

CENTRE GUIDANCE FOR CENTRE RECOGNITION

Form CR1

As an approved centre you will be responsible for delivering ABC Awards' (ABC) regulated qualifications to the standards specified.

The General Conditions of Recognition¹ require an awarding organisation to ensure centres:

- have adequate systems and physical and human resources in place to support the delivery and assessment of its qualifications;
- fully understand the requirements of its qualification specifications, and the processes and procedures which support its quality assurance activities;
- ensure that the interests of learners are protected at all times;

To this end ABC's centre recognition and qualification approval processes set out to confirm a centre's ability to comply with these responsibilities.

Section 1 of the CR1 application form must be completed when:

- centres apply for approval to run ABC's qualifications for the first time;
- centres need to update their organisational details;
- ABC requests existing centres to update/renew their approval and/or details.

Centres may request a visit from a member of ABC's Business Development Team for advice relating to ABC's portfolio of qualifications and assistance in completing this application form. For any queries relating to Centre Recognition or to arrange an advisory visit, please email centrerecognition@abcawards.co.uk

On completion of the CR1 centres will be risk assessed to determine if an approval visit is required. Centres which are not already recognised to offer regulated qualifications by another awarding organisation will be considered high risk and will receive a visit from an ABC Quality Assurance Moderator before recognition can be approved. A charge will be levied for a centre recognition visit. Please see the ABC website for our current [fees](#).

International centres, or UK based centres with delivery locations abroad, must satisfy additional requirements to gain recognition by ABC. Please email centrerecognition@abcawards.co.uk

NB Numbers below refer to sections of form CR1 ABC Awards Centre Recognition

1.1 Centre Details

The organisation details given in this section should be those of the sole trader or legal entity as registered with UKRLP², Companies House and/or the Charity Commission. This address may not necessarily be the address where qualifications will be delivered. Other sites should be listed in section 1.2.

¹ General Conditions of Recognition: Aug 2014 can be found on the Ofqual website at www.ofqual.gov.uk

² UKRLP (UK Register of Learning Providers) <http://www.ukrlp.co.uk/>

Centre Type

The centre type you choose should be the type which most accurately reflects your main provision and status as an organisation.

1.2 Additional Sites

- If the organisation address above is not the main site to which you wish ABC to correspond please give details of the alternative here. Any site(s) named must have the facility to manage and distribute information received from ABC.
- If you are a large centre you do not have to specify on the CR1 every delivery site in this section, only those which will be managing direct communications with ABC relating to enrolment, external assessment, external moderation and certification.

1.3 – 1.7 Key Contacts

- Please provide named contacts for each section, including their contact details and the site(s) at which they are based. These key contacts will receive critical information to support the administration, delivery and assessment of ABC qualifications and will therefore be expected to disseminate this information internally to those that require it. They will also be approached directly if ABC encounters any issues at the centre which cannot be resolved at a local level.
- The person named as the main examinations officer will be deemed the general contact at the centre to whom all information will be sent in the absence of another named person. This person will be held responsible for processing any passwords required for centre staff to access ABC online system (ORS).
- Invoices will be issued to the Finance Office but may also be delivered to other sites on request. Centres will be invoiced at the point of enrolling learners online and account holders will be responsible for ensuring their Finance Departments receive a copy.
- Centres are required to keep ABC informed of any changes made to these key contacts after this initial approval.

1.8 References

- ABC needs to know that you are a recognised, credible educational provider.

1.8a OFSTED/QAA/Funding Agency Endorsement

- Centres should include regulatory or inspection reports from any of the above.

OR

1.8b OFQUAL recognised Awarding Organisations with which you are currently approved.

- Please list here other awarding organisations with which you are currently approved to offer regulated qualifications. This list should only include awarding organisations recognised by Ofqual (the Office of Qualifications and Examinations

Regulation). If you are unsure, please refer to the full list of awarding organisations approved by Ofqual at [Regulated Awarding Organisations](#).

- Please attach your latest awarding organisation monitoring report with this application.

OR

1.8c Other Endorsement

- This may include a report from one of the following IIP, ISO, EFQM or any other organisation, or a statement from a referee that can comment on your centre's quality assurance arrangements / credibility as a learning provider.

1.9 Give details of any previous applications for centre approval being refused, or your approval status being withdrawn

- Please list here any awarding organisations which have refused or withdrawn centre approval, giving the reasons and dates the action was taken. You must include any other organisation names under which you were previously known, and state the reasons for the action taken. Please note that awarding organisations share this information.

1.10 Quality Systems / Documents

- It is expected that centres applying for Centre Recognition will have all the documents listed below.

1.10.1 Organisation Chart

- This should include a diagram showing management functions / duties, illustrating clear lines of accountability. The name of the person responsible for each function and the job title must be included.

1.10.2 Procedure for Internal Moderation

- All centres are required to have a procedure indicating how internal moderation is carried out. For general guidance on Internal Moderation please look here [Internal Quality Assurance of ABC Awards Qualifications](#).
- Internal moderation is the quality assurance process whereby samples of learner work are moderated to confirm the assessment decisions made are consistent across all assessors and meet the required standards. Completion of this process should ensure that the requirements of ABC's qualifications are followed.
- ABC does not allow internal moderators to internally moderate their own assessments. This process must be independent of any original assessment decisions made.
- Small centres with limited human resources could share this role with another small organisation. If they do, they should try to arrange a timetable of when they will undertake this, what documents they will use and how big the sample should be. (ABC recommends a minimum of 6 learners or 10% of cohorts over 60).
- Internal moderators must be fully aware of ABC's [external moderation policy](#) and the requirements for record keeping.

- **1.10.3 Procedures for managing internal and external Assessment / Examinations and Invigilation**

- Internal assessors should be qualified to assess at least a level above that which they are assessing, and should have the appropriate qualifications and occupational expertise to assess competence based qualifications. For general guidance on the delivery and assessment of ABC qualifications please refer to [Delivering and Assessing ABC Awards' Qualifications](#)
- Where appropriate centres should make themselves familiar with ABC's [Instructions for the Conduct of Examinations and Other External Assessments](#) and state they will abide by them and any other qualification specific guidance relating to other forms of external assessment. Invigilators need to be aware of their role in respect of examination protocol and ABC documentation. Centres need to be aware that they need secure storage for examination papers, and that they should have a named individual (usually an examinations officer) who will ensure appropriate access to papers and despatch of candidate scripts to ABC examiners.

1.10.4 Procedure for dealing with and reporting Malpractice / Maladministration

- any actions ABC defines under malpractice will be any acts of dishonesty or any practice which compromises or threatens to compromise the validity of the assessment process and which brings the reputation of ABC and the award of its qualifications and units into disrepute. (See Appendix for some examples of malpractice.)
- any actions ABC defines under maladministration will be any failure to adhere to ABC policies and procedures in relation to assessment or to comply with the requirements of ABC's Qualification Guides and relevant Codes of Practice where they exist.
- Centres are required to have robust procedures in place for preventing and investigating incidents of malpractice or maladministration. Centres must promptly notify ABC of any incidents in line with our policy and procedures for [malpractice and maladministration](#).

1.10.5 Statement on Access to Assessment

- Centres must have on record a statement to say that they will provide an initial assessment of their learners to ensure that any disability or learning difficulty will not unfairly disadvantage them during the assessment process. Centres should be aware that it is their responsibility to provide certain adjustments for their learners during the delivery and internal assessment of qualifications. Requests for adjustments for externally set assessments must be made to ABC.
- Centres should be aware of ABC's policy on [Access to Assessment](#) and ABC's guide to [Applying for Special Arrangements](#) and will need to follow ABC's procedures for making any such requests.

1.10.6 Procedure for dealing with Complaints

- Centres should show how they would handle complaints from learners and staff and include:

- appropriate timescales for dealing with them;
- method by which a complaint should be made;
- to whom an initial complaint should be made;
- next steps if the complaint is not resolved i.e. to whom is the complaint then referred;
- if still unresolved name an independent party who could make an independent judgement about the complaint. In certain circumstances this may be ABC.

1.10.7 Procedure for dealing with learner Enquiries and Appeals against Assessment Decisions

- All centres must have an enquiries and appeals procedure available to learners.

For internal assessment decisions the centre's procedure should:

- identify the person with whom the learner should lodge an initial enquiry or appeal: this would usually be the learner's tutor or assessor;
- state the method by which an appeal should be made;
- if unresolved, state what the next steps should be: this should include submission to the person responsible for internal quality assurance;
- if still unresolved, state what the next steps should be: this may include submission to the Head of Department/Quality, or to other persons who are independent of the internal assessment decision making process;
- if the learner is still unhappy with the outcome, include procedures for referral to ABC; cf. ABC Enquiries and Appeals;
- stipulate clear timelines for dealing with each step and retention of evidence.

For external assessment / moderation decisions the centre's procedure should:

- stipulate clear timelines to learners for making an appeal which takes into account the timescales published by ABC;
 - state the method by which the appeal should be made.
- Centres must ensure that learners are aware when and how they can enquire or appeal against assessment decisions made by centre assessors and/or ABC's external moderators and examiners. Centres should refer to ABC's policy on [Enquiries and Appeals](#) before submitting to ABC.

1.10.8 Staff Recruitment, Induction and Development Policy / Statement

- Centres should confirm they will ensure that they have sufficient staff with the appropriate teaching and vocational qualifications / experience to deliver ABC qualifications, and that staff will be supported to maintain the currency of their experience and skills.

- Centres should show how they will ensure that staff keep up to date with sector and centre requirements. Some centres may wish to seek advice from the Small Business Advice Unit or the relevant Sector Skills Council.

1.10.9 Health and Safety Policy / Statement

- Centre policies should cover staff and learners and state who in the organisation is responsible for health and safety. ABC's statement on [Centre Health and Safety](#) indicates what a centre should have in place. There may also be subject specific requirements for health and safety outlined in the qualification guidance.
- Centres must indicate that they will ensure all premises (including hired sites) have appropriate Health and Safety provision for the delivery and assessment of qualifications.

1.10.10 Equality and Diversity Policy / Statement

- Centres should show that they are clearly committed to supporting equality and diversity for learners by ensuring open access to qualifications and assessments irrespective of age, gender, ethnic origin, religious beliefs, employment status, nationality, sexual orientation, marital status or disability.
- Centres are advised to be aware of the Equalities Act 2010.

- **1.10.11 Statement on Student Support** (including arrangements for initial Assessment, Induction, Recognition of Prior Learning (RPL), Credit Transfer and Exemption, Advice and Guidance Procedures).

- Centres should indicate what systems and processes are in place to support learners, and should include information on the following:
 - Advice and guidance: how you inform learners about the qualification, including progression and employment routes and opportunities;
 - Obtaining a ULN: where a learner chooses to have a unique learner number (ULN), you are able to obtain one on their behalf through the [Learning Records Service](#)
 - Initial assessment: is this qualification the right one for this learner and will s/he be able to contribute to and successfully complete it?
 - Credit transfer is the process of recognising credits already achieved which contribute to the rules of combination towards another credit-based qualification;
 - Exemption: where the learner may have other certificated achievements which are deemed of equal value and can confirm assessment criteria have been met in full;
 - RPL:³ recognition of prior learning, where a learner can demonstrate that they can meet the assessment requirements for a unit through knowledge, understanding or skills they already possess and do not need to develop through a course of learning;
 - Induction: how is the learner inducted into the centre and onto the course?
 - Ongoing learning support: for all learners including those with learning difficulties;

³ Cf. Delivering and Assessing ABC Awards Qualifications on the website

- A process to protect the interests of learners following any withdrawal from delivering a qualification either planned by the centre or if imposed as a sanction by ABC.

1.10.12 Procedure for Quality Assurance Review of the Course

- Centres should indicate that systems and processes are in place to review and evaluate qualifications and their effectiveness.
- A review should include feedback from staff and learners. This may be recorded in staff and student surveys and / or minutes of meetings. ABC's monitoring activity also includes the request for feedback from centre staff and learners.
- Centres which are essentially single-person operations should also go through a process of evaluation and use feedback from learners and ABC to support this process.

1.10.13 Data Protection Policy / Statement and Privacy Notice.

- Data Protection is a legal requirement to handle personal data properly and securely.
- Centres should be aware of the eight Data Protection Principles ("the Principles") in the Data Protection Act 1998, sometimes referred to as the Principles of "good information handling" with which Data Controllers are required to comply. Cf. [Information Commissioner's Office](#)
- Privacy Notice (PN) (Fair Processing Notice): these notices are the means by which learners are informed about what will happen to the data collected about them, and furthermore, how that data will be processed and shared. You will need to inform your learners about what happens to the data you collect. If you require further information about learner data sent to ABC, how it is processed and to whom it may be passed on, please refer to ABC's [Privacy Notice](#). All learners must be made aware of ABC's Privacy Notice.

1.10.14 Policy / Statement on working with Partners (where applicable)

- Where delivery and / or assessment of qualifications is shared with a Partner Organisation, you must declare this and provide details of responsibilities and the quality assurance arrangements in place. This section will also apply to those centres working in partnership with colleges and schools whose learners are enrolled with the centre for specific vocational qualifications.

1.10.15 Conflict of Interest Policy

- It is recognised that there may be a risk that some centres with a business interest in the outcome of assessments may have a conflict of interest when determining the achievement of learners. To mitigate this risk ABC requires centres to have in place, and to apply, sufficient and robust quality assurance procedures to safeguard the integrity of ABC qualifications. This will include how a centre manages conflicts of interest and how the assessment process is protected from any potential adverse effect.

1.11 Sector Provision

- In this section centres should use the first column to indicate the qualification(s) and level(s) they currently offer with other awarding organisations.
- In the second column centres should indicate which ABC qualifications and level they wish to deliver.

CR1e Onscreen test Delivery

Centres who will be delivering qualifications which include onscreen external assessment should also complete the Cr1e section of the document.

Centre Agreement and Declaration

- At the point of application you are also required to sign and submit ABC's Centre Agreement. This agreement is a requirement of the regulators' General Conditions of Recognition with which all awarding organisations and centres must comply.
- The centre agreement and declaration is an enforceable agreement which must be signed by the person accountable for the quality assurance and management of qualifications within the organisation. ABC will communicate with this person throughout the recognition process.
- Once approval has been granted the Centre will receive confirmation and a Certificate of Approval.

If you require any further assistance in support of your application please email centrerecognition@abcawards.co.uk

CR2 Intention to deliver

A separate CR2 must be completed for each qualification / course the centre wishes to offer. New centres must complete this form in conjunction with CR1.

In addition to a Centre Recognition charge there may be a further charge for Qualification Approval. Please refer to ABC's Policy on [Qualification Approval](#) on the ABC website before completing this section of the form.

2.1 ABC Qualification or Centre Course Details

- Organisation refers to the name of the organisation as given in CR1 Section 1.1. This may not be the same as the site that is responsible for the qualification.
- The UKPRN is the number provided by the UKRLP.
- Please give the full qualification title and number of the ABC qualification the centre intends to deliver. If the centre wishes to create a course/programme made up of ABC regulated units from different qualifications please ensure that the accredited unit number is included here.
- Please indicate the target group and the anticipated number of learners as well as the expected date of the first intake.
- If the centre already delivers in the sector with another AO please submit the latest monitoring report with the application. This will speed up the approval process.
- Whatever a centre's experience in the sector is ABC recommends a Qualification Advisory visit which is a bespoke service focussing on the specific needs of the centre.

2.2 Delivery

- Please indicate the method of delivery for the qualification e.g. traditional, distance learning or online. This information may impact on when learner enrolments should be received by ABC.
- Site Address should be the location(s) responsible for the administration of the qualification and with which ABC will liaise directly.
- The Delivery Location is the location where the qualification will be delivered and which the External Moderator would visit e.g. address of the motor vehicle workshop.

2.3 Contact Details of those involved in Delivery and Assessment

- 2.3.1 Please name the people responsible and give their contact details and, in the case of assessors, the qualifications/experience they have.
- 2.3.2 Details of any partners involved will need to be included here. Please indicate which partner:

- a) has a duty of care for the learner and monitors the quality assurance of the course;
- b) has responsibility for registering the learner and payment of fees;
- c) has responsibility for delivery, assessment and internal moderation.

If any partners are based overseas, they must satisfy ABC's requirements for overseas centres. Please contact ABC for further details.

2.4 Centre Authorisation

- It is important the person registering this intent has the authority to do so and is aware, that in signing this section on behalf of the centre, it will be held to account for providing appropriate and sufficient resources to ensure that all learners are given the best opportunity to achieve the qualifications / units for which they are enrolled.