FutureQuals

INSPIRING LEARNING AND SKILLS

POLICIES

FutureQuals Centre Operations Manual

FutureQuals Centre Operations Manual v19.08
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Centre Operations Manual

Contents

Version control

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Version Number	**Date Approved**	**Change/Reasons for Change/Comments**
V December 2016	September 2016	New Document
V May 2017	February 2017	Fees and pricing information and appendix amended to reflect 2017 pricing structure and information on minimum spend requirements. Reasonable Adjustments and Special Consideration information and appendix amended to reflect a requirement for centres to complete a record form for all centre awarded arrangements. Policy amended to include Centre Awarded Reasonable Adjustments form, Functional Skills qualifications reasonable adjustments, guidance on the types and application of reasonable adjustments and guidance/examples of required evidence for special consideration applications. Result, Reporting and Claiming Certification information and Customer Service Statement appendix amended to reflect amendments to FutureQuals timeframes for processing certification claims. Conflict of Interest Policy amended to reflect revised FutureQuals internal roles and responsibilities for the management and mitigation of conflicts of interest. Complaints Policy amended to reflect revised FutureQuals internal roles and responsibilities

		for the allocation and resolution of complaints. Malpractice and Maladministration Policy amended to include malpractice in the delivery and award of Functional Skills qualifications and assessments and allegations involving FutureQuals staff and contractors. Amendments made to the FutureQuals internal decision making process following receipt of an allegation and report, membership of the Malpractice Panel and the inclusion of terms of Reference for the Panel. Enquiries about Results and Appeals Policy amended to include Functional Skills qualifications and multiple choice tests and amendments to internal roles and responsibilities in the enquiry and appeals process. Inclusion of a new Centre Closure Policy that sets out the process for centres withdrawing from delivering FutureQuals qualifications and the process that needs to be followed for centre mergers. Centre Contract - Clause 15 heading amended to read "Centre Obligations and Advice" and 2 new sub-clauses added – 15d and 15e.
June 2017	June 2017	Sanctions Policy amended to include non-compliance in relation to online, offline, paper based, external and controlled assessments. Reasonable Adjustments and Special Consideration Policy amended to reflect that extra time may be awarded for the use of a bilingual dictionary and the circumstances in which it may be awarded.
August 2017	July 2017	Fees and Pricing Policy amended to reflect new pricing strategy for centre approval applications and clarification of minimum spend requirements.
	August 2017	Change of Centre Details section amended to clarify the process to be followed when notifying FutureQuals of changes. Appendix 6 – Change of Centre Details form amended to reflect the above.

		Assessing and Internally Quality Assuring section - Questions and answers including internally set multiple choice tests sub section amended to provide additional guidance on assessment and quality assurance.
September 2017	September 2017	Guidance on Registration amended to clarify that TQT is not applicable to qualifications regulated by SQA Accreditation in Scotland. Malpractice Policy amended to reflect that a centre must submit its investigation report to FutureQuals within 10 working days of being given permission to undertake the investigation.
October 2017	October 2017	Data Protection and Security section expanded to include learner data requirements and learner identification requirements. External Quality Assurance Section amended to include that learner contact address, learner workplace address (if relevant) must be recorded and retained by centres for a minimum of three years. Assessing and Quality Assurance section amended to include the requirements for conducting controlled assessments.
March 2018	March 2018	Reasonable Adjustments and Special Consideration policy – clarification added to the reasonable adjustments permissions table to include that bilingual dictionaries should be in hard copy format.
April 19	April 19	Removal of the Sanctions Policy to the appendix of this manual. The Sanctions Policy is a standalone document.
April 19.1	April 19	Removal of the Malpractice and Maladministration Policy, including relevant form and the Centre Contract to the appendix of this manual. All document have been revised to standalone document.
19.08	August 2019	Removal off standalone document appendices.

Introduction to FutureQuals

FutureQuals is forward thinking, learner and customer-focussed, and committed to delivering inspiring learning and skills.

Our Values
"We are a Visionary, Supportive, Innovative and Professional Awarding Organisation that is committed to excellence".

Our Vision
"We envisage a place in which every learner realises their full potential"

Our Mission
"To provide respected and valued qualifications and assessment to enable quality assured learning"
FutureQuals is recognised to deliver regulated qualifications by Ofqual in England, CCEA Regulation in Northern Ireland, the Scottish Qualifications Authority (SQA Accreditation) and Qualifications Wales to offer a comprehensive and diverse range of qualifications across a wide range of vocational areas many of which are transferable across industries and sectors.

A full list of FutureQuals current qualifications can be accessed at https://www.futurequals.com
We have developed a genuine understanding and insight into all types of educational organisations, which ensures that we are highly responsive to their needs. We offer a wide range of benefits and support for our learners, our approved centres, and their assessment and quality assurance teams. FutureQuals offers a wide range of benefits and support for all of our educational products and services including:

- Vocational qualifications accredited by the UK regulators and recognised by employers, universities and professional bodies
- 24/7 online management systems for the registration of learners, ensuring highly efficient services and access to assessment and results.
- A diverse range of qualifications
- A flexible approach to assessment
- A network of professionals who examine and quality assure our regulated qualifications and assessments
- Regular updates on new developments in education and training
- Unrivalled customer service support and extensive guidance materials

FutureQuals Centre Operations Manual Introduction

This Manual will provide you with information on:

- How to become a FutureQuals centre and how new and existing Centres can work with us
- The delivery, assessment and quality assurance of FutureQuals qualifications
- The support FutureQuals offers to centres
- Appendices for all FutureQuals Policies, Procedures and Forms

New policies may be added between annual reviews of this Manual which may also result in amendments being made to policies, procedures and forms where necessary. Whilst we will inform a Centre through newsletters and targeted emails of such updates, it is a Centre's responsibility to ensure that it is working to the most up to date policy found on our website or in this Manual.

Becoming a FutureQuals Approved Centre

Centre Approval

Many different types of organisations can become FutureQuals Approved Centres, for example: employers, training providers, FE colleges or NHS Trusts. They will need to have access to facilities depending on the qualification(s) offered which may either be their own, or provided through sites or partnerships with other organisations.

In order to become a FutureQuals centre you will need to complete a Centre Approval Application Form, which requires information about your centre, key contacts and details of the qualifications you wish to offer. The form must be completed and sent with payment for Centre Approval to Quality Assurance qualityassurance@futurequals.com.

 If you wish to add an additional site to an Approved Centre, please complete the Site Approval Application Form. Which can be found in Appendix 3.

When FutureQuals receives the completed application form it will be acknowledged within two working days by the Quality Assurance Team and reviewed against our requirements.

Finance and due diligence checks will be carried out to determine the status of your centre/organisation and once the checks are complete, you will receive an invoice for centre approval.

Upon payment of the Centre Approval fee you will be allocated a workspace on our SharePoint platform with a centre code and will be able to upload examples of your policies, procedures and other documentation that we will request from you. This may include for example, CV's of Assessors and Internal Quality Assurers and a range of centre policies that should be in place.

The FutureQuals External Quality Assurer allocated to your centre will review and evaluate your application against our requirements and either recommend approval of your centre status or request additional information. If approval has been granted, centres will be required to sign a Centre Contract and provided with details of how to set up users of systems before learner registration can take place.

Once the External Quality Assurer has recommended approval, the Centre Contract has been signed and your users have been set up in QMIS, your approval is complete. You will receive notification of this and a Centre Approval certificate in the post. You will then be able to start registering learners. (See page 26 for further details)

You should use this Manual for the administration, delivery and assessment of qualifications awarded by FutureQuals.

Fees and pricing

Qualification Fee's

Individual qualification registration and certification fees are listed on each of the qualification pages on the FutureQuals Website. https://www.futurequals.com/#qualifications

Other Fees and Pricing

Additional fees and pricing information is found in the Fees and Pricing 2017 document that can be found on the FutureQuals website.

This document details fees specific to Centre Approval, Administration and External Quality Assurance.

Approved logos

You must contact FutureQuals if you wish to use FutureQuals logo. The logo may be used in appropriate marketing materials and a centres' website with permission from FutureQuals which is granted at approval.

You must abide by the guidelines for the use of FutureQuals logo. The EQA will check how the FutureQuals logo is being used as part of their regular monitoring visits and report back.

You are not permitted to use the regulators' (Ofqual, Qualifications Wales, SQA Accreditation, CCEA Regulation) logos at any time.

Adding a new qualification for Existing Centres
(Including Centre Staff requirements)

Approved Centres can apply to offer further qualifications by completing the Additional Qualifications Application Form.

Centres will need to submit any additional CV's and Certificates of Assessors and Internal Quality Assurers that are not currently held in SharePoint. Centres must ensure that Assessors and Internal Quality Assurers are capable of delivering/quality assuring the additional qualifications and produce evidence of this on request.

Data Protection and security and Learner Data Requirements

Each Centre approved by FutureQuals to deliver our qualifications is required to maintain all learner records and details of achievement in an accurate, timely and secure manner, in line with the requirements of the Awarding Organisation and Data Protection Legislation. Records must be available for external quality assurance and auditing purposes, to track learner's progress and allow for authentication of certificate claims, as required.

These records must include the following information for each learner:

- name, date of birth and contact details, including address, telephone number and email address
- workplace address and details (where applicable)
- starting date at the centre
- registration number and date of registration
- Unique Learner Number (ULN) or Scottish Candidate Number (if applicable)

- Assessors' and tutors' name(s)
- Internal Quality Assurer's name(s).

The data collected from learners must be retained for a minimum of three years and will only be used for the purpose for which it has been collected and personal learner information will not be disclosed to any unauthorised person or body. Personal data will be processed in accordance with the Centre's registration under the Data Protection Act and the FutureQuals Centre Contract.

Learner Identification Requirements

It is a Centre's responsibility to confirm the identity of a learner as part of its registration process. A Centre may do this by requesting sufficient personal data and a unique learner number (ULN) to ensure the learner can be clearly and uniquely identified.

The use of a ULN is now a mandatory requirement for publicly funded education and when submitting Individualised Learner Record (ILR) returns.

Centres must have systems in place to ensure that an individual completing an assessment is the person he/she is claiming to be.

Therefore, Centres are required to ensure that each learner's identification is checked and that the type of identification provided by each learner is recorded before assessments are undertaken. FutureQuals External Quality Assurers will check this record during quality assurance monitoring activities.

The following would be permitted proof of a Learners Identity:

- a valid passport (any nationality)
- a signed UK photo card driving licence
- valid warrant card issued by HM Forces or the Police
- other photographic ID card, e.g. employee ID card (must be current employer), student ID card, travel card.

If an assessment is taking place in a learners place of work and a learner is unable to supply any of the above, authentication of a learner's identity by a third-party representative, for example his/her line manager or a member of his/her workplace Human Resources Team can be accepted.

Change of Centre Details

You must inform FutureQuals of any changes to the information we hold in our systems including any changes to the details on an initial centre approval application form. This must be done by completing the Change of Centre Details Form and emailing to info@futurequals.com.

Changes that should be included on the form:

- centre name and address
- centre contacts and their contact details
- staffing resources, including Head of Centre, quality contacts, IQA's and assessors
- physical resources
- details of any satellite sites, assessment sites and subcontracted providers.

When updating IQA and assessor details please ensure that copies of CV's and certificates are uploaded to your SharePoint workspace.

If there is a change of control at a centre that includes a change in ownership or management control, FutureQuals reserves the right to terminate centre approval and request that the centre submit a new centre approval application.

If a centre fails to inform FutureQuals of a change of control, the ability to register learners and claim certification may be suspended until an appropriate course of action is determined.

Centres are required to inform FutureQuals of any changes or potential issues that may affect the ability to meet requirements for delivery and assessment of FutureQuals qualifications, as soon as they become evident.

Failure to update FutureQuals of changes to centre information can affect centre and/or qualification approval.

Where substantial changes have taken place in a centre, particularly in relation to physical and staff resources:

- An additional sampling or systems visit may be required to confirm that the approval criteria continue to be met. The cost of the visit is chargeable to the centre at the current rate.

- It may be appropriate to withhold certification until an additional visit has been made and a satisfactory report received and reviewed by FutureQuals Head of Quality.

In these instances, centres will be kept fully informed of all actions and decisions by a member of the Quality Team.

Information about qualifications

For each qualification FutureQuals develops it provides approved centres with;

- Qualification Specification,
- Evidence Logbook
- Product Sheet
- Purpose Statement

These are published and available on our website www.futurequals.com. However, specifications with indicative content or other guidance will be provided upon learner registration and can be downloaded from your SharePoint workspace.

Product sheet

The FutureQuals Product Sheet provides an overview of the qualification, qualification structure, documentation available, progression opportunities and where applicable funding availability.

Qualification Specification

The FutureQuals Qualification Specification provides guidance to assist in the administration, delivery and assessment of a qualification. It is recommended that you study qualification specifications in detail and become fully conversant with the procedures and accompanying documents.

Qualification specifications are live documents and, as such, will be updated when required. Centres will be informed via our monthly newsletter or through an email alert when changes are made. The changes are documented at the front of the qualification specification in the 'Why is this document being revised' section to assist with identifying where the changes have taken place. It is the responsibility of the approved centre to ensure the most up to date version of the Qualification Specification is in use.

Qualification Specifications are copyrighted and may only be copied by approved centres for the purpose of assessing learners. It may also be copied by learners for their own use.

Evidence Logbook

The FutureQuals Evidence Logbooks contain information about the Learning Outcomes and Assessment Criteria for all the mandatory units that make up a qualification.

Optional units are provided on separate evidence log sheets. Each unit contains a table for completion, detailing the assessment method used, reference number for portfolio cross referencing and an Assessor decision column to sign and date.

The Evidence Logbook also contains a declaration of authenticity which is signed by the learner and a Summary of Achievement the Learner, Assessor, Internal Quality Assurer (IQA) and External Quality Assurer (IQA) signs on completion.

It is a regulatory requirement that every assessment submission is authenticated as the work of the named learner whether submitted to a centre or to FutureQuals. Therefore, the FutureQuals Evidence Logbook requires that a declaration of authenticity is signed by a learner for each assessment submitted. If a centre uses electronic systems or e-portfolios, an alternate form of formal declaration of authenticity must be completed with each assessment that is submitted. If a centre uses its own version of the FutureQuals Evidence Logbook it must ensure that the version used captures the same information i.e. the assessment method, evidence reference, the assessor's decision (including the signature and date to evidence completion assessment) and the learner's declaration of authenticity.

Any submission that does not carry a formal declaration of authenticity will not be externally quality assured.

If an alternate formal declaration of authenticity is completed by a learner it must, as a minimum, include the statement:
Statement of confirmation of authenticity
By the act of making this submission I am declaring that this is all my own work and that if this statement is untrue, I acknowledge that an assessment breach has been committed.

The learner must sign and date the declaration.

Purpose Statement

The Purpose Statement is written for the learner. It will assist them in seeing what knowledge, understanding or skills they will gain through the qualification and what they can progress onto. For example, it will show the learner what sort of job role they could undertake or what further learning or apprenticeship they could progress onto.

Purpose statements also tell learners what prior qualifications or experience they need to undertake the qualification and any age restrictions.

Some of the qualifications may be part of a set of qualifications, these will be different sizes and levels and it is important that learners chose the right one for their own development and/or job role. This will be explained in the Purpose Statement.

Qualifications List

The Qualifications List provides a full list of all qualifications offered including the Qualification Accreditation number (QAN), Code and full qualification title, which is updated on a regular basis. This will be available via the website:
https://www.futurequals.com/assets/QualificationList.pdf

This document also contains information on Apprenticeship frameworks and their respective component qualifications. However, this information is not exhaustive and centres should always refer to the official framework document available through Apprenticeship Frameworks Online:
http://www.afo.sscalliance.org/frameworks-library/index.cfm

Assessment Principles and Guidance

Assessment Principles

FutureQuals Assessment Principles can be found in section 7 of the Qualification Specification. They can be Sector Skills specific or FutureQuals own. The Principles detail important information on how the qualification should be delivered and assessed and what qualifications and/or occupation competence is required for Tutors, Assessors and Internal Quality Assurers.

Specific guidance / requirements

Specific guidance and/or requirements are detailed within the assessment principles contained in the qualification specification and, for specific qualifications, the Centre Contract contains further information the centre must adhere to.

For example, the Level 3 Certificate in Emergency Response Ambulance Driving has a requirement detailed within Appendix 2 of the Centre Contract that the Centre warrants and represents that:

1. it is authorised by each NHS ambulance service or CQC registered private ambulance service with whom it has a contract to provide training to provide the level 3 Certificate in Emergency Response Ambulance Driving

2. no Learner, by undertaking training in the level 3 certificate in Emergency Response Ambulance Driving with the Centre, will be at risk of breaching the Road Traffic Act 1984 (or any other legislation) as the Centre holds the relevant exemptions and/or has confirmed that the Learner holds the relevant exemptions

3. it shall update (as required) any authorisation it has obtained for the purposes of this Appendix 2 and keep all such authorisations current and up to date.

4. it shall provide FutureQuals with such evidence as FutureQuals shall require to confirm compliance with this Appendix 2

5. The Centre acknowledges that FutureQuals shall be entitled to withdraw authorisation from the Centre in the event that the Centre is in breach of any of the provisions of this Appendix 2 and, further, the Centre hereby agrees to indemnify FutureQuals against all costs, damages, claims and/or expenses incurred by FutureQuals as a result of or in relation to any breach by the Centre of any provision of this Appendix 2.

Sample Assessments

Where applicable sample assessments can be found on the FutureQuals website at https://www.futurequals.com.

Roles and Responsibilities within Approved Centres

Learners

Learners' backgrounds and previous experience of education will be very varied. FutureQuals offers qualifications that are flexible, able to be delivered in formal and informal education environments, which can include a learner's workplace, and are available via full time, part time or flexible study.

Each learner will receive a FutureQuals Learner Number and this will enable them and the centre to access all FutureQuals support services. If learners are not registered with FutureQuals it is not possible for them to access our support.

For learners with disabilities or learners who have particular problems at the point of assessment, FutureQuals recognises that consideration needs to be given to meet their individual needs. This is outlined in the Reasonable Adjustments and Special Consideration Policy which gives information on the procedures in place to assist individual learners with their needs.
https://www.futurequals.com/about-futurequals/policies-and-procedures/

Tutors

Tutors employed by a centre will be responsible for instructing, supporting and coaching learners for qualifications. Tutors must have the relevant expertise and/or qualifications required by the relevant Representative Body's Assessment Strategy or FutureQuals Assessment Principles. Please refer to the assessment principles in section 7 of the qualification specification.

Assessors

Assessors employed by a centre will be occupationally knowledgeable and competent to assess units and qualifications. They must have the expertise and/or qualifications required by the relevant Representative Body's Assessment Strategy or FutureQuals Assessment Principles.

They will need to be knowledgeable and/or competent in the vocational area covered by the qualification as well as in assessment. They must not assess learners where they have a potential conflict of interest, but if this cannot be avoided, FutureQuals must be informed as extra quality assurance checks will need to be put in place. Refer to the Conflicts of Interest Policy and Conflicts of Interest Form.

Internal Quality Assurers (IQA)

Internal Quality Assurers employed by a centre will be occupationally knowledgeable, have relevant occupational expertise at the level (or above) in the area they are assuring and be qualified to make quality assurance decisions. They must have the expertise and qualifications required by the relevant Representative Body's Assessment Strategy or FutureQuals Assessment Principles, as applicable.

The Internal Quality Assurer is responsible for the integrity of the unit/qualification that you, as a FutureQuals centre, claim certification for on behalf of the learner. They will also ensure that there is no conflict of interest in assessment at the centre or where it cannot be avoided, that FutureQuals has been informed and the additional extra quality assurance required is put in place. See Internal Quality Assurance Guidance and Forms.

Requirements for assessors and internal quality assurers

The qualification specific requirements for assessors and internal quality assurers can be found at:
https://www.futurequals.com/#qualifications

You will then need to select the qualification sector you are interested in, followed by the specific qualification and finally the qualification specification for that qualification.
For example: https://www.futurequals.com/qualifications/level-3-award-in-emergency-first-aid-at-work/#specification

This will give you the specific requirements for assessors and internal quality assurers for Level 3 Emergency First Aid at Work.

External Quality Assurers (EQA)

FutureQuals External Quality Assurers are appointed against rigorous criteria and have responsibility for ensuring the validity and reliability of units/qualifications awarded by FutureQuals. Your External Quality Assurer will work with you to ensure that all FutureQuals and regulatory requirements are met. If you have an issue or concern with your appointed EQA please refer to the Head of Quality at FutureQuals.

Withdrawing a qualification or closing a centre

If your Centre ceases trading or its Contract to deliver FutureQuals qualifications is terminated, it must advise us in writing as soon as possible.

This written confirmation must include:
- The date the Centre proposes to close or withdraw from delivering FutureQuals qualifications
- Details of the arrangements that will be in place for registered Learners that have not yet completed. This must include any transitional arrangements
- Details of the arrangements in place for Learner portfolios, Learner records, internal verification/quality assurance records and assessment records:
  - to be stored securely
  - to be passed to FutureQuals or,
  - passed to another FutureQuals centre for Learners to continue their studies including how data protection requirements will be addressed

The Centre is responsible for protecting the interests of Learners continuing to progress through their planned qualification and will need to provide details to FutureQuals of how this will be done through the arrangements it puts in place.

If the Centre enters into administration, insolvency or liquidation proceedings it must provide the same written confirmation as detailed above.

In addition to this the Centre must provide details of the third party that will be dealing with the Centre's affairs. This includes any liquidator, administrator, administrative receiver or authorised insolvency practitioner that is appointed.

In order to support registered Learners to continue their qualification at another FutureQuals centre, it may be necessary for FutureQuals to request contact details for registered learners from the Centre or appointed third party. This is to enable us to comply with data protection requirement by gaining written permission from the Learners to transfer their achievement history and registration to a third party.

When an organisation applies to become an approved FutureQuals Centre, it is a requirement that the applicant confirms it has a process in place to support Learners should it withdraw from its role of delivering FutureQuals qualifications.

See the Data Protection Policy and Data Protection Permission Form (Appendix 16). See Appendix 28 for the Centre Closure Policy.

Assessing and Internally Quality Assuring

Components

Components are divided into learning outcomes. These will be either:

- Competence/skills based learning outcomes that usually begin with 'Be able to' and the learner will generally expect to be observed carrying out the associated assessment criteria for that learning outcome
- Knowledge/understanding based learning outcomes that usually begin with 'Know', 'Understand' or 'Know how to'.

How to gather evidence

The qualification specification will be clear about the skills, knowledge or understanding that needs to be evidenced. The following are hints that will help you and your learners to gather their evidence effectively.

Handy hints for assessors:

- Check that your learner is registered for a qualification that is suitable for them and for the right units within it to ensure they can achieve the qualification.
- Plan your learner's assessment with them; effective planning will help learners gather their evidence efficiently. If the learner is undertaking more than one unit then a holistic approach to assessment planning will be more effective than a unit-by-unit plan. Remember the assessment cycle: plan, gather the evidence, judge the evidence and give feedback.
- Ensure that your learner knows that skills, learning outcomes and assessment criteria are about them being able to perform a variety of different tasks within their work role in their work setting.
- Ensure that your learner knows that knowledge learning outcomes and assessment criteria are about them knowing and understanding within the context of their role in their work setting.
- Ensure that all assessments meet the criteria of sufficient, valid, fair and safe
- Ensure that all evidence presented is the learner's and can be authenticated.
- Help your learner to understand the types of evidence they can gather.

If the method of assessment includes formative assessments such as practical tasks, written questions, multiple choice/short answer and knowledge assessment tasks where supervision of a learner assessment is required, assessment must be undertaken in line with the requirements set on in the FutureQuals Instructions for Conducting Controlled Assessments Policy.

The term supervision means:
The simultaneous physical (or simultaneous electronic) presence of a Learner and a lecturer, supervisor, assessor, tutor or other appropriate provider of education or training provided to a Learner.

Specific requirements for these assessments such as time constraints will normally be specified in the qualification specification or learner guidance.

Internally marked learner assessments, for example completed answer sheets/multiple choice tests, must indicate correct and incorrect answers, confirm that the test was completed under controlled conditions and be signed and dated by both the assessor and the learner to evidence authenticity.

Learner evidence and any associated mark schemes must be available to the Internal and External Quality Assurers as part of the quality assurance process.

The Instructions for Conducting Controlled Assessments Policy is published on the Policies and Procedures section of the FutureQuals website.

Direct observation

This is where the assessor observes the learner working in the learner's workplace and the assessor records their findings/observations.

Can be used as skills and knowledge evidence but primarily skills.

Expert witness evidence

This is where an expert witness, such as a qualified professional, observes the learner working in their workplace and records their findings when it would not be possible for an assessor to observe the learner's practice. Qualified staff can be expert witnesses if permitted within the qualification assessment principles.

They sometimes see things that can be used as evidence that assessors cannot. The centre will have approved the expert witness but a centre assessor will still need to judge the evidence provided by the expert witness against the assessment criteria. Can be used as skills and knowledge evidence but primarily skills.

Peer reports

This is where the learner's peers observe the learner carrying out activities such as microteaching and record their observations.

Can be used as skills and knowledge evidence but primarily skills.

Witness testimony

This is where an individual such as a service user, customer or a co-worker can write a statement about the activity that the learner has carried out in the work setting and which has not been observed by the assessor. Can be used as skills evidence.

Work products

These are products: activity plans, work documents, care plans etc. that the learner has produced or been involved in producing and used in the work place. However, confidential and sensitive information/documents should not be kept in a portfolio of evidence but should be signposted for the assessor and internal quality assurer.

Can be used as skills and knowledge evidence but primarily skills.

Reflective accounts

The learner will produce a reflective account and will use them to cover situations that the assessor has not seen and where learners have thought about their actions, experiences or learning and the implications of these so that they can celebrate good practice and/or suggest changes for future action, learning or practice.

Can be used as skills and knowledge evidence

Learner diaries

This is a record of activities carried out by the learner, with evaluation and/or reflection of those activities. A learner should consider their actions, experiences or learning so that they can develop their practice.

Can be used as skills and knowledge evidence.

Professional discussions

These are pre-planned discussions between the learner and their assessor and can be used to fill gaps in evidence and/or demonstrate depth and breadth of knowledge and/or competence.

Can be used as skills and knowledge evidence.

Observations (Used in Health and Social Care qualifications)

These are carried out by the learner where they record information about children, young people or adults in a variety of situations or activities. (These observations may be used in court or as part of an official report.)

Child observations will be used as part of the child's learning journey record. They will be used to help decide what the individual needs are and how they can be met.

Can be used as skills and knowledge evidence but primarily skills.

Clinical observations (Used in Health and/or Social Care qualifications)

These are observations that the learner may carry out in their health care role and will record their findings according to agreed workplace practice.

Can be used as skills and knowledge evidence but primarily skills.

Recognition of prior learning (RPL)

The assessor will consider whether the learner can show that they can meet the assessment criteria for a unit or part of a unit through knowledge, understanding or skills they already possess.

Can be used as skills and knowledge evidence.

Questions and answers including internally set multiple choice tests

Assessors are expected to supervise learners when carrying out internally set short answer and/or multiple choice tests to prevent plagiarism and cheating.

Internally set short answer questions and/or multiple choice tests can be written or oral. Questions will be asked by the assessor to enable the learner to demonstrate knowledge and understanding. Questions and answers must be recorded by the assessor; indicating correct and incorrect answers. For multiple choice tests the assessor should indicate that the test was completed under controlled conditions. Questions can be either written or electronically recorded.

Questions may or may not be pre-planned. It is often useful to ask questions at the end of a direct observation to clarify points or to add a depth of knowledge to the observation. These questions would not be pre-planned.

Can be used as knowledge evidence or competence evidence in very limited circumstances.

Simulation

Simulation is any structured exercise involving a specific task, which reproduces real-life situations. Simulation is used as evidence in units associated with First Aid or Healthcare but is not used in the majority of qualifications. If it is allowed this will be clearly stated in the relevant assessment strategy.

Can be used as skills and knowledge evidence

- The learner's evidence may be kept in a portfolio (file) but if the evidence is sensitive or confidential it should be stored securely in the workplace and can be signposted in the portfolio for assessment and internal quality assurance.
- The learner's evidence can be presented in a number of ways:
    - Paper based such as written evidence, diagrams, graphs, charts and observations, photographs of displays, etc. (but not of children, young people or adults using a healthcare service and never without permission in other scenarios). This type of paper based evidence can be presented as 'paper' or scanned to be electronically transmitted.
    - Technically recorded such as videos, audio recordings or mobile phone recordings etc. Visual recordings must not include children, young people or adults using a healthcare service and never without permission in other scenarios.
    - Paperless evidence can be uploaded onto a computer file and accessed by the assessment team.

Evidence recorded through the use of technology must still be easily accessible and auditable for assessors, internal quality assurers and external quality assurers to assess and quality assure.

- An e-portfolio is an electronic version of a 'traditional' paper based record and must provide the same ease of access for assessors, internal and external quality assurers as a traditional paper based portfolio.

- E-portfolios must show auditable evidence of how the assessment cycle process between assessor and learner has been implemented. There must also be auditable records of internal and external quality assurance. All evidence and records should, as for traditional portfolios, be securely stored.

- Ensure all learner records are up to date and complete from induction, assessment, to completion of units and/or qualification.

- The qualifications regulators require that assessment is undertaken in English in England and Scotland, Welsh and/or English in Wales and English and/or Irish in Northern Ireland except

where assessment in another language is one of the primary objectives of the qualification, or to support a role in the workplace where proficiency in English, Welsh or Irish is not required for that role. Any centre wishing to assess in any language other than English must contact FutureQuals to discuss whether it is appropriate and how consistency can be maintained across languages.

Internal Quality Assurance

A FutureQuals centre must have in place robust mechanisms for internal quality assurance that must be undertaken by appropriately qualified people as outlined in the qualification specification. An internal quality assurer must not quality assure his/her own assessments.

Your centre must have:

- An internal quality assurance procedure that acknowledges the different Assessment Strategies and/or Principles of the relevant Representative Bodies or FutureQuals for the different units and qualifications. These procedures should be evaluated and reviewed on a regular basis.
- An internal quality assurance sampling plan for each individual qualification with a rationale for the sampling method chosen which must cover all assessors, units, locations and all assessment methods used for that qualification over a period of time, but does not necessarily cover all learners. It is also useful to standardise the centre's approach to the assessment cycle and the forms used to record it.
- Recorded feedback to assessors of the internal quality assurance findings with a timed, goaled action plan when necessary and a follow up process on the action to be taken.
- Evidence to support all units claimed through RPL.
- Standardisation activities involving all IQAs and assessors over a defined period of time. These activities should be informed by the findings of the IQA, concerns raised by centres, concerns raised by assessors, learners and EQA as well as the identified needs of centre assessors and IQAs.
- Clear, auditable records that should include name of learner, registration date, units registered for, assessment plans, assessor feedback, IQA feedback and learner achievement for all learners. These should provide sufficient evidence for the 'lost portfolio' test – if a learner's portfolio is lost, does your centre have sufficient evidence from your records to enable your centre to claim certificates for the learner

See the Internal Quality Assurance Guidance and Forms

Applying for Reasonable Adjustments and Special Considerations

Reasonable Adjustments

Reasonable Adjustments can be made to an assessment before it takes place for a qualification to allow a learner to demonstrate their knowledge, skills and understanding. The nature of any reasonable adjustment depends on the learner's particular requirements, the qualification and assessment methods.

For examples please see our reasonable adjustments policy which is available for download from https://www.futurequals.com/about-futurequals/policies-and-procedures/

Reasonable adjustments must not compromise or affect the reliability or validity of assessment outcomes, nor must they give the learner an assessment advantage over other learners undertaking the same or similar assessments.

To apply for Reasonable Adjustments please follow the process set out in the Reasonable Adjustments and Special Considerations Policy.

Where a Centre is able to take the decision itself, it must record the award of the adjustment on a form which can be found in the Reasonable Adjustments and Special Considerations Policy. The form and all relevant documentation and evidence of need must be kept in centre files and produced on request to FutureQuals.

A centre EQA will review the use of reasonable adjustments during a quality assurance visit.

Special Considerations

Special Consideration is an adjustment that can be given to a learner when they have experienced an illness or injury or some other event outside of their control which has had or is reasonably likely to have had an effect on their ability to take an assessment or on their level of attainment in an assessment.

Special consideration is not appropriate for a minor illness or a minor disturbance. For examples please see our reasonable special considerations policy and procedure at https://www.futurequals.com/about-futurequals/policies-and-procedures/

To apply for Special Consideration please follow the process set out in the Reasonable Adjustments and Special Considerations Policy.

Applying for RPL (Recognition of Prior Learning)

RPL is a method of assessing and validating learning, achievement or credit that considers whether a learner can demonstrate that they meet the assessment requirements for a unit through knowledge, understanding or skills they already possess and so not need to develop through a course of learning.

RPL enables recognition of achievement from a range of activities using any valid assessment methodology.
Provided the assessment requirements of a given unit or qualification have been met, the use of RPL is acceptable for accrediting a unit, units or a whole qualification. Evidence of learning must be:

- Valid
- Reliable
- Safe
- Fair

See Appendix 26 for a copy of the FutureQuals Recognition of Prior Learning Policy.

Invoicing, credit and payments

Invoicing

Invoices are generated on the day of the transaction.

Transactions are defined but not limited to the list below:

- Centre Approval
- Quality Assurance Visits
- Learner Registrations
- Replacement Certificates
- Support Materials

Invoices will include comprehensive details relating to the charge either within the invoice or in a separate attachment such as the names of learners and the qualification they have been registered on.

Invoicing for the registration and certification of Learners is processed at the point of learner registration with FutureQuals. Any additional unit registration required by learners over and above the minimum credit requirement for qualification certification may incur a charge.

Credit

Only centres with an approved credit account will receive an invoice for payment in lines with the conditions detailed below in the paying fees section. All other transactions will be on a proforma basis with full payment being received prior to registration or any other transaction type. Full terms and conditions are available from the website https://www.futurequals.com or by request.

Payment Terms

Payment of fees for all qualifications is due thirty (30) days from the date of the invoice. Payment cannot be withheld unless you dispute the amount of the charges by notifying FutureQuals in writing within twenty-one (21) days of receipt of an invoice, giving full details of the amounts disputed and the reason for the dispute.

Unless good and sufficient reason is given for non-payment of invoices by the due date, late payment interest at the rate of 8% plus current bank rate, as per the Late Payment of Commercial Debts (Interest) Act 1998, will be charged.

No further registrations will be accepted whilst your account remains outside the terms and conditions detailed above.

Payment Instructions

Our preferred method of payment is by BACS transfer.
Cheques or bank transfers should be made payable to:
Future (Awards and Qualifications) Ltd

Cheques should be addressed to:
Future (Awards and Qualifications) Ltd
EMP House, Telford Way, Coalville LE67 3HE

Remittances can be emailed to info@futurequals.com, posted or faxed
Bank Details: HSBC Bank Plc. **|** Sort code: 40-30-24 **|** Account: 02481545

FutureQuals Administration System - QMIS

QMIS – Qualifications Management Information System

QMIS, our online Qualifications Management Information System is used for the following
processes:

- Register learners
- Claim Certification
- Track learner progress through to certification
- Upload electronic data files
- Learner Reporting

To gain access you will need to apply for a user account. You will need to get authorisation from your
Head of Centre to set up a new account and complete the QMIS Terms and Conditions User Form.

You will be provided with training and issued with the online user manual from FutureQuals Centre
Support on completion of approval.

QMIS is accessed from the FutureQuals Homepage https://www.futurequals.com or
https://qmis.futurequals.com/. It is recommended that centres access QMIS from our website.

QMIS User Guide

The QMIS User Guide contains the following step by step processes and information:
- Accessing QMIS
- Registering Learners in QMIS using the registration of learners spreadsheet
- Grading Learners
- Accessing Learners in QMIS
- Troubleshooting
- Learner Registration File

The QMIS User Guide is provided to all centres on approval by email and is also available to
download from the FutureQuals website. https://www.futurequals.com

QMIS Minimum ICT Specification

QMIS currently supports the following browsers;
- Internet Explorer 6.0 or above
- .NET run-time framework 3.0/3.5
- Windows XP and above

Registration and Certification Processes in QMIS

Registering learners

QMIS, our online Qualifications Management Information System will be used for the following processes:
- Register learners
- Claim Certification
- Track learner progress through to certification
- Upload electronic data files
- Learner Reporting

Registration of Learners should be completed online using QMIS. Upon registration with FutureQuals, each learner will be issued with a FutureQuals learner number. This number will record the complete learner journey from qualification registration through to certification. All subsequent qualifications will be linked to that learner number.

FutureQuals advises that you must provide us with the ULN (Unique Learner Number) in order that we can report achievement for funding purposes and to add to the learner's Personal Learning Record.

For further information on ULNs visit https://www.gov.uk/government/collections/individualised-learner-record-ilr.

Upon registration, the centre will receive e-mail confirmation of the FutureQuals learner number and confirmation of registration on to the requested qualification. Invoicing for qualifications is done at the learner registration point. Any additional unit registration required by learners over and above the minimum credit requirement for qualification certification may incur a charge.

Guidance on Registration

Qualifications regulated by Ofqual in England, CCEA Regulation in Northern Ireland and Qualifications Wales in Wales are assigned a figure, expressed in hours, which represents an estimate of the total amount of time that a learner could reasonably be expected to demonstrate achievement of the level of attainment necessary to award a qualification. The hours are referred to as Total Qualification Time or TQT.

Qualifications regulated in Scotland by SQA Accreditation are not allocated TQT.

Where a qualification is 10 hours TQT or above (10 Guided learning hours in Scotland) we require the registration to be uploaded within 12 weeks of the learner start date and before any (summative) assessments have taken place.

Where a qualification is below 10 hours TQT ((10 Guided learning hours in Scotland) we expect the registration to be uploaded before the qualification starts or as soon as possible after the course has commenced and before any (summative) assessments have taken place. We require that all learners be registered for these qualifications no later than five working days after the course has begun. This ensures that learners are not disadvantaged and allows us to support you accordingly.

Where there may be a reasonable explanation relating to late registrations or claiming certification within an unexpectedly short period of time following registration, we will request an explanation in writing. We may request documentary evidence of a learner's start date on the programme (such as dated copies of Individual Learner Plans, ILRs, first assessment plans or first reviews) to support these registrations and will refer the information to the Head of Quality.

Transferring/Withdrawing Learners

If a centre needs to transfer or withdraw a learner from a qualification they must complete the Learner Transfer-Withdrawal Form and refer to the administration fees section of the Fee's and Pricing List.

Results, Reporting and Claiming Certificates

Grading and Results

FutureQuals Qualifications are not graded, however the QMIS system uses this terminology.

Our qualifications are proficiency-based qualifications, which result in either a Pass or a Fail. They are designed to measure a learner's performance and skills proficiency at a particular level. It is important to understand the effect that this has on assessment.

Claiming Certification

Once learners have met all unit and any additional requirements, the centre may claim the full certificate through QMIS.

The timeframe for processing certificate claims is currently 2 working days from the receipt of the certification request in QMIS for centres with Direct Claim Status and 7 working days of an EQA confirming results for centres that do not have Direct Claim Status.

Certificates are sent using the Royal Mail Signed For service within 20 working days of the certificate claims being processed by FutureQuals.

Certificates will be sent to the named centre address for distribution to the successful learners. Centres must distribute certificates to learners within 28 days of receipt.

See the FutureQuals Direct Claims Policy.

In the event that a replacement certificate is required the centre must complete the replacement certificate application form available from info@futurequals.com to ensure that claims are authentic.

 FutureQuals will require the centre or learner to provide appropriate evidence. Any associated fees are detailed in the FutureQuals Fees list.

Reporting

Centres may request from FutureQuals reporting on learners registered and qualifications offered. The reports can be send in Excel or PDF format.

Award of Credit

If a learner has successfully completed a unit or number of units but does not intend to complete the qualification in full, the centre can request certificates for the credit bearing units achieved.

Requesting a replacement certificate

To request a replacement certificate, you must complete the Replacement Certificate Form. It is downloadable from https://www.futurequals.com/wp-content/uploads/2018/05/ReplacementCertificateForm.pdf

Replacement certificate fees are detailed in the Fee's and Pricing Policy.

All certificates are issued in the legal name of a learner at the time an award is made. Therefore, once a certificate has been issued it is not possible to change full or whole names. However, it is possible to correct spelling mistakes.

If an error is made by FutureQuals, a learner is entitled to a reprinted certificate provided that the incorrect certificate is returned to us. There is no charge for this service.

If an error is made by the centre, a charge will be applied.

If a learner changes his/her name by gender reassignment or under a witness protection scheme, a centre must submit the request in writing for a replacement to be issued. The request must include the certificate to be replaced and relevant, authorised, original documentation to validate the request. There is no charge for this service.

For applications to replace lost or destroyed certificates, we require identification which shows a learner's name and date of birth. Acceptable forms of identification are scanned copies of the photo page of a passport or a driving licence.

If a learner's name has changed since the original award, a scanned copy of the learner's marriage certificate, deed poll or Decree Absolute must be included in the submission.

Please note that we will accept request to change a learner's formal name that occurs while the qualification is still in progress. For example, a learner is registered in his/her maiden name and marries prior to certification, we will accept a request to change the registered name of the learner while the qualification is still in progress. Centres must send proof of identity and notification in writing.

External Quality Assurance

Your EQA will contact you to arrange a centre visit or a remote quality audit and will confirm this by letter or e-mail. Your EQA will provide you with details of the documentation that needs to be available for the audit and the names of learners, assessors and IQAs that they wish to interview either face to face, through Skype or by telephone. The EQA may observe assessments and/or IQA activities that are taking place during the visit. The documentation can be paper based, held in an e-portfolio or stored electronically in your SharePoint workspace and may include:

- policies, procedures and processes including Health & and Safety Policy, Complaints Procedure, Malpractice/Maladministration Process, Learners' Appeals Procedure, Equality and Diversity Policy, Recognition of Prior Learning (RPL) and Internal Quality Assurance Policy
- staffing profiles including CVs, qualification certificates and Continuing Professional Development records relevant to units they assess or internally quality assure
- internal quality assurance plan including a rationale for the sampling method used which ensures coverage of all assessors, all qualification levels, all unit levels and all assessment methods used for each qualification over a period of time, but not necessarily all learners
- records of verification activity including records of standardisation meetings and internal quality assurance reports for individual assessors*
- learner contact address, learner workplace address (if relevant), learner assessment records including declaration of authenticity, identification, assessor's name, IQA name, registration date, unit/qualification registered for, assessment plans and assessor feedback, record of achievements and evidence to support Recognition of Prior Learning (RPL) where relevant*
- certification claims including who authorised the claim, dates certificates were claimed and who was responsible for making the claim to FutureQuals*

NB * denotes records that centres must keep for three years

Your EQA will contact you prior to the audit to ensure that everything is in place and that the audit can be carried out.

Your EQA will carry out the audit either in person at the centre or as a remote quality audit from their office. At the end of the audit your EQA will complete an External Quality Assurance (EQA) Centre Report and discuss it with you prior to sending it to FutureQuals.

The report may contain an action plan for the centre which will identify who is responsible for the action and when it has to be completed by. The action plan will be designed to support your centre to achieve compliance with our requirements. The report will be processed by FutureQuals and a final copy will be sent to your centre within seven working days.

If the EQA identifies significant risk to your quality assurance systems then FutureQuals would discuss the application of sanctions to protect the interest of learners https://www.futurequals.com/about-futurequals/policies-and-procedures/ and provide additional support to make sure you can achieve compliance with our requirements.

External Quality Assurance Activity

Your External Quality Assurer will visit your centre at least once a year and will also carry out a remote quality assurance audit at least once a year. Your External Quality Assurer may well ask you to upload evidence to your SharePoint workspace, use Skype or use similar technology to aid the remote quality assurance audit.

Your External Quality Assurer will also provide you with support between visits and will be contactable to answer queries or discuss centre development. They will support you with any concerns that you may have regarding FutureQuals qualifications. You can find additional information about FutureQuals Awards and Qualifications at https://www.futurequals.com Your centre may also be visited by any of the regulators that FutureQuals works with and your centre contract with FutureQuals outlines your responsibilities in the event of a regulator visit.

Unannounced Visits

FutureQuals operates a system of unannounced visits in order to ensure that centres are complying with the rules set out within this specification around the delivery of assessments. These visits ensure ongoing confidence in the qualification as well as maintaining and improving quality. Such checks will create the opportunity to comment on good practice and also identify areas for improvement.

Sanctions

FutureQuals has a contract in place with all centres which sets out the requirements with which the centre must comply in order to continue to deliver qualifications. Compliance with the contract is checked via External Quality Assurer visits and related quality assurance activities.
 If a centre fails to comply with the requirements, FutureQuals will apply its Sanctions Policy in stages according to the severity of the breach and its effect on the interests of learners and the integrity of the qualifications. Refer to the Sanctions Policy (on our website) for further details on the levels of sanctions.

Complaints, Appeals, Equality, Malpractice and Maladministration

Complaints

You must have your own complaints procedures that the EQA will ask to see on approval. You must also make learners aware of FutureQuals complaints policy and procedure. FutureQuals wishes to encourage feedback on the performance and content of services provided. A copy of FutureQuals complaints procedure can be found at https://www.futurequals.com/about-futurequals/policies-and-procedures/

Enquiries about Results and Appeals

When a learner's results vary considerably from the result they expect, the learner may make an enquiry about the assessment result to you as the centre and you must follow your own internal procedures.

You must have your own internal appeals procedure, which the EQA may ask to see. If the issue cannot be resolved internally after exhausting all available channels for appeal then you should

inform FutureQuals. For a learner to appeal, they must have been registered with FutureQuals and received a learner registration number before any assessment decision is made.

FutureQuals aims to make decisions that treat each case with an equal level of fairness and consistency.

However, you may disagree with a decision we have made about the results of assessment, reasonable adjustments, special consideration or actions to be taken following a malpractice or maladministration investigation. If this happens you are entitled to appeal against that decision. Details of our enquires about results and appeals procedure can be found at https://www.futurequals.com/about-futurequals/policies-and-procedures/

Malpractice and Maladministration

FutureQuals takes all allegations of malpractice or maladministration by centres and learners seriously.
You are required to have arrangements in place to prevent, investigate and deal with malpractice, plagiarism and maladministration, which the EQA will ask to see on approval and as part of business as usual quality assurance activities.

You are required to inform FutureQuals of any incidents and respond to any requests made by FutureQuals to investigate. FutureQuals policy on malpractice and maladministration and details on how cases will be dealt with are available at https://www.futurequals.com/about-futurequals/policies-and-procedures/

Public Interest (Whistleblowing)

FutureQuals is committed to the highest standards of conduct in its activities in the UK and internationally. This requires honesty and integrity in all areas of the business and a culture of openness between staff, customer and any other third party.

We encourage all stakeholders including centres and learners to come forward and raise their concerns about any issue in relation to the delivery of our qualifications.

By knowing about concerns FutureQuals is able to take action to protect the interests of centres, learners and anyone that undertakes work for or on behalf of FutureQuals.

Please refer to the Public Interest Disclosure (Whistleblowing) policy for further information and how to identify situations that may represent wrongdoing and provide information on how to report allegations of wrongdoing. We want you to feel confident in raising concerns and to "blow the whistle" about concerns and bad practice.

However, we recognise that you may have reservations that by reporting issues you may be subject to adverse consequences. Therefore, the policy provides information about the Public Interest Disclosure Act and explains that there are certain safeguards in place to protect whistle-blowers.

Equality and Diversity

All learners should have equal opportunity to access our qualifications and assessments regardless of sex, gender assignment, marital status, civil partnership, physical status or any disability, racial or ethnic origin, nationality, creed or religious belief, sex and sexual orientation, age, pregnancy and maternity or employment status. We seek to ensure our qualifications are without disadvantage to any learner, potential learners or group of learners that may share any of these characteristics.

For qualifications that we offer in Northern Ireland, we also take into account political opinion and persons with and without dependants.

FutureQuals qualifications are designed to reflect the diversity of learners. If we have to specify a requirement that could disadvantage a particular group (for example a legal requirement around the age of learners or health and safety issues and learners with particular disabilities), we will include it in the qualification specification and explain why it is there. The justification will relate only to the specific requirements of the units, components or qualifications.
See Appendix 18 for a copy of the Equality and Diversity Policy

Customer Support

FutureQuals aims to constantly monitor the levels of service we provide and report on performance indicators on a regular basis. We will endeavour to be open about the levels of service we offer our customers.

Information about our services and the cost of those services is freely available, as is access to the principal policies that underpin the work of FutureQuals. Feedback is encouraged on the quality and content of all areas of service provided.

Further information can be found in the FutureQuals Customer Service Statement. See Appendix 17 for a copy of the Customer Service Statement.

How to contact the FutureQuals Teams
Centre Support Team
Tel: 01530 836662
Fax: 01530 836668
info@futurequals.com

Qualifications Team
Tel: 01530 836662
Fax: 01530 836668
qualifications@futurequals.com

Quality Assurance Team
Tel: 01530 836662
Fax: 01530 836668
qualityassurance@futurequals.com

Finance Team
Tel: 01530 836662
Fax: 01530 836668

finance@futurequals.com

Enquires should be addressed to:
Future (Awards and Qualifications) Ltd
EMP House
Telford Way
Coalville
Leicestershire
LE67 3HE

Tel: 01530 836662
Fax: 01530 836668
E-mail: info@futurequals.com
Website: https://www.futurequals.com

Customer Communications

FAQs

FutureQuals produce FAQ's in relation to;
- Level 3 Certificate in Emergency Response Driving
- Level 4 Diploma for Associate Ambulance Practitioners
- Functional Skills Qualifications in English and Mathematics

Newsletters

Newsletters are sent to approved centres on the last working day of each month and contain information on the following areas;
- Qualifications and Updates
- FutureQuals Administration
- Internal news and updates
- Regulator news and updates
- Funding news and updates
- AELP news and updates
- Sector Skills Council news and updates

Centre contacts wishing to receive a copy of the monthly newsletter can subscribe using the sign up form on the FutureQuals website https://www.futurequals.com or email info@futurequals.com

Webinars

FutureQuals hold webinars on a variety of topics related to Centre Approval, Qualifications, Administration processes and Quality Assurance.

Centre contacts are sent an invitation to attend our webinars and when applicable recordings and PowerPoint slides are distributed.

Alerts

Alerts are sent to approved centres and contain important information that centres needs to be aware of. If FutureQuals updates any policies or procedures centres will be notified via an alert. Centres that sign up for the monthly newsletter will receive Alerts.

Further Information

Qualifications awarded outside England, Wales and Northern Ireland

Certificates carrying the regulators logo(s) can be awarded to learners outside England, Wales and Northern Ireland on the condition that the assessment centre: meets the FutureQuals criteria for centre and site approval, and delivers the qualifications in line with all FutureQuals and regulatory requirements. .

FutureQuals will undertake the same level of quality assurance for all its qualifications, which will incur additional charges for overseas centres.

Where assessment has taken place outside the UK, FutureQuals cannot issue certificates bearing the SQA Accreditation logo.

Policy Review Arrangements

All FutureQuals policies are subject to a three-year review cycle, or earlier should any feedback or concern be brought to the attention of FutureQuals, to ensure it remains fit for purpose and the process and its outcomes are deliverable.

They are also reviewed as part of FutureQuals continuous improvement monitoring through its annual self-assessment arrangements.

Appendices - Forms, guidance and other documentation

Appendix 3 - Site Approval Application Form
Appendix 16 - Data Protection Permission Form
Appendix 17 - Customer Service Statement
Appendix 18 – Equality and Diversity Policy
Appendix 26 - Recognition of Prior Learning Policy
Appendix 28 – Centre Closure Policy

Appendix 3 - Site Approval Application Form

Raise your profile as a forward thinking organisation.

Name of Site	
Site Contact Name	
Date of Application	

When you apply to make your organisation a FutureQuals approved site, you'll be taking an important step towards helping your business grow and supporting your learners future by offering the most up to date qualifications that are relevant in the industries we support.

Simply by becoming a FutureQuals approved site, your organisation will be seen as a leading provider of state of the art training and education. If you are not already a FutureQuals approved site, but would like to deliver our qualifications, you will need to fill in a Site Approval Application Form.

Part 1: Information on filling out this application

1. Please familiarise yourself with our policies, procedures and guidance pack before completing this form

2. Please complete all sections of the form below and return to Future. You can return the form either by email at **qualityassurance@futurequals.com** or via post to:

   Future (Awards and Qualifications) Ltd
   EMP House
   Coalville
   Leicestershire
   LE67 3HE

3. You will receive a letter (via email or post depending on which method you used to submit your application) confirming receipt of your application. Your application will be allocated to one of our team of External Quality Assurers who will assess your application.

4. After your remote approval visit you will be notified of the outcome via email or post. If unsuccessful an action plan will be provided.

Part 2: Site Details

Site Name:	
Site Address: *(We must have an address and not a PO Box)*	
Site Invoice Address: (if different to above)	

Site Tel No:	
Site Fax No:	
Site Web Address:	

Site Type: *(please place a an tick beside the most appropriate option)*	FE – General		Hospital/Health Service	
	FE – Specialist		Voluntary Organisational/Charity	
	Higher Education Institution		School/ Sixth Form College	
	Prison		Local Authority	
	Private Training Provider		Adult/Community Provider	
	Employer		Other (please specify)	
Approval Type: *(please place a tick beside the option required)*	Ofqual Qualifications		SQA Accreditation (SCQF) Qualifications	
	Qualifications Wales		CCEA Regulation	
Source(s) of Funding: *(please place a tick beside all options that apply)*	SASE/SASW Apprenticeship Funding		Government Adult Skills Funding (ASB/AEB)	
	Trailblazer/Apprenticeship Standards Funding		Adult Learner Loans	
	Local Flexibilities Funding		ESF Funding	
	Self-funded by Learner		Employer funded	
	Other (please specify)			
Contract Type: *(please place a tick beside the option require)*	Prime Contract Holder		Sub-Contractor (If you are sub-contracting please list all Prime Contract Holders below)	

2.1: Site Contacts

Name of Accountable Person:	
Site address: *(if different from the one provided above)*	
Accountable Person: Tel No:	

Accountable Person: Email address:	

Name of Quality Assurance Co-ordinator:	
Quality Assurance Tel No:	
Quality Assurance Email address:	

Name of Exams Officer:	
Exams Officer Tel No:	
Exams Officer Email address:	

Name of Finance Officer:	
Finance Officer Tel No:	
Finance Officer Email address:	

Name of QMIS User:	
Tel No:	
Email address:	

Name of Huddle User:	
Tel No:	
Email address:	

2.2: Site History

Are you an Approved Site for any other recognised Awarding Organisation?	**Yes/No** (delete as appropriate) *(If Yes, please name at least one recognised Awarding Organisation and give your Site Number)*
Have you ever been refused an approval by a recognised Awarding Organisation or had direct claims status or site approval removed for any qualification or sector? *(Please add in the space at the end of the section why your site was sanctioned.)*	*Refused by an Awarding Organisation.* **Yes/No** (delete as appropriate) *Had direct claims status or site approval removed for any qualification or sector?* **Yes/No** (delete as appropriate) If Yes please provide details below: • Name of recognised Awarding Organisation

| | Reason for Refusal/Removal |
| | Date of Refusal/Removal |

Part 3: Compliance

Confirmation that this Site:	Are you compliant?
Has a named point of accountability for quality assurance & management You must always keep Future (Awards and Qualifications) Ltd up to date regarding: • Head of Site • Manager (Quality Assurance) • Address • Change of ownership Communication with your External Quality Assurer is important on keeping us informed.	☐ Yes ☐ No

Agrees to provide access to FutureQuals & its regulators The Site agrees to assist the Awarding Organisation in carrying out any reasonable monitoring activities and to assist its regulators (Ofqual in England, SQA in Scotland, CCEA in Northern Ireland and Qualifications Wales) in any investigations made for the purposes of performing their functions. This will include providing access to FutureQuals & its regulators and complying with requests for information or documents made by FutureQuals or the regulators as soon as possible	☐ Yes ☐ No
Has documented roles & responsibilities for all those involved in the management, quality assurance, delivery, assessment and verification of FutureQuals qualifications. Sites will need to provide details on the roles of those involved with FutureQuals qualifications	☐ Yes ☐ No
Has the appropriate managerial, other resources and systems necessary to support the delivery, assessment and verification of units and qualifications. Sites will need to ensure that their managers, delivery, assessment, verification and quality assurance staff are appropriately experienced / qualified / competent to meet the requirements of the Assessment Strategies and/or Principles prescribed. Your FutureQuals External Quality Assurer will work with you to advise and support on the actions you may need to take as a Site to ensure that your staff continue to meet delivery, assessment and verification strategy requirements. FutureQuals will also supply links to any prescribed Assessment Strategies and/or Principles through its website.	☐ Yes ☐ No
Has the appropriate infrastructure, equipment and facilities to securely deliver assessments in both electronic and paper-based formats where appropriate. Sites will need to ensure that they have appropriate resources in place for the delivery of externally set and marked assessments. This will include: staff with relevant expertise and experience to deliver the qualifications and assessments, policies and procedures for invigilation of assessments and security of examination materials and suitable ICT facilities and support to carry out assessments which comply with stated assessment conditions, processes and protocols.	☐ Yes ☐ No
Has a documented Internal Quality Assurance process to monitor the internal assessment processes. Sites will need to demonstrate that assessment is being monitored for consistency, reliability, inclusiveness, transparency and validity over time.	☐ Yes ☐ No
Operates an Appeals and/or Complaints process for the benefit of Learners The Site should have a documented process. All records relating to this must be available to the External Quality Assurer.	☐ Yes ☐ No

Have an arrangement in place to obtain if required a unique learner number (ULN) and a learner record on behalf of your learners, For Sites wishing to offer qualifications, the Site "*unless a learner chooses not to have one, has arrangements in place to obtain on behalf of its learners a unique learner number (ULN) and a learner record*" **Unique Learner Number** is defined as *"the unique number that is used to identify an individual learner"* and **Learner Record** is defined as *"an authoritative record of all credit and qualification achievements made by an individual learner in the RQF"*. Although FutureQuals is able to accept learner registrations without a ULN, all approved Sites registered with any Awarding Organisation are required to establish systems to obtain ULNs and a Learner Record on behalf of their learners and this may be a requirement for you to draw down public funding. Sites should familiarise themselves with the requirements and process for obtaining ULNs. . Current information on registering for the Learner Registration Service and obtaining ULNs is available on: www.learningrecordsservice.org.uk	☐ Yes ☐ No
Has administrative systems for tracking learner progress Your Site will need to have in place administrative systems for tracking learner progress. Sites will need to reassure themselves that their systems will be sufficient to track learner progress in a way that is appropriate.	☐ Yes ☐ No
Has the ability to hold & transmit assessment outcomes securely. Sites will need to hold assessment outcomes securely as part of its current arrangements with FutureQuals and transmits these securely to FutureQuals either through Site login or via more traditional methods.	☐ Yes ☐ No
Has arrangements in place that allow for recognition of prior learning (RPL) **Recognition of Prior Learning** is defined as *"a method of assessment that considers whether 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"*.	☐ Yes ☐ No

Has arrangements to prevent, investigate and deal with malpractice, plagiarism and maladministration Sites will be requested to provide details on this and respond to any requests made by FutureQuals.	☐ Yes ☐ No
Meets the requirements of the relevant Equalities and Health and Safety Legislation Sites are required to demonstrate how they meet legal requirements with respect of equality; diversity; equal opportunities; and health and safety. In addition, Sites must also show how they monitor the above.	☐ Yes ☐ No
Has a culture of continuous improvement Sites will need to provide details on their review and self-assessment activities, continuous professional development of their staff and action plans to ensure effective and compliant systems.	☐ Yes ☐ No

Part 4: Qualification Approval

Details of all Future Qualifications are available at https://www.futurequals.com

Qualification Number			
Qualification/Award Title (Including Level)			
Programme leader Information		**Programme Information**	
Job Title		Number of expected learners:	
Title		Number of Assessors:	
Name		Number of Verifiers:	
Surname		Number of Tutors:	

Qualification Number			
Qualification/Award Title (Including Level)			
Programme leader Information		**Programme Information**	
Job Title		Number of expected learners:	
Title		Number of Assessors:	
Name		Number of Verifiers:	

Surname		Number of Tutors:	

Qualification Number			
Qualification/Award Title (Including Level)			
Programme leader Information		**Programme Information**	
Job Title		Number of expected learners:	
Title		Number of Assessors:	
Name		Number of Verifiers:	
Surname		Number of Tutors:	

Qualification Number			
Qualification/Award Title (Including Level)			
Programme leader Information		**Programme Information**	
Job Title		Number of expected learners:	
Title		Number of Assessors:	
Name		Number of Verifiers:	
Surname		Number of Tutors:	

Qualification Number			
Qualification/Award Title (Including Level)			
Programme leader Information		**Programme Information**	
Job Title		Number of expected learners:	
Title		Number of Assessors:	
Name		Number of Verifiers:	
Surname		Number of Tutors:	

If you require approval for more qualifications, please copy this page. **Please Note:** You should ensure you that for each Qualification you have documented plans on how you wish to deliver, assess and verify the qualification. You must produce for your External Quality Assurer all Staff CVs and Original Certificates. Without this the Programme will not be supported

Part 5: Site Declaration

Please sign to confirm the following statements (you may type names if completing this form electronically)
- I confirm that the Site will meet all the requirements of FutureQuals Approval Criteria as detailed on the FutureQuals website in respect of this application, and that the details are, to the best of my knowledge, correct.
- I confirm that all staff members involved in the delivery of the qualifications are occupationally competent
- I confirm that the Site will collect all personal data in accordance with the Data Protection Legislation, and in particular that it has the consent of the learner.
- I accept that FutureQuals will hold and process electronically the information given and may use it for any purpose deemed relevant to the product.
- I confirm that the Site will work with FutureQuals to protect learners' interests if site approval ends
- I confirm that the Site's Senior Management Team supports this application to become a FutureQuals Approved Site.

Signed: *(Appropriate Senior Personnel)*		Job Title:	
Full Name: *(Please print)*		**Date:**	

Appendix 16 – Data Protection Permission Form

Data Protection permission slip for [*Insert centre name]*
I, the learner, acknowledge that I have read and understood the Data Protection letter.

I hereby give my consent for appropriate and necessary data held at present by [*insert centre name or third party]* relating to my FutureQuals qualification to be shared with other centres who will be in a position to allow me to complete my qualification.

Please print names carefully below in block letters and sign this permission slip.

This form should to be submitted to FutureQuals via info@futurequals.com

Learner Name:	
Signed:	
Qualification Title:	
Date:	

Appendix 17 – Customer Service Statement

Customer Service Statement

FutureQuals aims to consistently monitor the levels of service provided and report on performance indicators on a regular basis. We endeavour to be open about the levels of service we aim to offer all our customers.

Information on our services and the cost of those services will be freely available, as will access to the principles and policies that underpin the work of FutureQuals. Feedback is encouraged on the quality and content of all areas of service provided.

We encourage users of FutureQuals qualifications to contact us if they feel that any aspect of our qualifications, assessment arrangements or support materials may have discriminated users with a particular protected characteristic.

Information available to enquirers

FutureQuals aims to provide as much information as possible publicly through its website. We hope you will therefore find everything you need to help with your enquiry at www.futurequals.com. If you need to know anything else please contact us using the details provided at the end of this document.

In particular, you will find on our website:

- Qualifications offered by Future (Awards and Qualifications) Ltd.
- The status of any qualification in relation to regulation and public funding.
- A full specification for each of our qualifications
- Requirements for FutureQuals Approved Centre Status, including fees for approval and information on how to apply to be a centre.
- Fee structure for registration and certification of learners and any other priced services.
- Resources available from FutureQuals and costs for resources not provided as an integrated part of a qualification.
- FutureQuals' policies that affect centres, learners and the other interested parties.
- FutureQuals' Customer Service Statement and performance indicators.
- Opportunities to contribute to the work of FutureQuals as an External Quality Assurer.

Additional Information available for approved centres

- Centre Operations Manual
- Administrative procedures
- Learner support materials including practice tests where applicable
- FutureQuals quality assurance expectations
- Additional resources available to support specific qualifications

Further sources of information

- Monthly Newsletters
- Information Alerts
- Social Networking

Performance Indicators

To ensure efficient levels of cost-effective service we will monitor and scrutinise the cost structure of the organisation to ensure value for money for all services provided, in line with other awarding organisations offering the same or similar qualifications.

FutureQuals aims to provide a prompt service. Consequently, we set and publicise performance measures for our service. These will be constantly monitored and we will use customer feedback to inform our work and in order to improve our products and services.

We will:

- Process learner registrations within **two working days** of centres submitting data using Parnassus
- Process learner certification claims within **two working days** of centres with Direct Claim Status submitting data using Parnassus
- Process learner certification claims within **seven working days** of External Quality Assurers confirming results
- Issue certificates within **20 working days** of certificate claims being processed
- Respond to applications for centre approval and additional qualifications approval within **two working days**
- Acknowledge the receipt of an appeal within **two working days**
- Provide an initial and considered response to the appeal within **30 working days**
- FutureQuals wishes to encourage feedback on the performance and content of its services. This can be provided in writing, by letter or email, by phone or via the FutureQuals website. All contact details are provided at the end of this document.

Complaints Process

A complaint is an expression of dissatisfaction from you about our qualifications, our standard of service, our actions or lack of action or the complaints handling process.

We are committed to providing an effective and efficient service to a high standard. However, if we fall short of expectations or our own standards, we want to give the opportunity for those affected to provide feedback so we can put things right.

Our Complaint Policy, which includes information on how to make a complaint, can be found on the FutureQuals website.

Appeals against the outcome of an assessment are dealt with separately through the FutureQuals Appeals Policy, available on our website.

Amendments to our service

- Notification of any changes to our service, general or qualification specific will be highlighted on the FutureQuals Website and our Social Networking sites.
- Changes to any aspects of the qualification will be automatically communicated to all approved centres offering that qualification.
- All documents we produce will be dated and amended versions will be supported by reference to the previous document.
- A list of current documents is available from FutureQuals.

Appendix 18 – Equality and Diversity Policy

The key role of FutureQuals is to secure standards for the qualifications we certificate. As part of our commitment to quality assuring standards and protecting learners, we provide guidance and support to help Centres and learners achieve their learning and development goals.

We also ensure that any regulatory requirements imposed on us by our regulators are met, and that we support centres to meet those requirements.

We comply with all current and relevant equalities legislation and aim to deliver a service and range of qualifications that are fair, accessible and do not include any unnecessary barriers to entry. Where there are features of a qualification that could disadvantage a group of learners, they will be listed in the qualification handbook and the justification given.

FutureQuals is committed to actively promoting equality of opportunities for learners and potential learners and equal opportunities practice by centres. This commitment also extends to promoting equal opportunities in the way in which we work with and develop our staff including providing appropriate equality training and guidance.

Policy Statement

All learners should have equal opportunity to access our qualifications and assessments regardless of sex, gender reassignment, marital status, civil partnership status or any disability, race, religion or belief, sexual orientation, age, pregnancy or maternity.

We seek to ensure of our qualifications are without disadvantage to any learner, potential learners or group of learners that may share any of these characteristics.

FutureQuals qualifications are designed to reflect the diversity of learners. If we have to specify a requirement that could disadvantage a particular group (for example a legal requirement around the age of learners or health and safety issues and learners with particular disabilities), we will include it in the qualification specification and explain why it is there. The justification will relate only to the specific requirements of the units, components or qualifications.

FutureQuals Commitment

When undertaking a FutureQuals qualifications, learners with a protected characteristic will not be disadvantaged in comparison to learners that do not share that characteristic. This means that all FutureQuals learners' achievements can be compared to the achievements of past, present and future learners.

To fulfil our requirements under the Equality Act 2010 (UK) we will:

- monitor and review equality and diversity throughout the process of developing qualifications
- review whether Centre's are fulfilling their responsibilities in terms of for example, carrying out assessment processes in a fair and objective manner, operating an equality policy and operating an inclusive appeals procedure.
- consider requests that relate to access to FutureQuals qualification and take action where reasonable
- analyse and monitor learner achievement data in order to detect and mitigate any accidental bias

- fulfil our obligation to meet access requests or learners in a manner that does not disadvantage them

Centre Requirements

FutureQuals expects its centres to deliver and assess its qualifications in accordance with equalities law, enabling learners to have equal access to training and assessment for qualifications irrespective of the characteristics noted above in the Policy Statement section of this policy.

As part of the FutureQuals approval process a centre must have its own policy in place in relation to equality and diversity. Any centre satellite sites and/or assessment sites are also required to have a policy in place to ensure that they are fulfilling their equality and diversity responsibilities and that discrimination does not occur either directly or indirectly. This policy should be followed prior to referring to FutureQuals for guidance and should extend beyond reference to equality in employment and internal matters and cover all activities in relation to learners.

Where complaints relating to issues of inequality cannot be satisfactorily resolved by the centre, learners must be made aware of their right to appeal using the arrangements outlined in our appeals policy.

Monitoring our Arrangements

As part of the learner registration and certification processes for qualifications and units, FutureQuals will collect information on diversity and requests for reasonable adjustments or special consideration.

We also seek feedback from learners, centres and other stakeholders using a variety of methods. Any relevant issues identified which suggest our provision or services may have unnecessarily impacted on learners will be reported back to our Head of Qualifications who will be responsible for ensuring a review takes place.

The outcome of this will be discussed by the Executive Committee and, if necessary following this review, we will make amendments to provision and/or services in accordance with our documented procedures.

If reviews highlight equalities or accessibility issues with units or qualifications, we will inform all relevant stakeholders. Details of our reviews will be made available to the qualifications regulators upon request.

Policy Review Arrangements

This policy is subject to a three-year review cycle, or earlier should any feedback or concern be brought to the attention of FutureQuals, to ensure it remains fit for purpose and the process and its outcomes are deliverable.

It is also reviewed as part of FutureQuals continuous improvement monitoring through its annual self-assessment arrangements.

Appendix 26 – Recognition of Prior Learning Policy

Recognition of Prior Learning (RPL) is a method of assessing and validating learning, achievement or credit which considers whether a learner can demonstrate that they can meet the assessment requirements for a unit through knowledge, understanding or skills they already possess, and therefore do not need to develop these through a course of learning.

RPL enables recognition of achievement from a range of activities using any valid assessment methodology. Provided that the assessment requirements of a given unit or qualification have been met, the use of RPL is acceptable for recognising the achievement a unit, units or a whole qualification. Evidence of learning must be: valid; reliable; safe; fair.

RPL enables FutureQuals and its centre's to recognise learner achievement from a range of activities that use any appropriate assessment methodology. It allows for learners that have undertaken formal learning and for those without learning experiences to progress.

The use and application of RPL is of significant value to learners without formal qualifications, who are either in employment, preparing to enter, or returning to employment. It enables them to gain all or part of a qualification without having to undertake a formal learning programme.

RPL may be claimed against one or more units or, more rarely, against an entire qualification. It is acceptable to claim for an entire qualification through RPL although this is not the normal practice because it would be unusual for a learner to be able to offer prior achievement that completely matches every aspect of a qualification's assessment requirements.

FutureQuals approved centres that offer RPL to learners must have in place their own internal RPL policy as well as the appropriate level of resources to implement and maintain it.

FutureQuals role in the context of RPL, is to enable and validate the RPL process. The process itself must consider whether or not a learner possesses, through existing experience and skills, the evidence of knowledge and understanding necessary to achieve stated assessment criteria and/or learning outcomes and to support a claim a for RPL.

Principles of RPL

Principle 1
RPL is a valid method of enabling individuals to claim achievement for units and qualifications, irrespective of how the learning took place and the assessments undertaken. There is no difference between the required standards through prior learning and through fresh learning and assessment.

Principle 2
RPL must comply with all regulatory requirements for assessment. RPL policies and procedures should be transparent, rigorous, reliable, fair and accessible to individuals and stakeholders to ensure that users can be confident of the decisions and outcomes of RPL.

Principle 3
RPL is a learner-centered, voluntary process. The individual should be offered advice on the nature and range of evidence considered appropriate to support a claim for assessing RPL, and be given guidance and support to make his or her claim.

Principle 4

The process of RPL is subject to the same standard of quality assurance and monitoring processes as any other form of learning and assessment.

Principle 5

Assessment methods for RPL must be of equal rigour as other assessment methods, be fit for purpose and relate to the evidence of learning. An individual can claim RPL against any achievement unless the assessment criteria of the unit states otherwise. For example, if an external assessment sets the standard of the learning outcome that the learner must achieve, then the learner must pass the external assessment to achieve the unit and gain the credit.

RPL in Practice

The RPL process

An example RPL process is outlined below, with common steps and actions outlined.

Stage 1: General awareness — information, advice and guidance

When a learner expresses an interest in registering for a qualification, the possibility that they may be able to claim unit(s) for some of their previous learning and/or experience should be raised with them by the Centre. If the offer of RPL interests the individual at this initial stage they will need to know about:

- The process of claiming achievement through RPL
- The sources of professional support and guidance available to them
- The administrative processes for RPL applications
- Timelines, appeals processes and any fees and/or subsidies available to support the process.

Stage 2: Pre-assessment — gathering evidence and giving information

At this stage the learner will carry out the process of collecting evidence against the requirements of the relevant unit(s)/qualification. This should include any stipulated learning outcomes and assessment criteria from the qualification or unit being claimed. In some cases, the development of an assessment plan and tracking document or similar may be required, to support the learner through the process. The evidence gathered will need to meet the standards of the unit or qualification that the evidence is being used for.

Evidence in support of an RPL claim can draw on any aspect of a learner's life including education and training, work experience and voluntary activities and can encompass formal and informal learning. The types of evidence that a learner would need to provide to demonstrate that learning has occurred will vary depending on the particular assessment criteria or learning outcome of the unit(s) in question. Work experience records and workplace observation may be included within the evidence providing it has been validated and authenticated by an employer or expert witness.

All evidence gathered should be referenced clearly on any tracking documentation and adequately signposted in order to facilitate internal assessment as well as internal/external verification.

Stage 3: Assessment/ documentation of evidence

Assessment as part of RPL is a structured process for gathering and reviewing evidence and making judgments about an individual's prior learning and experience in relation to unit standards.

Assessment must be valid and reliable to ensure the integrity of the award of unit(s), and the evidence gathered must meet the standards of the unit(s) that the evidence is being used for. The assessment process for RPL must be subject to the same quality-assurance procedures of the awarding organisation as any other assessment process.

Evidence submitted must fulfil the following criteria:

Evidence must be authentic and prove conclusively that RPL is based on the learners own work
The evidence must meet the requirements of the current assessment criteria and must be appropriate to the content of the unit/qualification being considered for RPL.
The evidence must be sufficient to conclusively prove consistency of learner performance in meeting the assessment criteria.

Stage 4: Feedback
After the assessment the assessor will, where practically possible, give feedback to the candidate, discuss the results and give support and guidance on the options available to the candidate. This may include that the learner will have to complete the normal assessment for those unit(s) if they wish to be awarded the qualification or that learning and development.
If the validity of the evidence is in doubt, the assessor may use questions to check understanding or check learner competence. If the collated evidence of RPL for a learner is judged by the centre not to be sufficient to meet all the requirements of the relevant unit(s), then.
The assessor will also confirm to the individual whether or not a recommendation for RPL will be made. In all cases, once the assessment process is complete, the standard procedures for reporting results leading to the award of unit(s) or qualifications should be followed.
Decisions will be subject to internal and external quality assurance as normal and should FutureQuals identify that not all requirements have been met by the RPL evidence, more evidence will be needed or the learner will have to undergo additional assessment requirements. Evidence used for RPL and internal quality assurance records along with the additional RPL records should be retained for 3 years following certification as normal.

Stage 5: Claiming Certification
FutureQuals is responsible for awarding unit(s) or qualifications. The procedure is the same as for other forms of assessment and may vary between awarding organisations and between different centres. All unit(s) or qualifications achieved through RPL are recorded by FutureQuals in the personal learning record in exactly the same way as all other unit(s) or qualifications.

Stage 6: Appeal
If Learners wish to appeal against a decision made about their claim for unit(s) or qualifications, they would need to follow the standard appeals processes that exist within the Centre and as published on FutureQuals website.

Policy Review Arrangements
This policy is subject to a three-year review cycle, or earlier should any feedback or concern be brought to the attention of FutureQuals, to ensure it remains fit for purpose and the process and its outcomes are deliverable.

It is also reviewed as part of FutureQuals continuous improvement monitoring through its annual self-assessment arrangements.

Future is registered under the Data Protection act and handles all data in accordance with the required procedures of the Act.

Appendix 28 – Centre Closure Policy

Scope

This policy applies to existing FutureQuals Centres who are seeking to withdraw from delivering regulated qualifications or merge with another FutureQuals centre.

The policy also sets out information that FutureQuals will adhere to when ceasing to register learners following a decisions to withdraw a regulated qualifications.

This policy should be read in conjunction with the FutureQuals Centre Contract which sets out the contractual arrangements in place between FutureQuals and its approved Centres.

Centre Closure Process

When an organisation applies to become an approved FutureQuals Centre, it is a requirement that the applicant confirms it has a process in place to support learners should it withdraw from its role of delivering FutureQuals qualifications.

If a Centre ceases trading or withdraws from its contract to deliver FutureQuals qualifications, it must advise us in writing as soon as possible.

This written confirmation must include:

- The date the Centre proposes to close or withdraw from delivering FutureQuals qualifications
- Details of the arrangements that will be in place for registered learners that have not yet completed. This must include any transitional arrangements
- Details of the arrangements in place for learner portfolios, learner records, internal verification/quality assurance records and assessment records
    - to be stored securely
    - to be passed to FutureQuals or,
    - passed to another FutureQuals centre for learners to continue their studies including how data protection requirements will be addressed.

Centres are responsible for protecting the interests of learners continuing to progress through their planned qualification and will need to provide details to FutureQuals of how this will be done through the arrangements it puts in place.

If a Centre enters into administration, insolvency or liquidation proceedings it must provide the same written confirmation as detailed above.

In addition to this it must provide details of the third party that will be dealing with the centre affairs. This includes any liquidator, administrator, administrative receiver or authorised insolvency practitioner that is appointed.

In order to support registered learners to continue their qualification at another FutureQuals centre, it may necessary for us to request contact details for registered learners from the centre or appointed third party. This is to enable us to comply with data protection requirement by gaining written permission from the learners to transfer their achievement history and registration to a third party.

Centre Mergers

If a Centre decides to merger with another FutureQuals Centre, the Centre that will retain the governance and management of the contractual arrangements must contact FutureQuals Head of Quality to discuss the merger before it has taken place.

The Centre should set out in writing the transitional arrangements that will be in place whilst the merger is facilitated including:

- A communication plan to learners about the merger including any data protection arrangements required for the transfer of registration to the governing centre
- Any new qualification approval requirements it will have
- Reporting results and certification
- Quality assurance arrangements including staff resources for assessment and internal quality assurance and any additional centre contacts
- Financial arrangements.

The above list is not exhaustive.

The Centre that will be withdrawing from its contract to deliver FutureQuals qualifications must advise the Head of Quality in writing.

This written confirmation must include:
- The date the Centre proposes to close or withdraw from delivering FutureQuals qualifications
- Details of the arrangements for registered learners that have not yet completed including any transitional arrangements that will be in place with the governing Centre
- Details of the arrangements in place for learner portfolio, learner records, internal quality assurance records and assessments to be passed on or stored securely by the governing Centre.

Qualification Withdrawal by FutureQuals

If a qualification is being withdrawn by FutureQuals, we will give adequate notice to approved centres to ensure that learner's interests are protected.
In some cases, we may redevelop a qualification to ensure that it remains current and fit for purpose and a replacement qualification launched. In some cases, we may withdraw a qualification without a replacement being launched.
In all cases, FutureQuals will ensure that it keeps centres informed of its intentions in relation to a qualification it offers.

Policy Review Arrangements

This policy is subject to a three-year review cycle, or earlier if feedback is received, to ensure it remains fit for purpose and the process and its outcomes are deliverable.

It is also reviewed as part of FutureQuals continuous improvement monitoring through its annual self-assessment arrangements.

FutureQuals
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