



openawards

Open Awards Centre Handbook 2018



Centre Handbook

Contents

1. Welcome	2
2. <u>Working with Open Awards</u>	3
Your dedicated team	
Becoming an Open Awards Centre	
How do I set up a consortium?	
How much does it cost?	
What staff and resources do I need?	
Centre withdrawal/closure	
What is Malpractice, Maladministration and Plagiarism	
Conflict of Interest	
Sanctions	
Glossary of Terms	
3. <u>Setting Up Your Course</u>	12
What do we offer?	
What is the Regulated Qualifications Framework?	
Choosing a qualification	
Understanding a qualification guide	
Designing a course using individual units	
Qualification and unit reviews	
How do I set up a qualification or course?	
How should I promote/market my course?	
4. <u>Registering Learners</u>	21
How do I register my learners?	
What is a unique learner number?	
5. <u>Delivery, Assessment and Quality Assurance</u>	24
What paperwork do I need to deliver a unit or qualification?	
What should be in a learner portfolio?	
How long do we need to retain evidence for?	
Internal verification	
How do I become an Approved Internal Verifier?	
External verification	
Standardisation	
How do I prepare for my Quality Review visit?	
6. <u>Award and Certification</u>	37
Direct Entry of Results	
Certification	
Reissue of certificates	
7. <u>Training and Consultancy</u>	40

1. Welcome and Introduction

Welcome to the Open Awards Centre Handbook.

This handbook aims to give you a comprehensive overview of the processes required to deliver Open Awards' qualifications and quality endorsed units and is intended as a primary reference for all those involved in the delivery, assessment and quality assurance of qualifications and units, including:

- Administration and Exams Officers
- Coordinators
- Managers (including quality managers)
- Internal Verifiers
- Tutors/Assessors

Please note there is a separate guidance relating to the delivery of Open Awards [Access to Higher Education Diplomas](#).

We hope you find this document useful and informative but if you have questions or queries about any information provided here, please feel free to contact the Open Awards team on 0151 494 2072 or email info@openawards.org.uk

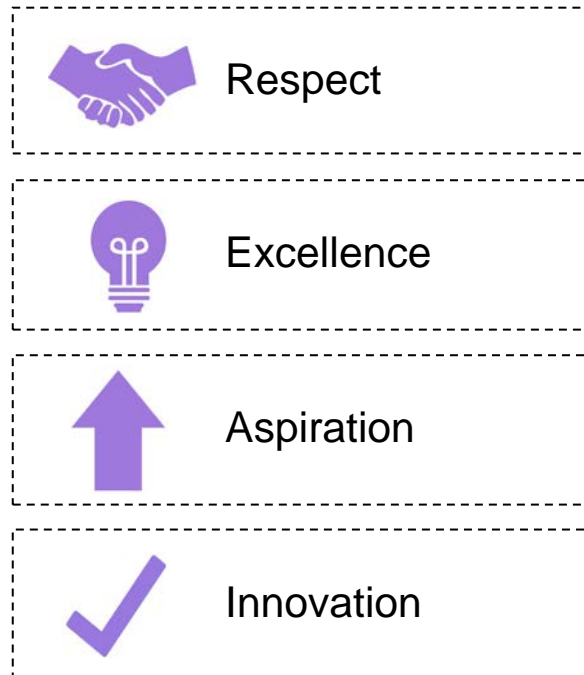
All information we hold about your Centre, key contacts, and your learners are held securely on our database and only used for the purposes provided. Please ensure you have parental/guardian consent to share your learners' data with us if the learner is under the age of 13. You will find full details on how we use and protect your information at Open Awards in our [Privacy Notice](#). The Privacy Notice gives you details on:

- Your rights in relation to the information we hold;
- How we keep it secure;
- The type of information we collect and how we use it;
- Who we share information with;
- How long we hold information for.

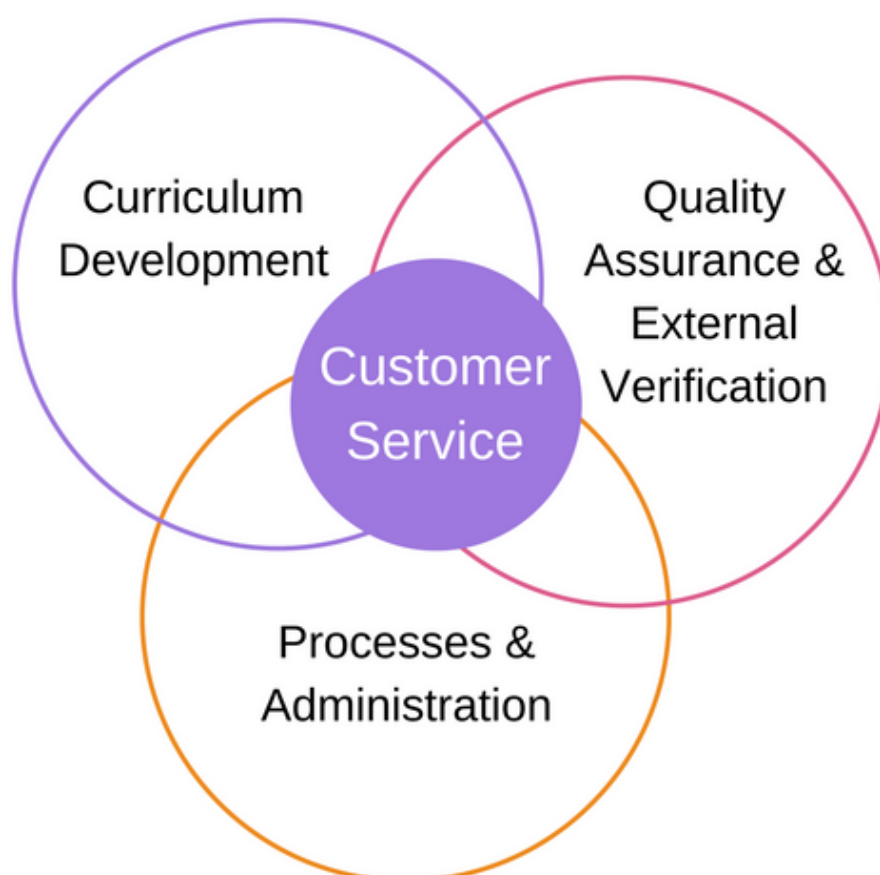
2. Working with Open Awards

As a not for profit organisation and a registered charity, we are passionate about our mission to change lives through learning and this manifests in our flexibility and creativity when it comes to working with our centres and learners. We know our centres want to support their learners to achieve the very best outcomes and, as a small team, we pride ourselves on having the flexibility, knowledge and passion to react quickly and intelligently to individual learners' and employers' needs.

VALUES



Your Dedicated Team



Curriculum Development	Supporting you to create your course and providing ongoing curriculum and development support
Quality Assurance and External Verification	Supporting you to feel confident that you and your learners are meeting the highest standards
Process and Administration	Supporting you through registrations and award processes and offering ongoing support

The Open Awards office is open between 9–5pm Monday-Thursday and 9-4pm Friday.

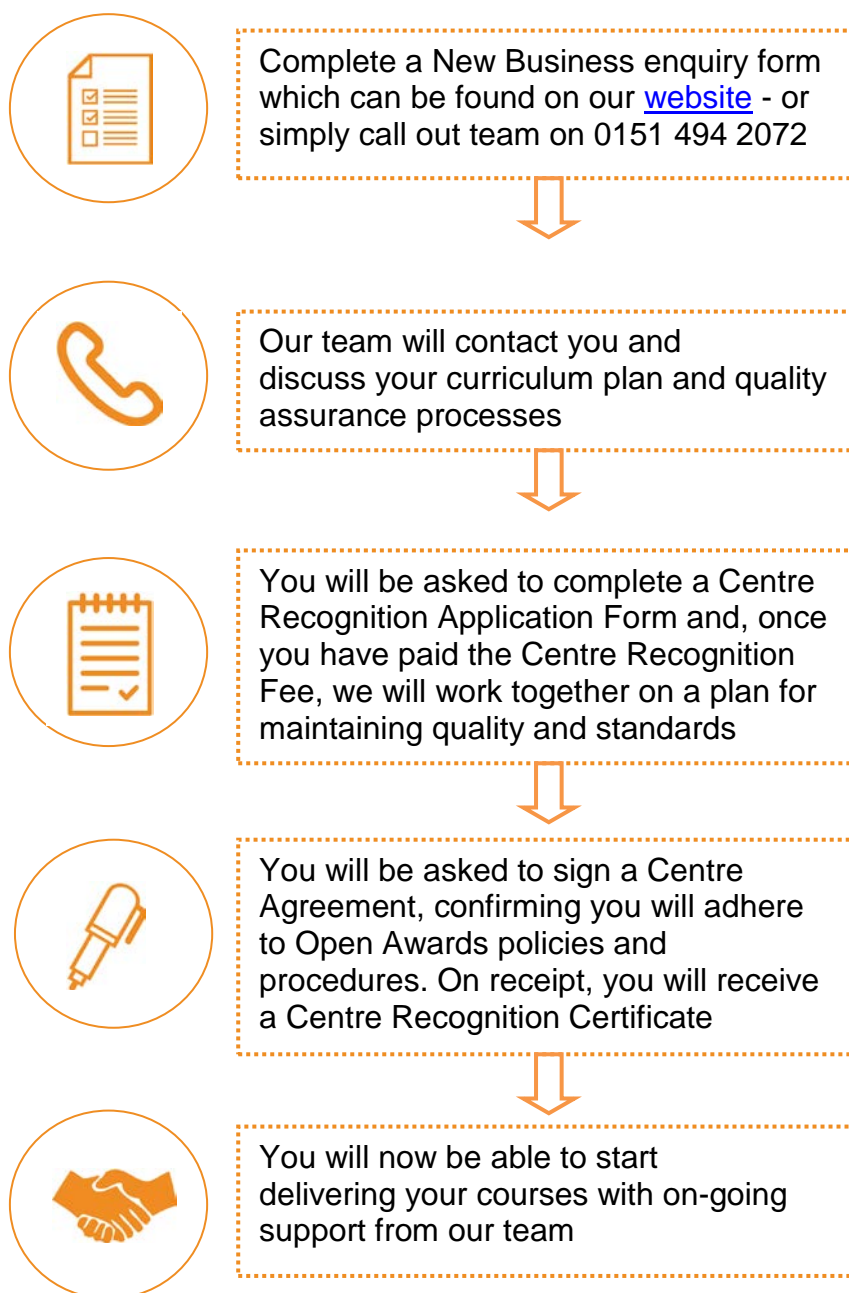
All our team have a direct line and/or mobile phone. If you know who you want to talk to, please feel free to contact them directly.

For general enquiries, please call our switchboard on 0151 494 2072 or email info@openawards.org.uk.

Becoming an Open Awards Centre

In order to deliver Open Awards qualifications or units, you have to be a recognised Open Awards centre. If you are not already an Open Awards centre, please visit our [website](#) for more information or contact a member of the team on 0151 494 2072 or info@openawards.org.uk.

Simple Centre Recognition Process



How do I set up a consortium?

A consortium is made up of two or more organisations (centres) working collaboratively in undertaking the delivery of qualifications and assessments to Learners on behalf of an awarding organisation.

A consortium can be made up of:

- A main (lead) Centre, with over 2 local satellite centre locations attached
- A single main (lead) Centre with numerous geographically dispersed centre locations connected
- A Partnership arrangement of independent sites affiliated to a single Centre Recognition
- National Organisation with a sub-regional structure

In all cases there must be a single named person who takes overall responsibility for:

- The operation of the Recognised Centre against the Centre Agreement Conditions
- Quality Assurance and Standardisation across all sites

Finally, there must be a single named person who takes **local responsibility** at each of its satellite site(s).

The main (lead) centre plus a pre-selected number of satellite sites may be reviewed as part of the annual quality assurance (QA) review to ensure QA arrangements established at the main (lead) centre are in place and being consistently and satisfactorily adopted at the dispersed/satellite sites.

All learner evidence and associated records/documentation must be made available to the Lead Quality Reviewer/External Quality Assurer to allow for a representative sample of evidence to be selected for external scrutiny, preferably at the main (lead) centre. This could, for example, be via the use of an e-portfolio. Where this is not possible and additional visits are required, Open Awards may reserve the right to pass on the cost of carrying out additional visits to the main (lead) centre.

If you are considering setting yourself up as a consortium or wish to find out more about the benefits of being part of a consortium please call our switchboard on 0151 494 2072 or email info@openawards.org.uk.

How much does it cost?

Open Awards publish Pricing Information annually from 1st August. This can be found on our [website](#).

A hard copy of all pricing information is also enclosed with your annual recognition invoice, or available on request from Open Awards.

Please refer to our [Invoicing Policy](#) for details of how and when your Centre will be invoiced.

What Staff and Resources do I need?

Centre Staff Requirements

Open Awards do not generally specify the experience individuals need to deliver its units/qualifications but it is expected that Centres will have appropriate occupationally competent staff with relevant sector experience for their role in the delivery of the units/qualifications being offered.

“Best practice” would be for:

- Assessors to hold the relevant D32/D33/A1/AQA unit(s) and Level 3 Award in Education and Training
- Internal Verifiers to hold the relevant D34/V1/IQA unit(s) and Level 3 Award in Education and Training

Some qualifications will require specific staff and assessor requirements. This information can be found in the appropriate qualification guides.

Centres are responsible for ensuring that their staff has access to appropriate training and support. Centres will be encouraged to take advantage of the Administration, Delivery and Assessment and Quality Assurance Training opportunities available through Open Awards.

Centres are also responsible for notifying Open Awards of staff changes. A form is available on the [website](#) and Portal for this purpose “Changes to Centre Staff Request Form”. Completed forms should be submitted to the team either by email or through the Portal.

Resources

It is expected Centres will have the necessary facilities, equipment to deliver and appropriate Quality Assurance systems in place:

- Use of buildings that provide access for candidates for assessment purposes, in accordance with relevant equalities and health and safety legislation
- Ensure that the full range of relevant and current equipment required to assess the units/qualification is supplied
- Adhere to any assessment requirements as per the qualification requirements
- Provide the necessary resources in accordance with any requirements outlined in the appropriate qualification guide
- Maintain adequate systems and resources– including where appropriate, equipment, materials and software – to support the delivery of the units/qualification(s).
- Has the necessary level of financial, technical and staffing resources and systems necessary to support the delivery of the Awarding Organisation’s qualifications

- Has appropriate arrangements and agreements in place with any third parties or suppliers who provide goods or services to the centre which contribute to the delivery and/or assessment of the qualification(s)
- Has the staff, resources and systems necessary to support the assessment of units and the award, accumulation and transfer of credits and, where necessary, the recording of exemptions

Centre Withdrawal/Closure

If you wish to withdraw from Open Awards recognised centre status or have ceased trading, Open Awards must be notified, in writing (by post or via email to enquiries@openawards.org.uk)

You may be required to participate in a closing visit to ensure that quality assurance requirements have been met.

You will be asked to ensure that:

- Any outstanding claims for learners who have achieved their unit/qualification are submitted and their evidence externally quality assured by your Lead Quality Reviewer/External Quality Assurer
- Your centre recognition certificate is returned to Open Awards
- Any Open Awards certificates you have been unable to issue to learners are returned to Open Awards
- Our logos and/or references to being an Open Awards centre are removed from your website, social media platforms and all resources

Open Awards reserves the right to close a centre if:

- A centre fails to pay monies owing to Open Awards within the standard payment period outlined in our Invoicing Policy
- Quality assurance measures are not adhered to

What is Malpractice, Maladministration and Plagiarism?

Malpractice	Any act, default or practice which is in breach of QAA Regulations
Maladministration	Any activity, neglect, default or other practice that results in a provider not complying with the specified requirements for delivery of the qualifications as set out in the guidance.

It is the responsibility of the centre to report any allegation of suspected malpractice and/or maladministration to Open Awards. If you do not do this we may apply sanctions as set out in the [Open Awards Sanction Policy](#), which can be found on our website www.openawards.org.uk.

Academic Misconduct

It is important that all cases of academic misconduct are documented and reported to the LQR/EQA. Your policies and procedures for dealing with academic misconduct will be reviewed annually by the LQR as part of the Annual Quality Assurance Review.

Plagiarism

Plagiarism is the action of passing off the work/evidence of another learner or source as the learner's own work/evidence. Whilst it is common and often necessary for learners to learn from the work of others (eg academic staff, fellow learners and published materials), it is equally essential that learners always acknowledge the source of their ideas and information they use in their work that is not their own.

Learners should be made aware of your Plagiarism, Malpractice and Maladministration Policy and receive information on the commonly used acceptable conventions for correctly acknowledging the source of ideas and information, as part of their course induction.

Where tests are used as an assessment method, it is good practice to rotate/randomise the test questions for cohorts, have a bank of tests to draw upon, and to not use the same test for two consecutive periods.

You may also consider gaining access to plagiarism detection software which can be used as part of their assignment submission policy or used to regularly run randomised checks on pieces of work to test for possible instances of plagiarism.

In terms of handling suspected Plagiarism, you should investigate the case following your published malpractice and maladministration or plagiarism policy and notify Open Awards of the outcome of the investigation. Open Awards may implement its published [Malpractice and Maladministration Policy](#) and impose a sanction applied to the learner, in line with Open Awards [Sanction Policy](#). Open Awards expects that most cases will be resolved internally. However, if this matter has still not been resolved, the case may be reported to Open Awards for adjudication.

Conflict of Interest

It is our policy that those acting on our behalf must be free from conflicts of interest that could adversely influence their judgment, objectivity or loyalty to the organisation in conducting Open Awards' activities and assignments. LQR/EQAs are required to always disclose an activity that may represent a conflict of interest. Likewise you are required to notify us of any foreseen conflicts of interest.

Common Conflicts of Interest include:

- The moderator is or was employed by the Centre (or has been employed at any time within the last 3 years) – e.g. as a Lecturer or another capacity.

- The LQR/EQA is known to be undertaking external verification/moderation activity for, or on behalf of, other awarding organisations at the same provider.
- The LQR/EQA is, or was, a recent learner/student at the provider.

Sanctions

In order for us to meet our regulatory responsibilities, we are required to share certain information relating to the imposition of sanctions with other Awarding Organisations and the Regulators. This may impact upon your ability to deliver qualifications with other Awarding Organisations. In order to safeguard the award of credit and ensure high-quality, we can apply sanctions to:

- Individual staff
- Provider as a whole
- Candidates

The level of sanction imposed will depend on the nature of the Provider's non-compliance. If previously imposed sanctions are not acted upon within any timeframes set, and/or in the case of repeated actions requiring sanctions, this will result in a higher level sanction being applied. In very serious cases of breach of non-compliance, we may withdraw your approval to deliver qualifications and units. It is vital that you comply with all sanctions.

Please note: In the event of sanctions, you will be charged for any additional visits.

Glossary of Terms

An up to date Glossary of Terms can be found on our website [here](#)

Open Awards

Delivering Qualifications and Units

Step by Step Guide

Plan Your Course

How long is it going to be?
 What are the goals/objectives?
 Where and how are you delivering it?
 What resources do you have?
 What level are your learners?

If you are delivering units or Skills for Further Learning and Employment qualification, please complete a New Course Notification Form (NCNF) Submit your NCNF or NQNF via the Open Awards secure portal.

STEP 01



Choose your qualification or units. If delivering a qualification, remember to check that the units you choose meet the Rules of Combination and request approval via a New Qualification Notification Form (NQNF)



Complete internal pre-course verification checks prior to delivery

STEP 02

Plan Your Delivery and Assessment

Write your session plans and decide what evidence you will collect to fulfil the assessment criteria on the units

Complete your induction and IAG sessions and start delivering your programme

Register Your Learners

Register your learners through the Open Awards secure portal
 Check the guidance for registration timescales for short and long courses to avoid late charges

STEP 03



Deliver your programme to your learners, assessing work throughout and providing feedback on progress



STEP 04

Assess and Verify Learners' Work

Mark and assess all the evidence your learners have produced against the assessment criteria

Complete the Direct Entry of Results (DER) to confirm achievement via the Open Awards secure portal

Complete Internal Verification checks (both during programme and at end of programme)

Arrange for EV visit to confirm completion and achievement or complete Approved Internal Verifier activity



STEP 05

Certification

Receive learner certificates and arrange to distribute

3. Setting up your course

What do we offer?

At Open Awards, we are committed to flexibility and creativity. With this in mind, we have different types of accreditation to suit different learner needs and outcomes.

An overview of our accreditation solutions are below.

	Qualifications	Regulated Units	Quality Endorsed Units	Badge of Excellence
	Qualifications regulated by Ofqual and Access to HE Diplomas regulated by QAA	Individual Units regulated by Ofqual	Highly-bespoke units tailored to suit your learners' needs	Quality Mark highlighting your programme as being of excellent standards
Externally Regulated (Ofqual or QAA)	✓	✓		
Robust quality assurance	✓	✓	✓	✓
Requires learner assessment and verification	✓	✓	✓	
Quality assures learner outcomes	✓	✓	✓	
External review of programme materials and outcomes				✓
Learner receives a certificate	✓	✓	✓	✓
Flexible delivery methods	✓	✓	✓	✓
Expert support tailoring provision	✓	✓	✓	✓
Access to training for your staff	✓	✓	✓	✓

Please note, there is separate guidance for the delivery of our [Access to HE Diplomas](#) or [Badge of Excellence](#) Quality Mark available via our website.

What is the Regulated Qualification Framework (RQF)?

In October 2015, the Qualifications Credit Framework was replaced by the Regulated Qualifications Framework.

The Regulated Qualifications Framework is the system by which qualifications are catalogued. Qualifications are catalogued based on their size and level.

You can search all Open Awards qualifications on our [website](#) and Ofqual maintain a register of all Awarding Organisations' qualifications which can be found [here](#).

Qualification Size

The size refers to the amount of time it is likely to take to complete a qualification, including any assessments or examinations. The size is expressed in terms of a Total Qualification Time.

We will also provide a recommended number of Guided Learning Hours. This will give you an indication of the amount of time that the learner should be taught or supervised, rather than studying alone. The Guided Learning Hours include any invigilated examinations or assessments.

Award	A qualification within the RQF which has a Total Qualification Time of between 1 and 129 hours.
Certificate	A qualification within the RQF which has a Total Qualification Time of between 130 and 369 hours.
Diploma	A qualification within the RQF which has a Total Qualification Time of 370 hours or above.

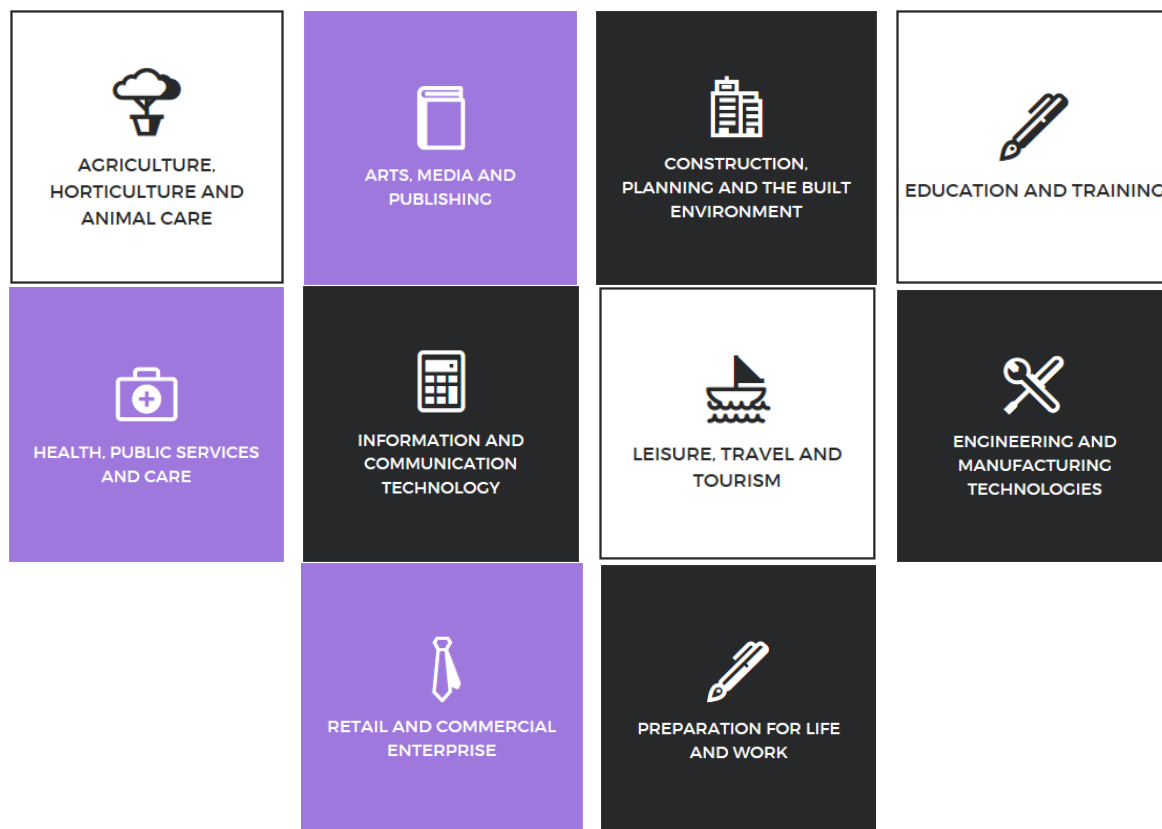
Qualification Level

Levels indicate the difficulty and complexity of the knowledge and skills associated with any qualification. Open Awards are approved to provide qualifications from Entry Level to Level 4.

The size and level of each of our qualifications, including information on the Total Qualification Time and Guided Learning Hours, can be found on our [website](#) and in the individual qualification guides.

Choosing a Qualification

We have qualifications available in the following sectors:



To find a qualification to meet the needs of your learners, you can search our website [here](#). From here you can access the qualification guide, rules of combination, a list of units and the purpose statement for the qualification.

When delivering Open Awards regulated qualifications, centres should ensure that the rules of combination are fully adhered to, including the use of mandatory and optional units. The rules of combination enable the learners to benefit from the flexibility of the qualification whilst enabling full qualification achievement. The rules of combination specific to the qualifications are outlined in the individual Qualification.

To check whether a qualification is eligible for SFA or EFA funding, you will need to check [The Hub](#).

Designing a Course Using Individual Units

Open Awards offers different type of units:

Qualification Units	Units that form parts of a qualification Regulated by Ofqual
Quality Endorsed Units	Units that do not form part of a qualification Not regulated by Ofqual

All units are available to search and view via our Unit Bank on our [website](#).

You can package units together to create a bespoke course using either regulated or quality endorsed units. Please note, you cannot mix different types of units in the same course.

It is essential that your learners are aware of what type of unit they are working towards, if they are not completing a full qualification. If you are unsure about what type of unit you are delivering, please contact a member of the team for advice.

If we do not currently have a unit that meets the requirements of your learners, Open Awards can work with you to create a bespoke Quality Endorsed Unit.

Please contact the team for more information or for help with finding the right units for you.

To check whether a qualification unit is eligible for SFA or EFA funding, you will need to check [The Hub](#).

Qualification and Unit Reviews

Open Awards reviews its Qualifications and units through a Validity Process.

Validity is about ensuring that our qualifications have a clear purpose and are successful in achieving this purpose. Our validity process has been designed to check that there is clear evidence that those who successfully complete an Open Awards qualification have met the aim or purpose of the particular qualifications. Our qualifications should also fit with the Mission and Vision of Open Awards – which is to ‘change lives through learning’.

Validity for Open Awards means:

- a strong focus on the quality of the qualifications we provide and an ongoing review process allowing us to take action where problems are identified
- flexibility, ensuring that qualifications we provide respond successfully to the needs of employers and learners across the sectors we support
- a responsibility for providing easily accessible information about the qualifications we offer for learners, employers and training providers

- demand for the qualification from a defined target market
- an assessment approach consistent with the purpose of the qualification
- robust quality assurance arrangements

We collect a range of quantitative and qualitative data to feed into the qualification and unit review process including:

Quantitative Data

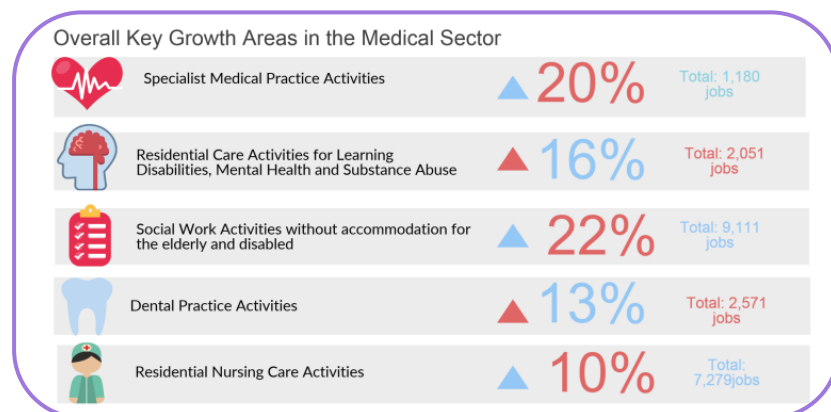
- Number of registrations
- Number of awards
- Progression data
- Number of centres utilising qualifications/units

Qualitative Data

- Feedback from questionnaires sent to relevant providers and/or employers two months before the date of the validity panel
- Feedback from Business Development Consultants and Lead Quality Reviewers
- Additional data collected from LQR report forms, EV reports and other routes, such as the website

Collect supporting labour market intelligence data - EMSI

EMSI will be used to gather labour market intelligence to support the validity of qualifications including information on expected growth in occupation and/or industry; annual turnover of jobs in occupation; and related occupations impacted.



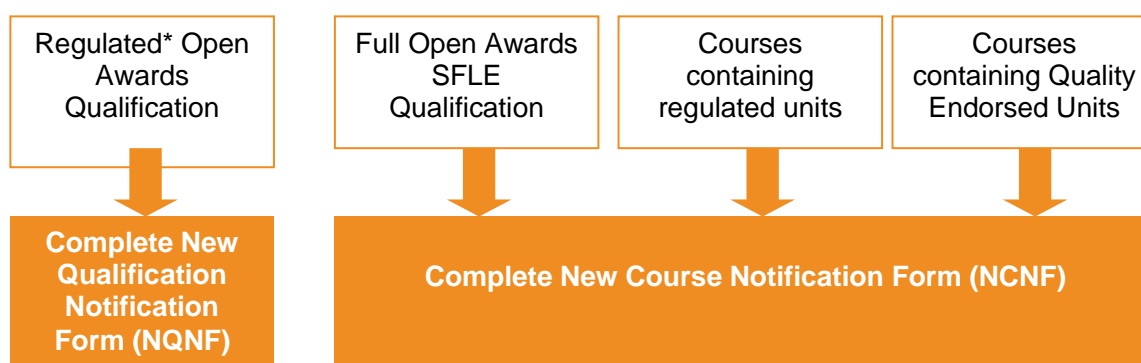
It is really important to us that we are able to utilise the expertise and feedback from our centres and learners so please take the time to complete validity surveys when circulated and to give us feedback throughout the life cycle of a qualification.

All information on the qualifications we are reviewing can be found on our [website](#).

You can find information on when the qualification or unit you are using is due for review in the individual qualification guides.

How do I set up a qualification or course?

To set up a new qualification or course, you will be required to submit the appropriate notification form.



NQNF and NCNF documents must be submitted prior to the qualification being delivered. Failure to do so could potentially result in learners not being awarded.

Where can I find these forms?

These forms can be found under the 'View Documents' section of the documents page of the Secure Portal under 'Open Awards Templates'. To access documents already completed select the name of the document from the drop down menu.

New Qualification Notification Form (NQNF)

When completing this form, please note that the following information is mandatory:

Field	Details
Centre details	This should include the telephone number and email of the designated contact
Qualification details	If you wish to offer the qualification at more than one level, the highest level required should be selected
Similar qualifications offered	Information about any qualification already offered by you via another awarding body should be entered.
Declaration	This section must be completed to enable the form to be processed

Centres should ensure that where Open Awards qualifications are selected for a course, learners are registered prior to the Qualification accreditation end date and/or unit expiry date, and also meet the minimum age requirements.

New Course Notification Form (NCNF)

When completing this form, please note that the following information is mandatory:

Field	Details
Centre details	This should include the telephone number and email of the designated contact
Course Title	A centre cannot use the words Award, Certificate or Diploma in the title of their course, or any other words that could be confused with a qualification e.g. Functional Skills; ESOL; Access to HE Diploma
Approved Internal Verifier	If a centre has an Approved Internal Verifier (AIV), the assigned AIV will be asked to verify the course. If a centre does not have an AIV, this field should be left blank.
Intended Credit Value	This must be the total number of credits you expect a learner to achieve on this course
Age(s) of learners	The age range of learners should be marked on the form so that we can ensure the units entered are appropriate
Qualification	If you wish to offer learners the Open Awards Skills for Further Learning and Employment (SFLE), this box should be completed with the name and Qualification Accreditation number.
Declaration	This section must be completed to enable the form to be processed

Please see our [Privacy Notice](#) for details on how we use, store and protect all personal information collected by Open Awards for our legitimate business interests.

How do I submit these forms?

Completed forms should be submitted via the Documents section of the Secure Portal. More information on downloading or uploading documents can be found under the Documents section of the Secure Portal Guidance.

What happens when I have submitted these forms?

Open Awards process these forms within 5 working days of receipt. If the application is successful, you will be sent a Qualification or Course approval email, including a link to the relevant qualification guide, or a course confirmation report.

Rules of Combination

To achieve the regulated qualifications, learner must meet the rules of combination. If the learner does not meet the rules for the intended qualification, an alternative relevant qualification may be awarded in line with the Open Awards Awarding Policy

What will learners receive?

Qualification	Upon successful completion of the rules of combination, learners will be awarded the full qualification for which they were registered and a certificate listing the units achieved.
Course	Upon successful completion of a course, learners will be awarded a course certificate listing the course name and units achieved. If a learner has successfully met the rules of combination for a qualification, a qualification certificate will also be issued.

How do I amend a course run?

After registrations have been submitted, the Administration Contact should contact their Open Awards team to discuss any requests for changes.

Once the course run has been submitted, you may register Additional Learners at any time prior to the end date of the course (for guidance please refer to the [Web Portal - User Guidance](#)). Should you identify learners that have been missed following the end date of the course; you will need to contact the Open Awards team for assistance.

An Administration Charge may be applied for amendments made following the initial registration of learners to a course.




How should I promote or market my course?

We are committed to supporting you with your marketing and communications. Once you are an approved Open Awards centre, you may use our logo to support the marketing of our Open Awards programmes and courses.

When marketing your courses or programmes, it is essential that any marketing or information provided is clear and accurate so that your learners are fully informed about what they are studying, what they will achieve at the end, what type of accreditation it is and what their progression opportunities are.

For full advice and guidance on how to market your course and the use of the Open Awards logos, please read our [centre marketing guidance](#).

There are lots of ways we can help you to market your course:

Case Studies and News Stories	We are always happy to share best practice case studies on our website, newsletter and via social media. This could be an individual learner story, a best practice programme, awards of learners or a case study of your centre as a whole.
Events and Celebrations	If you have any events or celebrations that you would like a member of the team to attend either as a delegate or a speaker, please contact the marketing team on marketing@openawards.org.uk We are happy to share details of your events and celebrations via our social media channels.
Video Content	If you would like to work with us to create an animation or video of your learners or programmes, please contact the team.
Social Media	Please engage with us via social media:  @openawards  YouTubeChannel  www.linkedin.com/companyopenawards
Feedback and Feedforward	We welcome any and all feedback and will share this where appropriate via our social media platforms and websites. We provide continuous feedback to our centre through external verification visits, quality compliance meetings and curriculum support meetings/events. You can make use of your EV and Quality Review centre reports in your marketing but please ensure any content accurately reflects the original. Alternatively, please contact the marketing team to ask us for a quote or feedback to use in your marketing materials or funding applications

4. Registering Learners

How do I Register my learners?

There are different timescales for registrations dependent on duration of the course

Short courses (less than 15 weeks)	Register learners within 25 working days of the start date of the course
Long Courses (15 weeks duration +)	Register learners within 60 working days of the start date of the course

If centres register learners after these times a late registration fee may be charged and centres will be required to take action to prevent further late registrations.

All learner registrations submitted to Open Awards will be charged in accordance with our published charge. Please refer to the 'Fees and Charges' section of our [website](#).

Online Registration

To register learners the Administration Contact should create a new Course Run via the Secure Portal. For full guidance on this process please refer to the [Web Portal - User Guidance](#).

What is a unique learner number?

A Unique Learner Number is a 10-digit number which is unique to the learner and is used in England, Northern Ireland and Wales.

The use of the Unique Learner Number (ULN) in further education is now a mandatory requirement for registering learners for a qualification or regulated unit course. This enables us to upload achievement data to the learners Personal Learning Record (PLR), to allow the learner to access this information.

Learning Records Service operates the Learner Register, which is an internet-based register that enables education providers to generate a Unique Learner Number (ULN). To be able to obtain ULNs for learners your centre must be registered as a Learner Registration Body (LRB). To register as a Learner Registration Body further information can be found at: <https://www.gov.uk/government/publications/learner-registration-bodies-user-guide>

Once you are registered you will be able to obtain ULNs for your learners.

NB: Some learners may already have a ULN.

Fair Processing and Extended Privacy Notices

As an awarding body we have a responsibility under the Data Protection Act to ensure that Learners are informed of how their information is processed and shared. Please ensure you make learners aware that their information will be passed to Open Awards for registration purposes. You should also provide a copy of the [Privacy Notice – Learner Information](#) to your learners so that they understand what data we hold about them, why we hold it and how their data is used.

We strongly recommend that you encourage them to visit the [Learning Record Service website](#) to view the Extended Text Privacy Notice which will explain how their data may be shared.

Centres must also make learners aware that upon achievement of Qualifications and/or Qualification units - achievement details will be passed by Open Awards to The Learning Records Service for the purpose of updating their Personal Learning Record.

Learners may choose not to share their PLR data and can opt-out by contacting the LRS Customer Helpdesk on 0845 602 2589. They will need to provide some personal details to confirm their identity, which may include their Unique Learner Number (ULN), if known.

Exemptions, Equivalents, Credit Transfer and RPL

Learners are able to use past achievement against units within the Regulated Qualification Framework (RQF) to achieve a Qualification. This enables learners to avoid duplication of learning and assessment through equivalences, exemptions or credit transfer as follows:

Exemption	Individuals with certificated achievements outside the RQF can claim exemption for some of the achievement requirements that have been deemed to be of equivalent level or size. Open Awards expects that standards are also met for the reliability of the assessment and validity of the award.
Equivalents	For achievements within the RQF it is possible to transfer credits from a unit or component of a regulated qualification. In order to be counted as an 'equivalent' the unit must have the same credit value (or greater) and be at the same level (or higher), than the unit (s) to be claimed
Credit Transfer	If a learner has previously achieved the same unit through another awarding organisation this will be classed as a credit transfer .

In all the above cases as the learner has already had their achievement recognised, and will have received a certificate to confirm this, their achievement towards this specific qualification will be shown as an exemption, equivalent or credit transfer and will **not be** allocated any credit achievement.

Recognition of Prior Learning (RPL) is 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. Therefore the learner is awarded the unit, so it will show as a unit achievement on the certificate.

PLEASE NOTE: For any learner who has previously achieved units that have been approved as Exemptions, Equivalent, Credit Transfer or will be achieved through RPL it is the provider's responsibility to inform the Awarding Organisation at registration, through the use of the Learner Past Achievement Form which can be downloaded from the secure portal. The information about approved exemptions and equivalent can be found within the Qualification Guide where applicable.

For Exemptions / Equivalent and Credit Transfer requests, the learner will need to present the original certificate to the tutor, to show previous achievement. The tutor will need to take a copy of the certificate and sign and date to verify they have seen the original certificate. The copy of the certificate must be made available to the Internal Verifier, along with the Learner Past Achievement Form, as part of the verification process.

5. Delivery, Assessment and Quality Assurance

What paperwork do I need to deliver a unit or qualification?

Open Awards units and qualifications have been designed around the principle that the learner will build evidence towards the achievement of the assessment criteria over a period of time. Open Awards have produced a variety of documentation that will help you in the delivery of units and qualifications. All documents can be found on our [website](#).

Assessment Mapping Sheet	This document will allow you to identify each task within a unit and the associated assessment criteria. This will allow you to ensure that all criteria are sufficiently assessed within a unit.
Assessment Observation Record Form	A task set for a particular unit may involve observing a learner. The Assessment Observation Record Form will allow you to summarise clearly the activities observed and the unit assessment criteria the learner met.
Assessment Q&A Record Form	If the task set involves question and answer activities, this form will help you to list the questions posed and outline the learner's responses.
Assignment Brief and Feedback sheet	The learner is presented with an outline of the tasks to be completed and Assessment Criteria to be met.
Group Progress Record	Allows you to record achievement of a unit by group
Individual Progress Record	Allows you to record individual learner achievement for a unit.
Learner Evidence Authenticity Statement	This form is completed by the learner to confirm that the work/evidence they have submitted is their own work and has been created by the learner. It also confirms that the learner understands that their results may be invalidated if they have submitted evidence that does not belong to them.
Learner Evidence Tracking Sheet	This document is completed by the learner and presented with evidence for formal assessment to clearly show where evidence requirements have been met.
Witness Testimonial Form	You may complete this form if you are a witness to a learner achieving criteria, by clearly listing or describing the evidence presented by the Learner and linking to the assessment criteria met.

What should be in a learner portfolio?

Each learner is required to build a portfolio of evidence to demonstrate that all the assessment criteria associated with each unit has been met. Portfolios could include a variety of evidence including:

- Practical demonstrations
- Reflection log/diary
- Notes from group discussions
- Witness statements
- Worksheets
- Professional discussion
- Record of questions and answers
- Peer reports
- Assignments

Please note that this list is not exhaustive

You need to ensure that all evidence presented in a portfolio is:

Valid	It should be clearly demonstrating the knowledge or skills that are set out in the assessment criteria. It should be clearly the work of the learner.
Reliable	It will, in general, produce the same range of responses from learners, as long as they are used in similar circumstances and with similar groups of learners.
Inclusive	It will ensure that no individual learner is excluded from the opportunity to show their achievement because of their individual background or experience.

You are required to review and assess all learner evidence and must be satisfied that learners have achieved all learning outcomes and assessment criteria relating to the unit being assessed prior to deciding whether the learner has completed the unit.

How long do we need to retain evidence for?

Centres must keep complete and accurate records, for at least **three years** from the end of year to which they relate, for all units/qualifications and make these available to Open Awards on request.

Centres are required to retain the following records:

- Name of learner, date of birth and contact address
- Title and accreditation number of each qualification and unit studied
- Name(s) of assessor(s) and internal verifier(s)
- Assessment records, including assessment decision and reason for decision
- Internal Verification reports.

Centres must retain all learner evidence at least until the next external quality

assurance review takes place following certification, to allow for appropriate sampling of evidence and/or selection of evidence to be used for standardisation purposes.

Following a successful external quality assurance review, evidence can then be returned to learners.

Internal Verification

Any Centre delivering Open Awards provision must have an appropriate quality system in place.

Internal Verification involves two key processes:

- **Verification**
- **Standardisation**

An effective internal verification system ensures assessment practices and decisions are regularly reviewed and evaluated to ensure the validity of the award of credit.

The role of the **internal verifier** is to ensure that:

- Assessment is appropriate, consistent, fair and transparent and does not unintentionally discriminate against any learner
- Tutors/assessors receive ongoing advice and support, for example in designing assessment activities
- Learners clearly understand assessment requirements and are given opportunities to achieve against the assessment criteria by completing appropriate assessment tasks
- Learners' work is presented in a manner that enables effective verification to take place
- Learners' assessed work is authentic
- Evidence of learner achievement is clearly mapped to the assessment criteria
- Recommendations for the award of credit are valid, reliable and consistent.

Internal Verification arrangements must include as a minimum:

- An identified individual responsible for co-ordinating the internal verification process
- A planned structure for internal verification that incorporates all of a Centre's Open Awards provision
- An agreed and published annual timetable for Internal Verification, including internal verification meetings and standardisation events
- Clear and documented roles and responsibilities for all those involved
- A forum for discussion of borderline cases and good practice in assessment
- Sampling of assessment tasks and assessed work
- Standardisation of assessed work
- Full and clear records and action plans

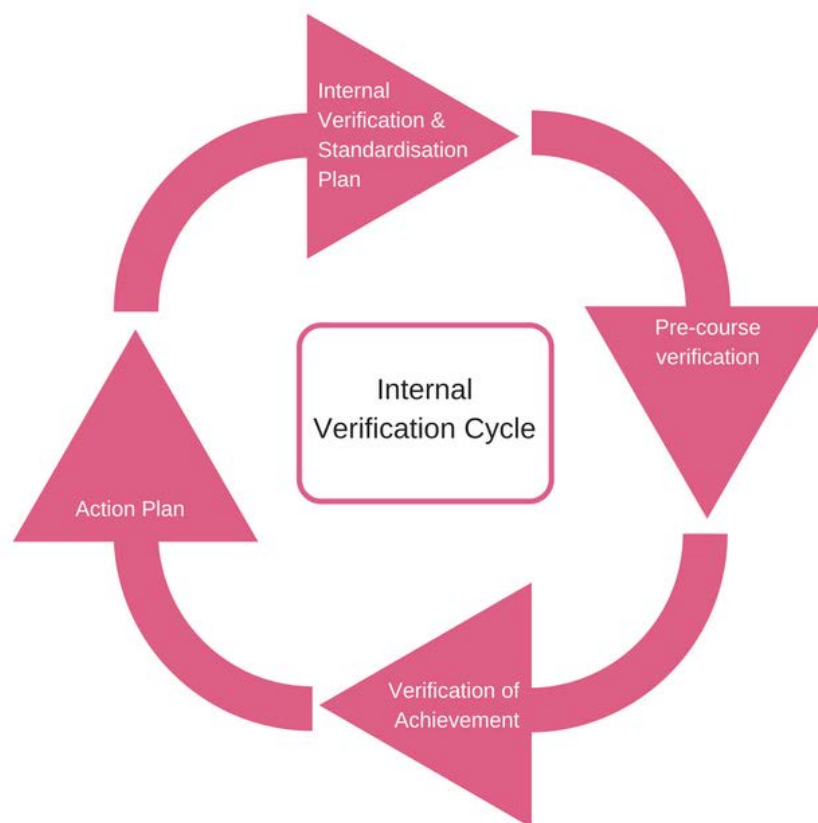
- Regular evaluation of the process

It is essential that all Tutors / Assessors:

- Know who is managing the internal verification process and who will carry out the Internal Verification of the work they will be assessing
- Clearly understand the internal verification requirements and procedures
- Have information about, and access to, training opportunities and support materials, both within the Centre and as provided by Open Awards
- Know about any issues relevant to their work that may have arisen from previous Internal or External Quality Assurance Reviews or from evaluation of the verification process

Implementing Internal Verification

The following activities take place during the course of an internal verification cycle:



All documents supporting the internal verification process can be found on our [website](#)

Internal Verification and Standardisation Plan

A written proposal for internal verification and standardisation activities must be provided to the Lead Quality Reviewer/External Quality Assurer in advance of the Annual Quality Assurance Review.

This must indicate:

- what will happen
- when it will happen
- who is to be involved
- how it is to be recorded

Pre-Course Verification

It is essential that assessment is carried out in a structured way, both for the benefit of the learners and to ensure effective internal verification can take place.

The internal verifier will therefore need to work with tutors/assessors before a course begins to ensure that:

- Assessment tasks allow learners to meet all the necessary assessment criteria
- Wherever possible a range of assessment methods is used
- Where more than one tutor/assessor works with a learner group the assessment tasks form a coherent whole across the course in terms of content, style and timescale
- Where more than one learner group is following the same course the assessment tasks are either the same for each group or, if the diversity of the groups requires differing tasks, consistent with each other in terms of fairness to the learners
- Learners are made aware at the beginning of the course what the assessment requirement will be
- A process is in place that incorporates constructive individual feedback to learners on their assessed work

Verification of Achievement

Over the course of the year the internal verifier will need to ensure that assessment is being carried out as planned. This will involve holding regular internal verification meetings with tutors/assessors.

The internal verifier will also meet with learners at some point during their course to ensure that their experience of assessment is positive. In particular it is important to establish that learners:

- Understand the assessment requirements
- Are receiving clear and constructive feedback on their assessed work
- Are making progress towards meeting all the required assessment criteria

Action Plan

On completion of internal verification activities, actions may arise which will be recorded on the Verification of Achievement Action Plan. The action points will be reviewed by the assessor and internal verifier. Please note that good practices should be identified for action.

Sample Assessments

It is the internal verifier's responsibility to monitor the quality of assessment through the sampling of assessment practices and decisions. The internal verifier should specify the sample of assessed work that s/he wants to see, and ensure that it is sufficient to allow them to test the consistency and validity of the assessment.

The minimum sample size is 5 units. Where there are in excess of 50 units, 10% of total units to be sampled.

In sampling assessed work the internal verifier must look for evidence that:

- Assessment tasks are standard and appropriate for the course and the learners
- Assessment tasks are authentic and belong to the learner
- Assessment decisions are fair and consistent, both across provision and over time
- Assessors are providing learners with clear and constructive feedback on their work
- Clear and accurate assessment records are maintained.

To ensure that a sample is representative, the internal verifier must take into account all variable factors that may impact on the quality of assessment, such as:

- Delivery sites
- Tutors/assessors
- Number of units
- Unit level and credit value
- Delivery methods
- Assessment methods
- Borderline cases
- Reasonable adjustments
- Issues arising from previous verification

The internal verifier must check the selected sample in three ways:

- **All assessment for an individual learner** – to ensure assessment is appropriate, consistent and complete
- **Specific learning outcomes across a number of learners** – to ensure that assessment is consistent for all learners
- **Level and credit value** – to establish that standards are maintained across units, assessors and sites, and over time, and continue to reflect the requirements of the assessment criteria

To maintain the integrity of the assessment process, internal verifiers must scrutinise the assessment practices and assessment decisions of any tutor/assessor who has a **conflict of interest**, such as assessing a family member or friend, or who has assessed their own learners, before awards are made. Equally, an internal verifier must declare any similar conflict of interest to the Lead Quality Reviewer/External Quality Assurer.

How do I become an Approved Internal Verifier (AIV)?

What is an AIV?

Open Awards supports two ways in which credit can be awarded to learners:

- Lead Quality Reviewer/External Quality Assurer, or
- Approved Internal Verifier (Direct Claims Status)

An Approved Internal Verifier is an individual who has responsibility for internally verifying assessment decisions and recommending learners for award of credit.

AIV status relates only to an individual verifier within a particular Centre and **is not transferable, either between verifiers or between Centres.**

What are the benefits?

All Centres should seek to achieve AIV status for their Open Awards provision in order to both ensure and measure the rigour and robustness of internal quality systems and to avoid the cost and time of additional quality review visits.

How do I become an AIV?

AIV status can only be recommended and confirmed by the **Lead Quality Reviewer** in an existing Centre that has demonstrated robust internal quality systems and whose internal verifiers have met the minimum requirements for the role.

An AIV can only be approved following completion of the appropriate Open Awards training and after providing evidence of good practice (after a minimum of 2 satisfactory EV visits). An AIV is approved individually, for a particular centre and, in larger centres, normally for a particular curriculum area/sector.

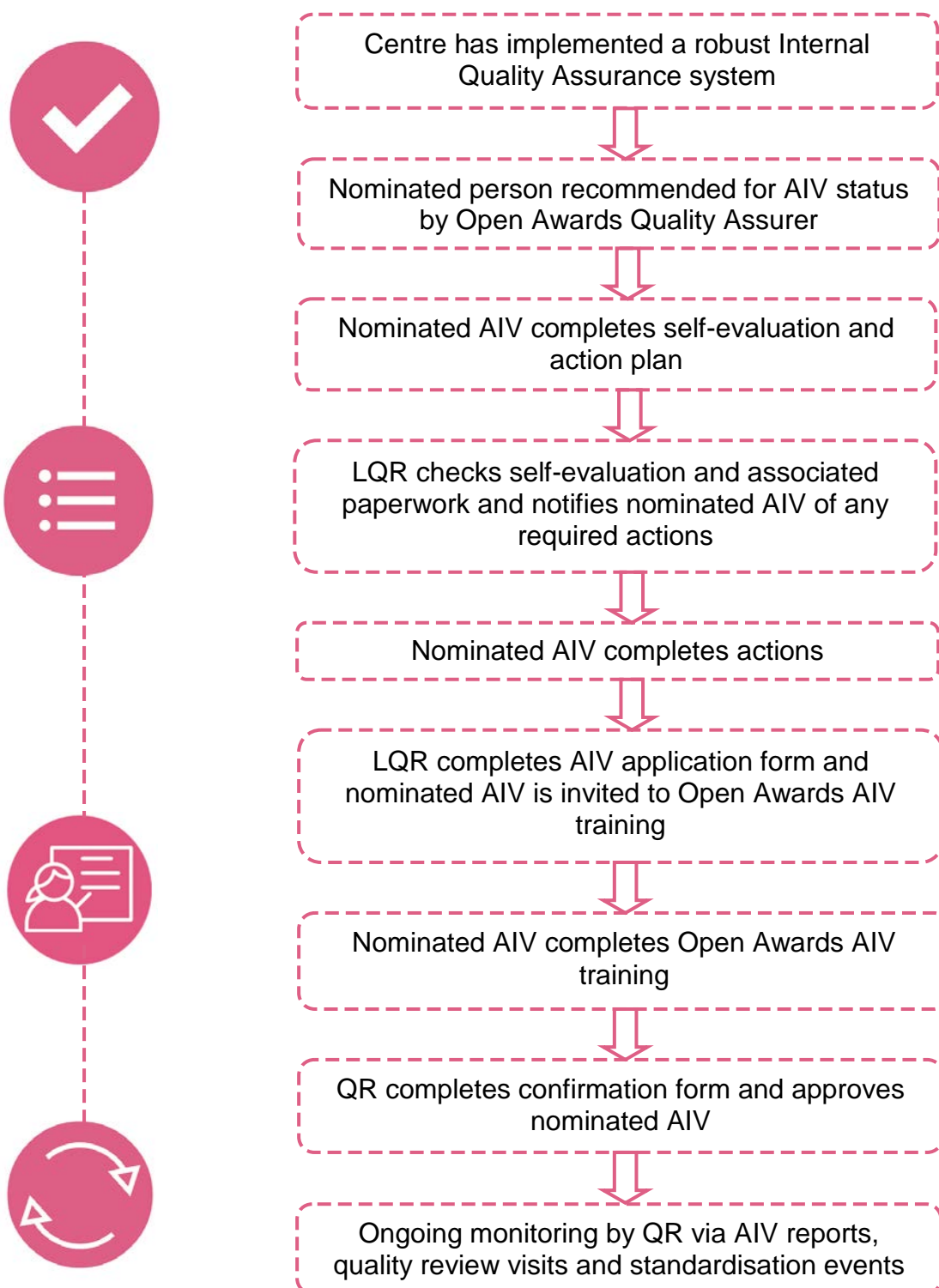
Once an AIV has been approved, the Lead Quality Reviewer will monitor their practice by sampling the Internal Verification documentation and practice. In addition they may wish to sample the assessment evidence of learners.

Please note that an AIV can only sign off the award of credit within agreed Sector Subject Areas (SSAs). Also, AIVs cannot sign off the award of credit in a limited number of cases, such as externally marked assessments.

Should an Approved Internal Verifier leave the centre it is important that Open Awards are informed **immediately**. Where there is evidence that the required standards have not been met Open Awards may decide to withdraw approved status of an individual verifier.

It is mandatory for centres with Direct Claims Status to have at least one AIV attend at least one of the regional standardisation events during the academic year. In cases of non-attendance, AIV status will be removed.

Process for becoming an Open Awards AIV



External Quality Assurance

Once recognised as a centre, Open Awards will allocate a Lead Quality Reviewer (LQR) and/or External Quality Assurer (EQA). This person will complete the following EQA activities:

1. **Annual Quality Assurance Review (Annual compliance monitoring visit)**
2. **External Quality Assurance Review (External Verification visit)**

The LQR/EQA will have on going responsibility for:

- Monitoring the Centre's compliance with the Centre Recognition agreement by reviewing course documentation, meeting managers, tutors, internal moderators, learners and administrative staff
- Identifying any staff development needs
- Through an audit trail ensuring that all procedures are being complied with, and that the award of credit/qualifications to learners is secure
- Authorising Approved Internal Verifiers to sign off the award of credit as appropriate (AIVS)
- Monitoring the work of AIVS to ensure that the award of credit is secure
- Reporting to the Open Awards on all visits/meetings and updating the Quality Improvement Action Plan.
- Externally verifying and confirming the award of credit

1. Annual Quality Assurance Review

As a recognised Centre you have undertaken to meet certain requirements regarding internal quality assurance arrangements as detailed in the **Centre Recognition Application**. Compliance with these requirements will be monitored regularly by your allocated Open Awards Lead Quality Reviewer/External Quality Assurer, who will report on the progress of any agreed actions for quality improvement.

Following the first registration of learners the Lead Quality Reviewer/External Quality Assurer will contact your Centre to arrange a review date. You will be provided with a **Centre Quality Review Planner** to be completed prior to the visit. The focus of this review will be to monitor any areas identified for development in the initial risk assessment process and determine your Annual Risk Rating.

Information that you will receive with this Planner will include:

1. Previous annual quality assurance report showing actions
2. Contacts list

How do I prepare for my Quality Assurance Review Visit?

Prior to the review, you will be asked to send the following documentation with the completed planner to the LQR/ External Quality Assurer by the date requested:

1. Evidence of completed actions
2. Staffing structure
3. Portfolios with assessment and IQA paperwork
4. Course resources
5. New staff CVs
6. IQA sampling strategy
7. Assessment Standardisation arrangements, including copies of SF1 or minutes of standardisation meetings.
8. Amended contacts list (if applicable)
9. Updated policies, procedures, insurance

Quality Improvement Action Plan

Following the annual quality assurance review a quality improvement action plan will be drawn up by the Lead Quality Reviewer/External Quality Assurer. This will identify any areas for improvement that Open Awards requires you to address with allocated responsibility and target dates for completion being clearly identified.

Following this visit, a summative report will be produced for you, which will include any actions required, highlight examples of particular good practice and identify your Annual Risk Rating.

Centres are encouraged to strive for continuous quality improvement and to develop the skills and experience of staff through appropriate training and CPD. Where a Centre is demonstrating a robust internal quality system the frequency of review visits will decrease. Where a Centre is giving cause for concern additional visits may be deemed necessary and Open Awards may impose additional charges. In cases where a Centre is giving serious cause for concern sanctions may be imposed leading to the ultimate withdrawal of Centre Recognition.

2. External Quality Assurance Review

In preparation for your review your Lead Quality Reviewer/External Quality Assurer will supply you with a **Centre Quality Review Planner** for you to complete and return at least one week before the agreed visit date.

You should prepare responses to the following questions:

1. Do the learning outcomes and assessment criteria provide sufficient detail on which to base assessment decisions in the unit(s)? If not, why not?
2. Is the credit value and level of the unit(s) appropriate? If not, why not?
3. Is there evidence of a robust well documented internal moderation system operating across the provision being verified? If not, why not?
4. Is the evidence sampled sufficient, valid and appropriate to support the award of credit. If not, why not?
5. Have there been any borderline cases?

6. Unit specification and agreed assessment strategy for the unit(s) as detailed in the qualification guide complied with? If not, why not?
7. Security arrangements for internal and external assessment for the qualification are appropriate? If not, why not?
8. Any other comments you wish to make about the qualification or the moderation/verification process.

Remote Monitoring

In order to make the best use of quality assurance time/visits and time of centre staff, Lead Quality Reviewers and External Quality Assurers will consider, in conjunction with Open Awards, whether it is appropriate to visit you or carry out the external quality assurance remotely instead.

It may be considered appropriate where:

1. Your centre is inactive
2. The evidence sampled during the previous visit was satisfactory
3. The Lead Quality Reviewer/External Quality Assurer is satisfied with all aspects of the centre operation
4. The claim for the Award of Credit only involves a small number of learners
5. Your centre is in a remote geographic location
6. Your centre has a large throughput of learners and/or roll-on roll-off courses

It may be appropriate to use remote monitoring to confirm that:

- You have implemented the actions/recommendations in your action plan
- Evidence has been assessed, internally quality assured and recorded to Open Awards requirements.

Where remote monitoring is considered appropriate you will be notified of this by your Lead Quality Reviewer/External Quality Assurer

Where remote external verification sampling is to take place, centres must securely package, label and distribute learner evidence and associated documentation/records to their Lead Quality Reviewer/External Quality Assurer by a secure, traceable postal service. Please ensure a return address is also supplied on the package. Likewise when the External Quality Assurer returns the work to the centre, they will do so by a secure, traceable postal service. Centres are expected to bear the cost of any postage incurred.

Lost work - in the event of work being lost in the post between the centre and the Lead Quality Reviewer/External Quality Assurer, Open Awards will take the following action:

- request the centre to make the appropriate investigations with the carrier;
- Request alternative evidence from the centre upon which an assessment decision may be made. If alternative evidence is not available Open Awards may be unable to certificate.

Can we use an E-Portfolio?

Traditionally learner evidence and associated documentation/records have been paper based. However electronic portfolios/record keeping is now being supported. Open Awards accepts and endorses “OneFile” e-portfolio online, paperless, assessment management system and is committed to supporting the use of paperless/online e-portfolio systems provided they are secure, complete (i.e. evidence is clearly cross-referenced to the learning outcomes/assessment criteria and all associated assessment/IV documents and tracking is available) and allow for Lead Quality Reviewer/External Quality Assurer access.

Standardisation

Internal standardisation involves ensuring that, where there is more than one tutor/assessor delivering Open Awards provision or more than one site, internally set tasks and the outcomes of internal assessment are consistent across the range.

It is recommended that internal standardisation meetings include all tutors and internal verifiers concerned and that action plans are produced and followed up.

Internal Standardisation Provides:

- Evidence of consistency and a common understanding of credit value and level
- Opportunities for staff to share good practice in assessment, including writing assignment briefs, benchmarking, evidencing, providing feedback to learners and record keeping
- Opportunities for self-assessment and action planning towards quality improvement.

Samples must include:

- Unit
- Assessment Task
- Learner Work
- Tutor Feedback
- IV Feedback

Internal standardisation events will consider evidence produced in the last year. This will involve a minimum sample of three from every tutor/assessor, representing the full range of provision.

Regional/National Standardisation

Centres are also required to contribute to national standardisation as requested by Open Awards.

Open Awards will hold standardisation events on a rolling basis. External Verifiers will identify samples of learners’ work that they wish to retain for standardisation purposes during external quality assurance reviews. Centres will

need to retain records of the assessment and internal verification process. Centres will be required to contribute to standardisation events.

It is mandatory for centres with Direct Claims Status to have at least one AIV attend at least one of the regional standardisation events during the academic year. In cases of non-attendance, AIV status will be removed.

Evidence for Regional / National Standardisation

For Open Awards standardisation events LQRs/EQAs are responsible for identifying and collecting evidence from Centres. Centres are not required to retain samples of learner evidence.

Open Awards will decide which of these samples to retain for its own use and for national standardisation events.

Please refer to the following link for more information and suggested documentation to support standardisation activities within your [centre](#).

6. Award and Certification

Recommending Learners for Credit

To safeguard the interest of learners and to ensure prompt certification, all results must be verified and uploaded to the secure portal within 3 months of the end date of the course. Where results are not received within this timescale a late fee may be charged and centres will be required to take preventative action.

All results received outside of the timescale will be charged in accordance with our published charge. Please refer to the 'Fees and Charges' section of our [website](#).

Open Awards supports two ways in which credit can be awarded to learners:

- Lead Quality Reviewer/External Quality Assurer, or
- Approved Internal Verifier (Direct Claims Status)

Open Awards uses Direct Entry of Results (DER), which is an online mechanism for claiming credit for your learners. Credits are claimed through the Open Awards Secure Portal. For full guidance on this process please refer to the [Web Portal User Guidance](#).

Tutors are responsible for ensuring the recommendation of award is accurately claimed for each learner. Credit **must only** be recommended when a learner has achieved **all** of the learning outcomes for a unit. If a learner has previously been awarded credit for the unit(s) the unit cannot be re-awarded (Please note; there is no requirement to mark learners as "not achieved" as this will be logged automatically by default)

If a unit is to be exempted for a learner according to guidance provided in the Open Awards RPLA policy the centre should contact Open Awards to discuss.

Internal Verifier/External Verifier Authorisation

The award of credit must be verified by an Open Awards Approved Internal Verifier (AIV) or an Open Awards External Quality Assurer/Lead Quality Reviewer.

If amendments are required they must be organised by the centre. The External Quality Assurer is not authorised to make any amendments once results have been presented to them for verification.

If units have been identified as being exempt for a learner (see Open Awards [Recognition of Prior Learning policy](#) for more information) then any requests made by the centre to exempt units for learners must be checked against this form at the point of verification. The External Verifier/Approved Internal Verifier needs to check that verified copies of the relevant certificate(s) are included in the learner's portfolio. If the relevant certificate is not present in the portfolio, this needs to be raised with

the Tutor before authorisation can take place. If the relevant certificate(s) are present, checks must be made against the Rules of Combination for the identified Qualification on the Learner Past Achievement Form. This should include checking that the Unit being used as an exemption or equivalent is stated as being eligible within the Rules of Combination for the qualification. If the relevant information is not stated within the Rules of Combination, this needs to be raised with the Tutor. If any requests for exemptions have been considered and agreed and all relevant checks have been carried out on the portfolio/evidence results can be authorised by the Approved Internal Verifier/External Verifier and submitted to Open Awards for processing.

Further information on the assessment and quality assurance processes leading up to the recommendation for the award of credit can be found in Section 5.

Amending the Award of Credit

Before claiming award of credit, please check all information is accurate, including the spelling of learners' names. The Administration Contact should contact the appropriate Open Awards team member to discuss any requests for changes. A charge will be applied for amendments made following the award of credit.

Issuing Certificates

Open Awards will issue certificates for learners registered with Open Awards who have successfully completed unit(s), **within 10 working days of receipt of verified results.**

Certificates include:

Ofqual Regulated Qualification	Qualification Certificate Open Awards and Ofqual Logo
Regulated Unit Course	Course certificate with unit transcript Open Awards and Ofqual Logo
Quality Endorsed Course	Course certificate with unit transcript Open Awards Logo
Access to HE Diploma	Access to HE Diploma Qualification Certificate Open Awards and QAA Logo
Badge of Excellence	Certificate of Attendance Open Awards and Badge of Excellence Logo

All certificates will be forwarded to your Centre, via recorded delivery, for the attention of the Administration Contact. Please notify us within 5 working days if you identify any problems with the certificates that you receive.

Once you have checked that all certificates are present and correct, you must confirm receipt within 10 working days. Confirmation of receipt of certificates is completed via the Secure Portal. For full guidance on this process please refer to the "Web Portal User Guidance Document".

Re-issue and Replacement Certificates

A replacement certificate will be issued within 10 working days of receipt of all authenticated claims. A charge will be made for each replacement certificate. Where possible the original certificate(s) must be returned to Open Awards before a replacement can be issued. Please complete the request form, this is available on the 'Provider' section of our website, and upload this to Open Awards via the Secure Portal.

7. Training and Consultancy

Training is important at Open Awards, as we believe that supporting our centres will allow for continued growth and success and supports our mission to support educational achievement for all learners.

We deliver open, in-house and e-learning training opportunities and consultancy services that draw upon both our long history and practical experience in business planning, delivery, assessment and quality assurance. Such services are available to Centres currently offering Open Awards programmes and prospective centres.

Our training and consultancy services are supported by quality assurance systems and delivered by highly experienced practitioners.

We offer a variety of training opportunities, including:

- Administration Training
- Approved Internal Verifier Training
- Delivery and Assessment/Quality Assurance
- Standardisation Training
- Malpractice and Plagiarism Training

We offer Consultancy Services in:

- Business planning and development solutions
- Curriculum planning

Bespoke centre training and national/international training is available upon request.

What are the benefits of our training and consultancy services?

- Our courses are interactive and engaging
- An opportunity to acquire new, modified or refreshed knowledge, behaviours, values and skills
- We offer comprehensive, up-to-date training packs
- All our courses can be tailored and booked to take place at your venue
- Opportunities to share best practice

What our centres say

“Enjoyable sessions with plenty of time to discuss individual issues”
Standardisation Training, 2016

“Really well organised and informative training session. Tutor was excellent; well informed and great delivery style.”
Quality Assurance Training, 2016

“I feel a lot more confident now and look forward to going back and developing plans and activities in a more efficient way. Today really helped and suited my learning needs.”
Delivery and Assessment Training, 2016