they will be asked to sign our Centre Agreement.
- + Centres should submit their completed application to [info@achievepartners.co.uk](mailto:info@achievepartners.co.uk) and we will carry out an initial review to check that the application form has been completed correctly and supplied us with the correct information **within 5 working days of submission**
- + Should we require further information at this stage we will return the application to the centre with details of what to complete



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## 2. Application review

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- + The Quality Director will review the submitted application **within 10 working days of submission**
  - + Should a centre visit be required we will notify the centre by email and arrange a suitable date. It is expected that all organisations new to the provision of invigilation will be subject to a centre approval visit
  - + Further to the review, and visit if required, judgements will be made against each of our approval criteria. Centres will need to meet each of these criteria to be approved with us
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## 3. Application outcome

There are 2 possible outcomes:

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### Approved

The centre has provided satisfactory evidence to meet our centre approval criteria and have the necessary resources and capability

- + The centre will be notified of our decision via email including arrangements to access our documents
- 

### Denied

The centre has failed to meet one or more of our approval criteria.

- + The centre will be notified of our decision via email
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### 1.5.4 Centre agreement

All approved centres are required to sign the Achieve+Partners centre agreement. All prospective centres are advised to read through the agreement before making an application. The agreement is enforceable until either party gives notice.

### 1.5.5 Supporting documents

#### Approved Examination Centres

Centres are provided with an Examination Centre Handbook which details the requirements for centre approval and performance criteria. In addition, the Handbook provides information about invigilation arrangements.



### Approved Centres

In addition to the above centres will be given access to all the available resources that support the qualification the centre has approval to deliver, including the Qualification Handbook and assessment materials.

#### 1.5.6 Fees

Activity	Fee	Description
Examination centre approval	Free	<ul style="list-style-type: none"> <li>+ Invigilation of any end-point assessment knowledge examination unless specified</li> <li>+ Initial review of application to ensure the centre has correctly completed the application</li> <li>+ Full desktop review, including Zoom session if required</li> </ul>
Centre approval	£700	<ul style="list-style-type: none"> <li>+ Centre approval application for unlimited qualifications</li> <li>+ Initial review of application to ensure the centre has correctly completed the application</li> <li>+ Full desktop review, including Zoom session if required</li> </ul>
Approval visits	£250	For centres requiring an approval visit, this fee is added to the centre approval fee above
Qualification approval	£100	Per application. There is no limit to the amount of qualifications you can apply for



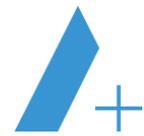
**SECTION 3: EXAMINATION CENTRE APPROVAL CRITERIA**

All examination centres applying to provide invigilation services for end-point assessment knowledge examinations must be able to demonstrate that they meet the approval criteria detailed below.

Examination centre approval criteria	Evidence required from applicant	Agreement clause
EC1: Leadership, management and administrative capability, to plan and provide examination arrangements, and apply policies and procedures effectively across recognised sites	EC1.1 Organogram showing leadership, management and administrative responsibilities for providing examinations, and: <ul style="list-style-type: none"> <li>+ Self-assessment and/or quality improvement documentation to demonstrate diligence and monitoring of examination provision, and any current actions to improve provision</li> <li>+ Evidence of experience of providing examinations for other awarding bodies/end-point assessment organisations, a report following audit/inspection of examinations held at the centre, or other evidence showing a track record of successful delivery of examinations. No history of withdrawal of centre approval, or significant and current sanctions that indicate examination provision is high risk</li> <li>+ Evidence of management of document security, data and information confidentiality and any breach of security/confidentiality including data and information protection policy/procedures, document security policy, security/confidentiality incident management and control records and actions.</li> </ul>	9, 10, 15, 16



Examination centre approval criteria	Evidence required from applicant	Agreement clause
EC2: The centre can ensure that examinations are conducted in accordance with requirements for examination provision: including robust internal quality assurance of invigilation, management of malpractice/maladministration and identification/management of any incident which could have an adverse effect on the quality of a learner’s experience, or assessment outcome	EC2.1 A statement confirming that Achieve+Partner’s examination regulations and procedures will be adhered to, including: <ul style="list-style-type: none"> <li>+ robust arrangements for the fair and valid assessment of learners including checking identity/authenticity and invigilation procedures</li> <li>+ Internal quality assurance policy/procedures for invigilation of examinations</li> <li>+ details of arrangements to identify and prevent malpractice and maladministration during examinations</li> <li>+ arrangements for driving continuing improvement in the quality of examination provision; using feedback from personnel and learners, evaluation of internal quality assurance activity to ensure qualification requirements are met</li> </ul>	18, 19
	EC2.2 Arrangements for the management, recording and control of incidents that may arise that could have an adverse effect on the quality of examination provision.	16
EC3: Safeguarding arrangements ensure the safety and security of learners, and respects their equality, diversity and fair treatment in managed examination environments	EC3.1 Examples of policies/procedures including: <ul style="list-style-type: none"> <li>+ Safeguarding policy/procedures including protection of learners from the risks posed by extremism and radicalisation</li> <li>+ Equality of opportunity and diversity policy/procedures</li> <li>+ Whistleblowing policy.</li> </ul>	8, 10, 15



Examination centre approval criteria	Evidence required from applicant	Agreement clause
<p>EC4: The resources necessary to plan and provide Achieve+Partner’s approved reasonable adjustments and special considerations to relevant learners</p>	<p>EC4.1 Written confirmation that the centre will adhere to Achieve+Partners reasonable adjustments, special considerations policy and, the requirements of current disability legislation.</p>	13
<p>EC5: Suitable invigilators are appointed and monitored effectively to ensure that their experience, qualifications and performance meets requirements; training needs are identified and met, and continuing professional development (CPD) is supported, managed and recorded</p>	<p>EC5.1 Centre’s invigilator appointment and management policy and procedures, including checking that suitably experienced and qualified invigilators are appointed who have no conflict of interest or procurement experience and, policy arrangements to manage actual and potential conflicts of interest for centre and invigilator personnel are robust</p> <hr/> <p>EC5.2</p> <p>Details of the centre’s performance management and training programme for invigilators includes:</p> <ul style="list-style-type: none"> <li>+ fit-for-purpose performance management arrangements</li> <li>+ role/responsibilities of invigilators</li> <li>+ training for examination requirements and procedures on how to conduct online assessments, including suitable IT knowledge and skills, if this is offered by the examination centre and how to prevent, identify and deal with incidents of malpractice</li> </ul>	10, 13, 17
	<p>EC5.3 Arrangements for the CPD of invigilators and the maintenance of CPD records.</p>	13



Examination centre approval criteria	Evidence required from applicant	Agreement clause
EC6: Equipment and accommodation used for examination purposes comply with the requirements of relevant health and safety legislation	EC6.1 A copy of health, safety and fire evacuation policy as they apply to examination sites and	8
	EC6.2 A statement from a person in authority at the centre confirming that health, safety and fire evacuation procedures have been checked/inspected within the last 12 months or	8
	EC6.3 A copy of up-to-date health, safety and fire certificates/reports.	8
EC7: Accommodation is provided for learners in examinations which is accessible to all, suitably quiet, in an undisturbed location, with adequate heating, lighting, and ventilation, and complies with the relevant rules and regulations of Achieve+Partners.	EC7.1 Provide a plan or photograph of the room(s) where the examinations will be held. This must show: <ul style="list-style-type: none"> <li>+ the desks/tables layout, spaced appropriately apart</li> <li>+ location of invigilators desk</li> <li>+ location of clock(s)</li> <li>+ location of waiting area</li> <li>+ location of lifts or ramps, if above ground floor level</li> <li>+ location of fire exit(s)</li> <li>+ maximum capacity of the room</li> </ul> and	13
	EC7.2 A plan or map of the external environment of the examination venue, to confirm: <ul style="list-style-type: none"> <li>+ quiet surroundings</li> <li>+ parking facilities</li> <li>+ drop-off points for disabled learners</li> <li>+ location of, and distance from, nearest rail and bus station (or bus stop)</li> </ul>	13



Examination centre approval criteria	Evidence required from applicant	Agreement clause
EC8: The centre can provide the technical and administrative environment to set up and maintain online assessment	EC8.1 Provide the name and contact details of the person(s) with technical expertise to: <ul style="list-style-type: none"> <li>+ set up and maintain the location and equipment for online assessments</li> <li>+ assist candidates in understanding how to use the technology</li> <li>+ deal with any technical breakdowns during online assessments (either resolving the problem or referring to online assessment support)</li> </ul>	13
EC9: The centre has internet and computer specifications as prescribed by Achieve+Partners (as shown to the right)	EC9.1 <ul style="list-style-type: none"> <li>+ Internet connection: Broadband</li> <li>+ Web browser: Windows Internet Explorer 7 or above latest version of Chrome, Firefox or Safari</li> <li>+ Browser settings: Cookies enabled, and JavaScript enabled</li> <li>+ Screen resolution: 1024 x 768 or higher</li> </ul>	13
EC10: The centre can provide individual computers for the number of learners entered, in a layout that does not allow any candidate to see the screen of another candidate during the examination	EC10.1 Provide a room plan/layout showing the number of computers and precautions against viewing others' screens. The number of learners per online assessment session will be determined by the number of computers available.	13



**SECTION 4: CENTRE APPROVAL CRITERIA**

All centres applying to provide Achieve+Partners qualifications must be able to demonstrate that they meet the approval criteria detailed below.

Centre approval criteria	Evidence required from applicant	Agreement clause
<b>C1. Leadership, Management and Administration - the centre has:</b>		
C1.1 Expert leadership, management and administrative capability to:	+ Organogram/structure diagram showing leadership, management and administrative responsibilities in provision	9, 10, 11, 12, 13, 14, 15, 20, 21
(i) plan and maintain provision including the application of policies and procedures effectively, with no history of withdrawal of centre approval or high-risk current sanctions	+ Evidence of experience in qualification provision for other awarding organisations, audit or external quality assurance reports in similar areas of provision or other evidence showing a track record of successful qualification delivery. No history of withdrawal of centre approval, or significant current sanctions that indicate provision is high risk	24
(ii) manage and quality assure sub-contractors and partnership agreements effectively, in the centre and in satellite sites		
(iii) maintain physical resources and facilities to meet qualification requirements	+ Service level/contractual agreements with third parties, quality monitoring policy/procedures and reporting documentation, incorporation/application of the Achieve+Partners centre agreement to third party agreements	
	+ Check list of suitable physical resources and resource updating/replacement plans.	



Centre approval criteria	Evidence required from applicant	Agreement clause
<p>C1.2 Leaders and managers that have effective arrangements in place to ensure:</p> <ul style="list-style-type: none"> <li>(i) learners are adequately safeguarded in managed learning environments</li> <li>(ii) the equality of opportunity and diversity of learners is respected to enable fair treatment in the provision of qualifications</li> </ul>	<ul style="list-style-type: none"> <li>+ Health and safety policy</li> <li>+ Safeguarding policy/procedures including protection of learners from the risks posed by extremism and radicalisation</li> <li>+ Equality of opportunity and diversity policy/procedures.</li> </ul>	8
<p>C1.3 Leaders and managers that ensure sufficient and appropriate personnel are in place who:</p> <ul style="list-style-type: none"> <li>(i) are monitored to ensure that their experience, qualifications and performance meets provision requirements</li> <li>(ii) have their training needs identified and supported</li> <li>(iii) have relevant and recorded continuing professional development opportunities</li> </ul>	<ul style="list-style-type: none"> <li>+ CVs for relevant personnel that will provide qualifications</li> <li>+ Organogram/organisational structure in the appropriate areas of provision</li> <li>+ CPD and training records for relevant personnel.</li> </ul>	14, 20, 21



Centre approval criteria	Evidence required from applicant	Agreement clause
<p>C1.4 Competent administrative capability to:</p> <ul style="list-style-type: none"> <li>(i) manage learner records including Unique Learner Numbers, qualification registrations, and process claims for certification</li> <li>(ii) administer examinations/ assessment requirements</li> <li>(iii) manage document security, data and information confidentiality and any breach of security/ confidentiality</li> <li>(iv) manage the withdrawal of centre approval and/or qualification approval</li> </ul>	<ul style="list-style-type: none"> <li>+ Administrative personnel and resources</li> <li>+ Policies/procedures or arrangements for management of learner records including ULNs, learner registrations, and claims for certification</li> <li>+ Arrangements for the administrative control of examinations</li> <li>+ Data and information protection policy/procedures, document security policy, security/confidentiality incident management and control records and actions</li> <li>+ Policy/procedures for the withdrawal of provision, centre approval/qualification approval.</li> </ul>	<p>15, 16, 18, 19</p>



C2: Quality Assurance - the centre has		Agreement clause
<p>C2.1 Robust quality assurance arrangements in place for the management of:</p> <p>(i) any incident that may occur, which could have an adverse effect on the quality of a learner’s experience, assessment or qualification outcome</p> <p>(ii) actual and potential conflicts of interest for centre and sub-contracted personnel</p> <p>(iii) a well-communicated and timely complaints and appeals process</p>	<p>+ Incident management policy/procedures, self-assessment of provision risks, monitoring of incidents and actions log</p> <p>+ Conflict of interest policy/procedures, conflict of interest declarations and records, management of actions log</p> <p>+ Complaints and appeals policy/ procedures, monitoring of complaints and appeals records, complaints and appeals records.</p> <p>+ Whistleblowing policy</p>	20, 21,
<p>C2.2 Comprehensive arrangements for carrying out the internal quality assurance of assessment including the management of plagiarism, malpractice &amp; maladministration, and finalising claims for learner certification</p>	<p>+ Internal Quality Assurance policy/ procedures including IQA strategy, sampling plan arrangements, and standardisation</p> <p>+ Malpractice and maladministration policy/procedures</p> <p>+ Procedure for dealing with plagiarism</p> <p>+ Procedures for claims for learner achievement</p>	22, 23
<p>C2.3 Effective quality performance monitoring arrangements to drive continuing improvement in the quality of provision; using feedback from learners, evaluation of internal quality assurance activity, standardisation and moderation to ensure provision meets learners’ and qualification requirements</p>	<p>+ Quality Improvement policy/ procedures</p> <p>+ Quality monitoring records</p> <p>+ Quality improvement plans, action plans and progress monitoring</p> <p>+ Learner feedback surveys/evaluations.</p>	22, 23



C3. Qualification Provision - the centre has		Agreement clause
C3.1 Adequate arrangements for the:	+ Initial assessment policy/procedures	14
(i) initial assessment and induction of learners	+ Induction policy/procedures, materials/programme	
(ii) management of recognition of prior learning/ accreditation of prior learning including any exemptions and proxies,	+ RPL/APL policy/procedures	
(iii) planning of learners' individual learning and development	+ Individual learning plan templates.	
C3.2 Comprehensive arrangements to support learners, review, track and record their progress, ensuring through feedback that they understand their learning and assessment requirements, their achievements and what they might do to improve their progress, knowledge, skills and behaviours	+ Learner progress review and feedback policy/procedures	14
	+ Learner tracking and recording policy/procedures	
	+ Learner support arrangements	
	+ Arrangements for evaluation of learners' progress and action planning to improve progress and achievement.	



C3. Qualification Provision - the centre has		Agreement clause
<p>C3.3 Robust arrangements for planning and delivering fair and valid assessment including:</p> <ul style="list-style-type: none"> <li>(i) checking authenticity, applying assessment methods where appropriate to meet qualification requirements</li> <li>(ii) providing/recording effective feedback to learners that ensures they understand what has been achieved and what they might do to improve their knowledge, skills and behaviours</li> <li>(iii) identifying, claiming and applying reasonable adjustments and special considerations in the assessment process where appropriate</li> </ul>	<ul style="list-style-type: none"> <li>+ Assessment/examination policy/procedures, including arrangements for planning, applying assessment methods and providing feedback to learners</li> <li>+ Invigilation and marking policy/procedures</li> <li>+ Assessment plans/schedules</li> <li>+ Reasonable adjustment and special consideration policy/procedures.</li> </ul>	14