

Guide to Centre and Qualification Approval

Introduction	3
Becoming an Approved Centre	4
Centre Approval Fees	5
Centre Approval	5
Documents you will be issued with	5
Documents we will use	5
Related Ofqual General Conditions of Approval	5
Qualifi Centre Requirements – Policies, Procedures and Systems	5
Achieving Centre Approval	6
Centre/Qualification Approval	7
Support, Advice and Guidance provided to Centres	8
Quality Reviewers/External Verifiers	8
Quality Assurance	8
Centre Staffing	9
Complaints	9
Qualification Types	9
Regulated Qualifications (Ofqual’s Register of Regulated Qualifications)	9
Unregulated Qualifications	10
Assessment Design Responsibilities (regulated and unregulated)	10
Assessment Governance	10
Submitting your application for Centre and Qualification Approval	11
Applying for Satellite Location Approval	11
Appendix 1	12
Competence-Based Qualifications (regulated and unregulated)	12
Roles and Responsibilities	12
The Role of the External Verifier	12
Qualifi Centres’ Responsibilities	13
Single Point of Accountability	13
Appendix 2	14
Knowledge Based Qualifications (regulated and unregulated)	14
Examinations - General Requirements	14
Role and Responsibilities	15
The Role of the External Verifier (Quality Reviewer)	15
Centre Approval Advisory Consultancy	16

Qualifi is a UK regulated awarding organisation offering regulated and unregulated qualifications to colleges, employers and other places of learning in the UK and globally.

Qualifi is a UK recognised Awarding Organisation offering vocational qualifications in a wide range of specialised sectors. It is regulated by the UK Qualification Regulators; the Office of Qualifications and Examinations Regulation (Ofqual) and the Welsh Government. Qualifications offered by Qualifi are regulated through the Regulated Qualifications Framework (RQF) – this framework recognises and regulates qualifications in England, Wales and Northern Ireland, and is designed to make the vocational qualification system more flexible and relevant to the needs of employers and Learners.

As an approved Centre in the UK or internationally, you are required to meet all regulatory requirements of Ofqual's General Conditions of Approval to manage and deliver both Qualifi's regulated and unregulated qualifications. It must be clear to all approved centres that all qualifications including those not in the public domain, ie; not on the UK qualifications register must still fulfil the regulatory requirements of Ofqual and Qualifi must be assured of quality standards.

We work with individuals and organisations to enable them to realise their potential and achieve success by:

- providing status and credibility of our approved centres both in the UK and internationally;
- assisting in the development and delivery of learning appropriate to individuals, organisations and appropriate skills sectors;
- providing recognised qualifications, units and endorsing bespoke training programmes (referred to as unregulated qualifications);
- developing innovative learning services and products;
- accrediting learning Centres to recognised quality assurance standards;
- monitor all centre activities in line with Ofqual's General Conditions of Recognition.

Qualifi independently, or through collaborative partnerships is able to provide accreditation in the UK as well as a number of other countries. We provide Approval through governments, employers, and universities to ensure Learners can progress into employment or further education, wherever they are. In the UK we work closely with centres who wish to deliver regulated qualifications or other bespoke training programmes (unregulated qualifications) that meet the required standards of delivery and assessment. Applications from outside the UK must meet all the requirements of a UK approved centre and we will work with committed organisations to achieve this.

Qualifi continues to maintain rigorous internal and external quality assurance processes to demonstrate transparencies that underpin the integrity and credibility of our qualifications and units.

The following policies are available on the Qualifi website but we require all new applicants, for centre approval, to submit their own versions of these policies and be able to demonstrate evidence of how these policies are implemented across the centre. Failure to submit these documents as part of the centre approval process will result in the application being rejected. See page 4 of this document; Qualifi Centre Requirements - Policies and Procedures:

- Data Protection Policy
- Equality and Diversity Policy
- Malpractice and Maladministration Policy
- Sanctions Policy
- Access to Fair Assessment Policy

For more information on Qualifi and how we can help you realise your potential, please contact us: Qualifi Limited www.qualifi.net; Telephone : +44(0)161 818 9904; Email : info@qualifi.net

Introduction

This Guide for Centres has been developed to meet the needs of proposed and new centres. Its purpose is to advise and recommend good practice on how to become a Qualifi Centre, offering specified regulated qualifications together with other unregulated qualifications, as well as a point of reference for the general principles and policies of Qualifi.

You may also want to tailor your programmes to suit your staff needs or you are running a training business and have spotted a gap in the local market. This unregulated provision will be referred to as “endorsed” programmes of learning but these will still need to meet all the regulatory requirements.

Either way, becoming an Approved Centre can take as little as three months from your enquiry to getting the first learners through the door. For new centres the process for both centre and qualification approval may take a little longer. We will keep you informed of the progress of your application.

Although rigorous and complies with our regulatory requirements, the process follows a straightforward quality assurance route and as long as you and your staff have the right expertise, relevant qualifications together with sufficient resources and premises that meet requirements under UK law, then the timescale for centre approval can take no more than 45 working days, unless extra support is required to help you process with your application.

The information provided is of a general nature - where more details are required, other publications will be recommended or further discussions are needed with Qualifi appointed persons.

The Guide will assist and support new centres to implement and deliver both approved regulated and non-regulated qualifications and set up the rigorous quality assurance procedures necessary to meet the all regulatory requirements.

This Centre Guide will be reviewed annually and we would welcome feedback from you about ways in which we could improve our business activities.

Please contact Qualifi if you require further guidance or clarification about any parts of the Centre Guide.

As part of your centre approval process, you will be required to sign Qualifi’s Centre Agreement which will be legal and binding. The Agreement will be issued to all participating centres; if there have been any revision to its terms that affect the business arrangements you will be issued with the latest version.

Becoming an Approved Centre

Prior to offering its qualifications Qualifi requires that all proposed centres go through a formal process of Centre Approval and Qualification Approval.

This is a standardised process where information is required to be supplied by the Centre on the Centre Approval and Qualification Approval application form and this is confirmed by a Centre Approval visit made by a Qualifi appointed person (Quality Reviewer or External Verifier). Centres may be issued with interim approval where the applicant already has current centre approval by another UK awarding organisation.

- Provide us with as much information as you can when you make an application;
- Comply with any requests for information, or documents, in a timely manner;
- Circulate our documents and information to all appropriate staff and/or learners promptly;
- Complete our documentation fully and accurately;
- Inform us by email of any changes to your named contacts, address or delivery sites;
- Ensure all fees and other payments are made promptly for these services.

Centre Approval Fees

Our current fees are outlined on via our [online portal](#). For further information on pricing and fees please contact info@qualifi-international.com. Pricing and fees are reviewed annually and any changes will be reported to approved centres and updates made to our website.

To become a Qualifi approved centre and receive the benefits outlined above, centre approval fees are applicable to each application and payment must be made prior to the application being processed. You will be required to sign the Qualifi Online User Agreement before being issued with login details to access Qualifi's Online Portal for centre and qualification approval. In addition, should the centre wish to utilise more than one site for delivery, a satellite site fee may be applicable per registered site.

Each individual registration is subject to a learner registration fee, which is payable to the centre on, or prior to the first day of the course. This fee is applicable for each registered learner and covers the cost of the certificate.

Centre Approval

Centre Approval and qualification approval is a formal process, which enables Qualifi to assess whether a Centre is able to deliver its qualifications and units. Once Centre Approval is achieved, on-going maintenance and improvement is monitored by the Quality Reviewer/External Verifier visits. Detailed below are the minimum requirements needed to achieve centre Approval and qualification approval.

Documents you will be issued with

- Centre and Qualification Application Form
- Guide to completing the application form
- Centre Approval Criteria
- Guidance to Centre and Qualification Approval
- Centre Agreement

Documents we will use

- Centre Approval Quality Review Report

- Qualification Development Review Report

Related Ofqual General Conditions of Approval

- C1.1; C1.2; C1.3;

Qualifi Centre Requirements – Policies, Procedures and Systems

To operate as an approved centre the following documents, policies and procedures will be requested for submission and must be implemented and embedded into the management structure of the organisation. Failure to submit or make available this information will result in the application for centre and qualification approval being rejected.

- An overarching curriculum plan for delivering the Qualifi approved qualifications (regulated and unregulated), and plans for delivering individual units, where applicable;
- A list of the staff involved in delivering the learning programme; their specific roles, for example; tutor, assessor, internal verifier, course leader;
- CVs of the staff responsible for the delivery and assessment of the training programme(s);
- Staffing structures and/or organisation chart showing how programmes are managed and co-ordinated;
- Systems to identify and provide staff development;
- Assessment plan; assessment strategy including information on procedures for both reasonable adjustments and fair assessments;
- Centre devised assignments, relating to the assessment criteria and learning outcomes, which plan to be used;
- Examples of previous assessment feedback where this is available;
- Examples of systems for storing securely learners' work and recording assessment decisions and tracking learner progress;
- Assessor and Internal Verification policies and written procedures;
- Learner recruitment strategies including initial assessment, diagnostic testing where appropriate, advice and guidance prior to the registration of the learner;
- Recognition of prior learning (RPL) policy and written procedures;
- An appropriate range of teaching and learning resources for the level and nature of qualification(s) delivered;
- Sufficient and appropriate administrative support;
- Policy and systems for dealing with all forms of malpractice, including plagiarism;
- Systems for the monitoring and review of qualification(s) offered at the centre;
- Other essential policies and written procedures that must be implemented:
 - Equality and Diversity Policy
 - Complaints Policy and Procedure
 - Appeals Procedure
 - Health and Safety Policy and Procedure
 - Data Protection Policy.

All are available on Qualifi's website and [online portal](#).

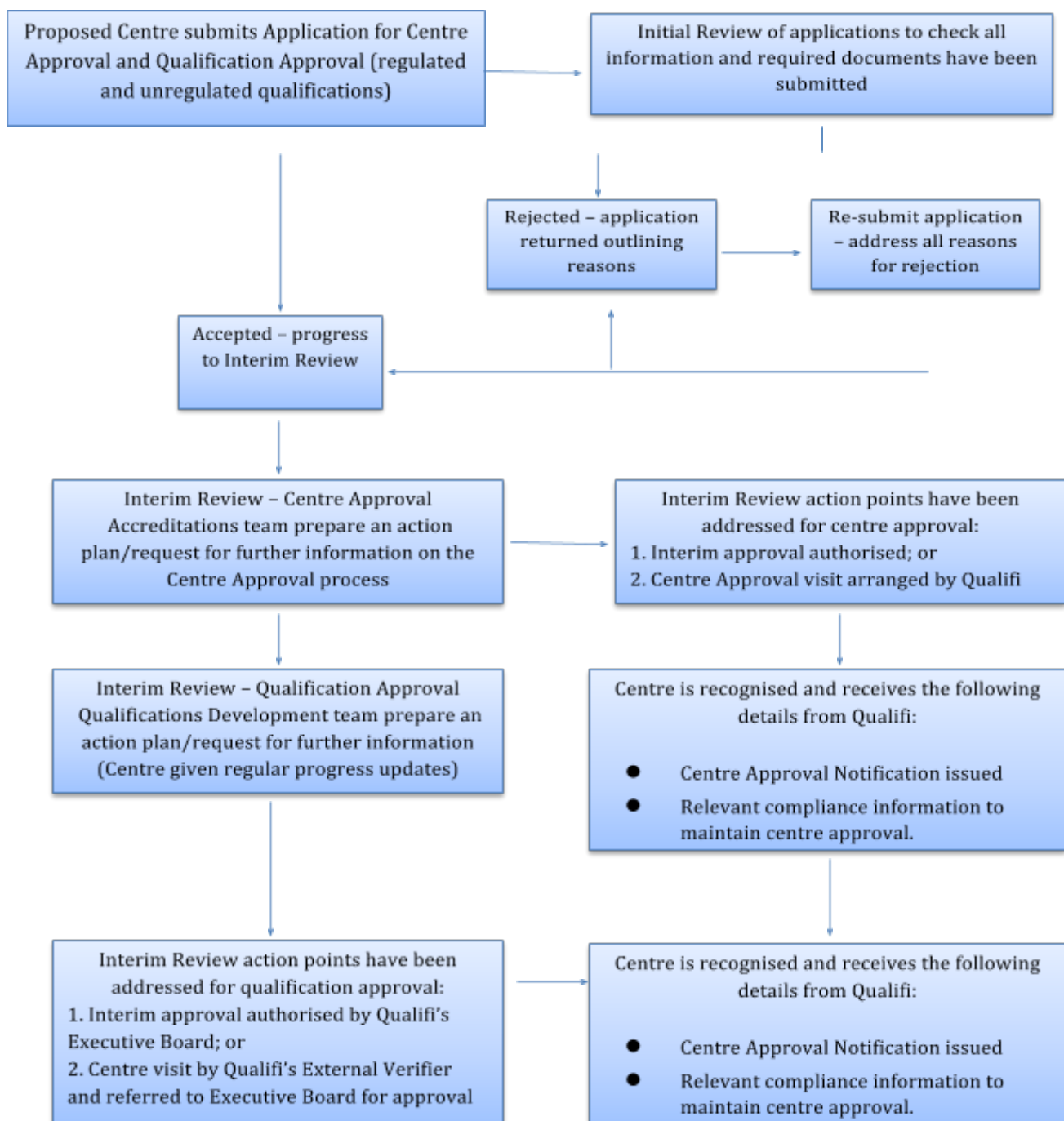
To support these policies and procedures, Qualifi will also require that Centres to comply with the regulatory requirements outlined in Qualifi's Centre Approval Criteria document which accompanies this Guide. Further details can be found on Qualifi's website and the [online portal](#).

Further information relating to the Centre’s requirements for offering Qualifi’s regulated and unregulated qualifications, is outlined in Appendices 1 and 2 at the end of this Guide.

Achieving Centre Approval

The flowchart below illustrates the process of Centre Approval. When completing the Application for Centre Approval, reference to the charts listing possible sources of evidence shown on pages 5 and 6 of this document will help you to identify your evidence. This evidence should be available for the Quality Reviewer/ External Verifier to review when they carry out the Approval Visit.

NOTE: ALL RELEVANT POLICY DOCUMENTS MUST BE SUBMITTED WITH YOUR APPLICATION



Centre/Qualification Approval

Once both Centre approval and Qualification approval have been authorised, the Centre receives the following information:

- Centre Approval Notification and Qualifi Approved Centre certificate with Centre Reference Number and duration of approval;
- Qualification Approval Notification outlining details of qualifications, level and reference numbers together with duration of approval;
- Details of Qualifi's processes for Learner registrations and award of achievements; the Centre is then able to register Learners from the date identified on the Qualification Approval Notification.

Support, Advice and Guidance provided to Centres

Quality Reviewers/External Verifiers

Qualifi appointed persons act as a liaison between Centres and the awarding organisation, Qualifi. They will offer support, advice and guidance through the centre visit structures:

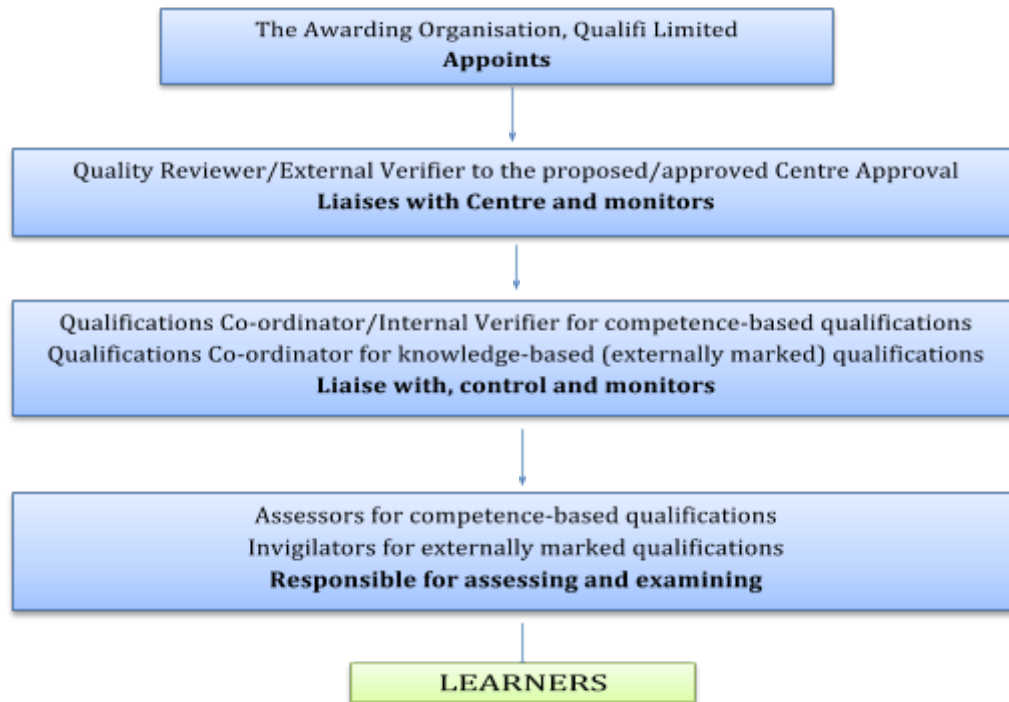
- Centre Approval visits (prior to approval; plus new centres, during Year 1 and, as advised);
- Verification visits:
 - o A minimum of one quality assurance visit per year;
 - o A minimum of one qualification review visit (external verification) per year;
- Advisory visits – as requested by the Centre.

If you require any further information or have any queries regarding the implementation of qualifications and units within the Centre, please contact Qualifi using the details outlined within this Guide.

Quality Assurance

It is awarding organisation, Qualifi's objective to maintain the regulatory requirements and standards of its qualifications and units through the Quality Reviewers/External Verifiers. These Qualifi appointed persons will monitor quality by approving Centres and maintain quality via verification/moderation visits to the Approved Centre. Reports from these visits will be completed by Qualifi appointed persons and returned Qualifi for monitoring purposes and reported to the Executive Board on the Centre's activities.

The Quality Assurance structure for delivering all qualifications and units referred to above is illustrated below:



Centre Staffing

In order for each qualification to be registered, you must have at least one tutor / assessor. The tutor / assessor may be the same person or two separate people. In addition, you must have in place a plan or schedule for internal verification to take place.

▪ Tutor	The tutor must hold current qualifications and/or expertise which are for the level and discipline of the qualification intended for delivery. Specific tutor requirements may be found in the relevant qualification specification/guide.
▪ Assessor	The assessor must hold a valid qualifications (Assessor Award as a minimum) which is for the level and vocational sector of the qualification intended for assessment. Specific assessor requirements may be found in the relevant qualification specification/guide.
▪ Internal Verifier	The internal verifier must be appropriately qualified and experienced in the role of verification. Specific internal verifier requirements may be found in the relevant qualification specification/guide.
▪ Centre Administrator	The centre must appoint at least one member of staff who is accountable for the management of all centre related activities. This person must have, as a minimum, a full working knowledge of an awarding organisation's regulatory requirements.

Complaints

If an organisation is not satisfied with the outcome of the Centre Approval visit, or should they wish to complain about the action(s) of an Quality Reviewer/External Verifier or the service of Qualifi; or challenge a decision made by Qualifi or its appointed persons, they must apply in writing to the Qualifi's Operations Manager stating reasons for the dissatisfaction/disagreement and including supporting evidence, if appropriate.

Complaints can be emailed to: info@qualifi.net

In line with Qualifi's Appeals and Complaints policies, an acknowledgement will be sent within 3 working days of receipt and once the complaint/dispute has been investigated a response will be sent within a maximum of 40 working days (usually sooner). The decision of Qualifi Executive Board will be final.

Qualification Types

Regulated Qualifications (Ofqual's Register of Regulated Qualifications)

Ofqual's Register of Regulated Qualifications provides an indication of the relative demand of different qualifications.

Qualifications on the Register are grouped together according to their difficulty. They are given a level from entry level to level 8. The levels are based on the standards of knowledge, skill and competence needed for each qualification. Qualifications at the same level can be very different in terms of content and the length of time they take to complete.

Unregulated Qualifications

Endorsed programmes are your own bespoke courses that are written and owned by you. They are accredited by Qualifi, up to the equivalence of Level 3 of a regulated qualification, but remain the property and responsibility of your organisation to develop these unregulated qualifications. The centre will need to demonstrate that the training programme(s) meet all the regulatory requirements of a regulated qualification by submitting course content, assessment criteria and learning outcomes. If you feel that you do not have the expertise to submit a qualification for approval, please contact us by email: info@qualifi.net and we can advise you on relevant qualification developers. If you take this route, Qualifi is not held responsible for any contract that you may put in place with this third party.

Centres must not deliver, or make any commitments to offer, the training programme(s) until it has met all the criteria and has been authorised for approval by Qualifi's Executive Board.

You may wish to discuss this application with Qualifi before submitting it, as you will need to ensure that your centre is able to meet all the regulatory requirements for delivering and awarding qualifications and also agree the terms that are enforceable, relating to the criteria.

Assessment Design Responsibilities (regulated and unregulated)

The Qualifi approved centre must appoint a person who is competent in the development of assessment and has expertise within the sector for which the assessment is being developed. The assessment design approach used is also the responsibility of the Qualifi approved centre. Although not essential, but is considered best practice, the appointed person should be qualified to at least one level about the level of assessment that is being developed for the endorsed award (referred to as an unregulated qualification). Each unit must be capable of being assessed as stand-alone. Qualifi will challenge the proposed assessment method(s) in a review of the course content, which will be carried out by the Qualifications Development team before approval is granted.

During the life-time of the Endorsed Programme(s), the assessment method(s) may change with course development; Qualifi must be kept informed, in writing, of any changes. These changes will be reviewed by the Qualifications and Assessment team before any changes can be approved.

Assessment Governance

The course content and the assessment for the course must be developed at the same time. It should be designed with broad delivery in mind; eg traditional, blended, e-learning and distance learning. This will ensure that delivery is not restrictive or prejudicial to the learner and remains fit for purpose.

Qualifi is not restrictive in setting rules for determining the assessment that should be used for course(s). It is, however, important that the centre should look for cohesion across the course(s) it delivers to the learners. It must also give the awarding organisation and the User the confidence in the centre's ability to meet the awarding organisation's criteria.

The factors to be taken into consideration in the design of assessment are:

- course purpose, level and target audience;
- costs of the proposed course against the benefits and outcomes;
- the balance of assessment, sufficient to ensure learning outcomes are achieved.

Submitting your application for Centre and Qualification Approval

Once you have decided to make an application to Qualifi, for centre and qualification approval, you can be assured that we will work with you in order that you can achieve the potential of your business. At this stage, we will invoice you for the application fee, which includes the centre approval visit and is non-refundable. By submitting your application to Qualifi, you are agreeing to the centre application fees being paid prior to the application being processed.

We will communicate with you through the process and you will be requested to upload any information that we require as part of the approval process. We will give you step-by-step guidance and feedback on the progress of your application.

On completion of the centre approval process, Qualifi will inform you, in writing, of the outcome.

The qualifications approval application will be referred to the Qualifications Development team for review and they will work closely with you to achieve a positive outcome. The team will communicate with you and keep you informed of ongoing progress. They may require further information and clarification during each stage which can be submitted via the portal.

Applying for Satellite Location Approval

There is a separate approval requirement by Qualifi, for the primary approved centre to deliver qualifications at a single or multiple satellite location(s) other than the primary location.

Definition of a Satellite location: *"satellite" relates to a place of delivery other than the "primary" centre BUT it is still owned/rented and trades under the name of the primary centre which has been given approval.*

The Primary location will be notified if a satellite location has been given authorisation to deliver Qualifi's qualifications. No satellite location can deliver Qualifi's qualifications without prior written approval. These sites, if authorised by Qualifi, will not have centre approval and will not have access to Qualifi's intellectual property without prior consent. Any satellite location found in breach of this arrangement will result in immediate suspension of activities of the satellite location and this will have an impact on the approval status of the primary location.

The Primary centre, must ensure that satellite locations have the same resources, expertise, quality assurance, legal requirement policies/procedures, and staffing available to deliver Qualifi's approved qualifications and that Qualifi will be given direct access to these locations at any time.

The Primary location must ensure that a due diligence process has been carried out at any satellite location, prior to application to Qualifi. There must be evidence in place to support the same regulatory requirements of the approved centre and that the Primary location has a signed Agreement with the satellite location outlining the terms of business relating to the delivery of Qualifi's qualifications. This must be available to Qualifi at any time.

Qualifi will carry out a satellite location review visit as part of the Primary centre's approval process. There will be an extra fee payable for this service which is non-refundable and is not dependent on the outcome of the review visit.

Appendix 1

Competence-Based Qualifications (regulated and unregulated)

Roles and Responsibilities

Qualifi is a UK awarding organisation, recognised and regulated by Ofqual that carries out regular audits to ensure that:

- Centres meet the Approval Criteria before being allowed to implement the qualification(s) and units;
- Appeals procedures are in place to support Centres and Learners who feel they are unfairly treated;
- Quality Reviewers/External Verifiers are in place to monitor Qualifi recognised Centres and the quality of the delivery and assessment of its qualifications and units;
- There are audits of Centres' procedures by the Quality Reviewer/External Verifier;
- All the assessment and verification staff is trained to meet the relevant national standards and there are procedures for internal verification and assessment in place.

The Role of the External Verifier

External Verifiers are appointed by and accountable to Qualifi and do not work in the same organisation as the Learner. The appointed person must declare any conflict of interest prior to being appointed by Qualifi to ensure transparency and integrity of the verification process.

Quality Reviewers/External Verifiers will:

- Sample Learners' assessment evidence;
- Monitor internal assessment and verification procedures to ensure that:
 - Assessments are occurring and are meeting the requirements of the assessment criteria;
 - Assessors meet regularly to discuss the assessment criteria and agree on a consensus of assessment practice;
 - There is evidence of internal verification taking place on a regular basis;
 - There are records available for all Learners, Assessors and Internal Verifiers.
- Observe assessments wherever possible.

Qualifi's Quality Reviewers/External Verifiers will also assess that Centres are suitable and can meet the above requirements before assessment of Learners is undertaken.

All Qualifi staff that has responsibilities for the moderation and verification will hold appropriate external quality assurance awards and competencies, and have occupational experience as outlined in the assessment strategies for the specific qualification(s) used by the Centres.

Qualifi Centres' Responsibilities

Qualifi recognises Centres, to enable them to deliver its qualifications to Learners and that it has sufficient resources and facilities to maintain the quality and standard of the qualification(s).

It is the responsibility of the Centre to:

- Appoint a Centre Manager or Co-ordinator, who will be responsible for maintaining the quality and delivery of Qualifi’s qualifications and liaise with Qualifi including appointing:
 - Assessor(s), who have the responsibility:
 - to arrange for assessment of Learners
 - to issue Learners with information and documents required for their qualification
 - to provide workplace opportunities or simulation experiences for assessment purposes, as appropriate
 - to monitor assessments to ensure validity, integrity, consistency and reliability
 - to liaise with the Qualifi Quality Reviewer/External Verifier for verification visits, and provide access to premises, people and records relating to assessment and internal verification
 - to advise Qualifi of achievement of units or full awards for certification
 - to notify Qualifi and the Quality Reviewer/External Verifier of any significant changes in staff, programme content and delivery methods which affect the qualification(s) that the Centre has been approved to offer.
 -
 - Internal Verifier(s), who are occupationally competent and are able to carry out the internal verification process to meet the regulatory requirements of the qualification(s) including:
 - - Administration Records to include: Learner details; Assessor and Verifier details; Registration details
 - Unit/Award of Credit Certification claims to include: Assessment records, plans and decisions together with the assessment methods used and evidence provided by the learner
 - Internal Verifier Records to include: Details of sampling; verification meetings; staff competencies
 -
- To keep effective and comprehensive Centre records that meet the regulatory requirements of all types of Qualifi’s qualifications, and to include statutory regulations/requirements as outlined on Page 3 of this document.

Single Point of Accountability

Each Centre must ensure that it has a single point of Accountability; this is the Accountable person responsible for the quality assurance and management of the assessment of all qualifications and units (regulated and unregulated) at a Qualifi Approved Centre.

Appendix 2

Knowledge Based Qualifications (regulated and unregulated)

A Qualifi recognised Centre that is delivering knowledge-based qualifications and units must ensure that all examinations are undertaken in a consistent, reliable and fair manner for all registered Learners; that due consideration has been taken to ensure that there has been fair opportunity for the learning prior to the examination for all Learners; and that the results are given in a confidential and positive way to aid the development of the Learner and the integrity of the training programme.

Examinations - General Requirements

The Centre Co-ordinator is the person nominated by the Centre to take responsibility for the arrangements of examinations which require all of the following:

- Security of the examination papers
- That the examination conditions ensure that the examination paper submitted is authenticated to that of the Learner alone using only the assessment materials specified

The Centre Co-ordinator registers the Learners with Qualifi as outlined in the Registration, Achievement and Certification Guidance provided by Qualifi. The Centre Co-ordinator will also ensure that:

- Suitable arrangements are made for the secure storage of examination papers prior to the examination, electronic or paper-based;
- Arrangements are made for the invigilation of the examination;
- Any Reasonable Adjustments are applied for and approved by Qualifi, in advance;
- Any exemptions are notified and approved prior to the examination

Failure to provide these requirements may result in disqualification or examination void. Guidance on how to conduct knowledge-based examinations will be provided by Qualifi.

Health and Safety Requirements - All examinations must adhere to local requirements of the centre; should any infringement of these requirements occur, Qualifi reserves the right to declare the examination void for all or any of the Learners. In addition, this may, after further scrutiny, result in the withdrawal of Centre Approval status.

Copyright - All examination papers are the copyright Qualifi and may not be reproduced without the permission of Qualifi.

Centre Inspection – All Qualifi approved centres that offer Qualifi’s examinations and final assessments must be available for inspection at any time, without notice, where necessary, by any Qualifi appointed person, usually the External Verifier.

Examination/Final Assessment Papers – All papers completed by Learners and submitted to Qualifi for marking are the property of Qualifi and are not returned to centres. All examination papers are archived and, may be used in moderation exercises with Learner details removed to ensure anonymity, as outlined in the Data Protection Policy.

Examinations – Examinations must be held at recognised Centre unless Qualifi approval has been given in advance. Requests must be made in writing to Qualifi; email info@qualifi.net

Role and Responsibilities

This section reviews the roles and responsibilities of:

- the External Verifier (Quality Reviewer);
- the Qualifi Approved Centre;

and how the partnership between each, ensures the maintenance of the regulatory requirements of Qualifi's examination protocol.

The Role of the External Verifier (Quality Reviewer)

The External Verifier is appointed by Qualifi to monitor and control quality assurance and consistency for qualifications and units within the Centre. External Verifiers will also provide support and advice to Centres.

The External Verifier is the link in the quality assurance chain between Qualifi and the Centres. Although the External Verifier has the two roles, their priority will be in the area of examination/final assessment practice.

External Verifiers will have:

- competence in external verification, carried out to the national standardisation;
- an understanding of the qualification and units to be verified;
- good knowledge and understanding of Qualifi's practices and procedures;
- good knowledge and understanding of the regulatory qualification frameworks.

Verification Visits

It is recommended that a Centre should receive one verification visit a year. Additional visits will be at the discretion of the External Verifier in conjunction with Qualifi and the Centre.

Prior to the Verification Visit

The External Verifier and Centre Co-ordinator will arrange the visit and agree the following:

- The date, time and length of visit;
- The structure of the visit;
- The management systems and relevant documents of the Centre to be inspected;
- Which Learners the External Verifier would like to speak to;
- The opportunity for the Centre to seek guidance and advice;
- Feedback on the performance of the external examination and as appropriate, the overall performance of the centre.

Also, likely discussions at this point would be any areas that the Centre would welcome some input or feedback and, if relevant, any changes likely or that have occurred within the Centre.

Prior to the visit, the External Verifier will check previous reports of external verification that may have an impact on the structure of the visit, for example, outstanding points from a previous action plan.

The prime objective of the visit is to verify the examination/assessment procedures at the Centre.

- The External Verifier will review the examination/assessment procedures at the Centre.
- The External Verifier will review whether the management systems put in place are providing sufficient quality assurance as required by Qualifi.
- Actions raised and agreed at the previous verification visits will be reviewed to ensure these have been carried out.
- Other issues will also need to be considered, eg Access to Fair Assessment, reasonable adjustments processes and Equality and Diversity implementation.

At the end of the visit, an action plan will be agreed with the Centre Co-ordinator and Internal Verifier, on any points raised, during the visit and a visit report will be written. A copy will be sent to the Centre after it has been reviewed by the Qualifications team and the Executive Board of Qualifi; the original is kept by Qualifi.

Centre Approval Advisory Consultancy

These can be arranged by contacting Qualifi, who will make arrangements convenient to both the Centre and an appointed quality assurance reviewer, who is an independent consultant with expertise in giving extra guidance and support, to help applicants gain centre approval. An extra charge will be made for this service (see Qualifi's Price List).