



openawards

# **Becoming an Approved Provider**

**GUIDANCE**

**Please note**, this guidance is for providers applying to deliver regulated qualifications or unit courses with Open Awards.

If you are applying to Open Awards to deliver Badge of Excellence courses, or to use Open Awards as an End-point Assessment Services, please see the specific guidance for these products.

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## **Why Choose Open Awards as your Awarding Body?**

Open Awards is an Awarding Organisation approved by Ofqual and an Access Validating Agency approved by the Quality Assurance Agency for Higher Education (QAA). We provide Ofqual regulated qualifications and units across a range of sectors, QAA Access to Higher Education Diplomas and offer bespoke quality endorsed units and flexible learning solutions. We also support the delivery of traineeships and apprenticeships. Our qualifications and units are used across a range of education settings including Further Education, schools, sixth-form colleges, prisons, private training providers and third sector organisations.

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 providers and learners. We know our providers 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.

### **THIS IS WHAT WE DO, BUT IT DOES NOT EXPLAIN WHY WE DO IT.**

At Open Awards, our learners' aspirations are at the heart of what we do. 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.

By reinvesting in our products and services and working closely with our centres and employers, we continually improve our systems and innovate our portfolio of products and services. This flexibility is underpinned by robust quality assurance systems for both our product development and delivery. This enables us to support our centres to deliver the highest quality learning experiences, which have clear routes into meaningful employment and Further Education.



# Our Vision, Mission and Values

## Vision

To Change Lives  
Through Learning

To Support  
Educational  
Achievement  
For All

## Mission

## Values

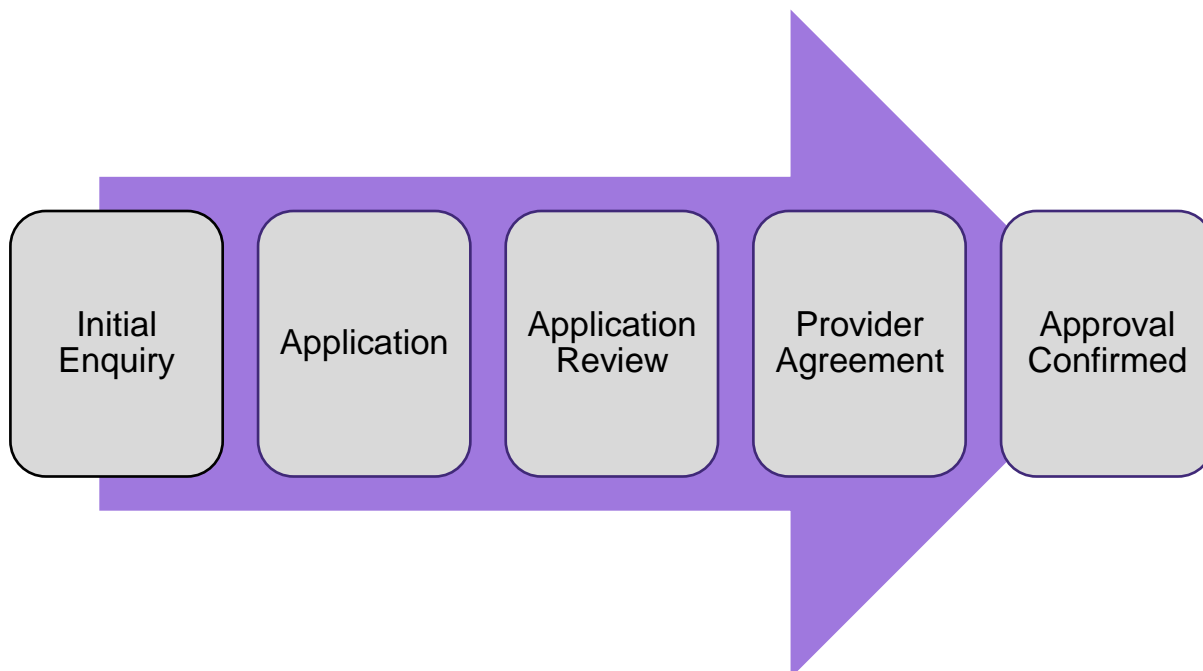
Excellence  
Innovation  
Respect  
Aspiration

Developing Products  
and Services  
Building Relationships  
Increasing Our Voice

## Operational Plan

# How to apply to be an Approved Provider

## Overview

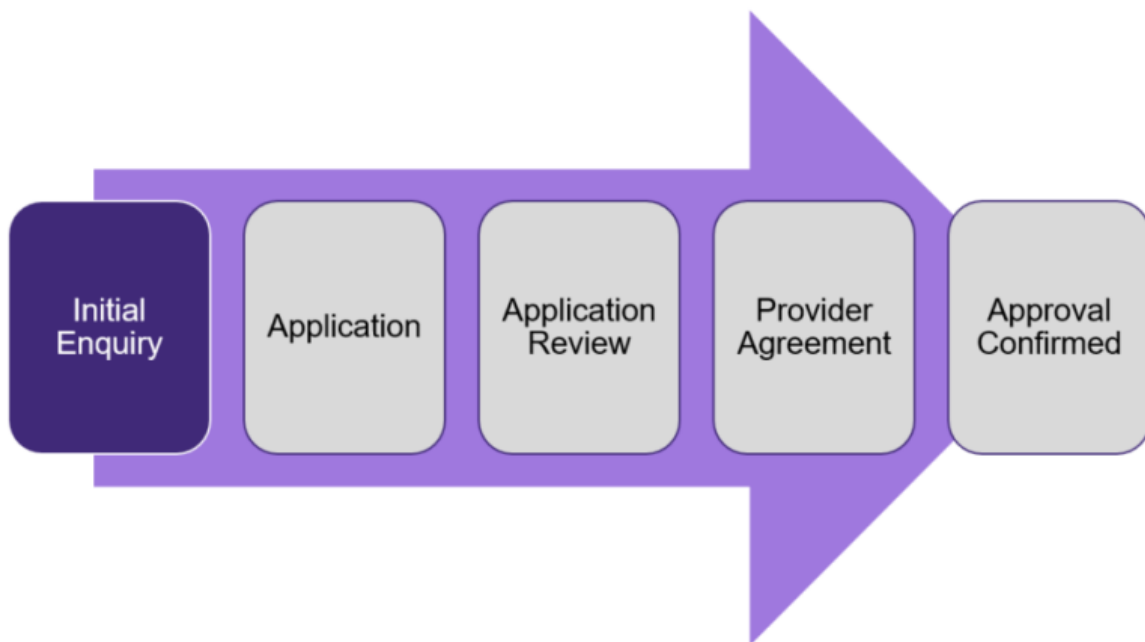


Initial Enquiry	<p>Complete the enquiry form by clicking <a href="#">here</a>.</p> <p>You will be sent an email asking you to login to the Open Awards portal.</p> <p>Once logged in, you will be able to access the application form and let us know which products/ services you are interested in delivering.</p>
Application	<p>A member of the Business Development team will get in touch to talk through the application process and make sure Open Awards qualifications and services are the right option for you.</p> <p>Once you are ready to proceed, you will need to submit your application form, and supporting policies, via the Portal.</p> <p><b>NB. You will be invoiced for the Provider Approval Application Fee at the point of submitting your application. Please see our fees and charges <a href="#">here</a>.</b></p>

<p>Application Review</p>	<p>Your application form and policies will be reviewed by our Business Development team who will create a Provider Improvement Action plan with you.</p> <p>We may ask for further information or additional evidence. You will receive a telephone call from a Business Development Manager to talk this through, as well as an email asking you to login to the Portal to upload any additional information required.</p>
<p>Provider Agreement</p>	<p>Once all the required information has been received and reviewed, and the Provider Improvement Action Plan has been agreed, you will be sent a Provider Agreement to sign.</p> <p>The Provider Agreement outlines the roles and responsibilities of both Open Awards and the provider.</p> <p>You will receive this via EchoSign.</p>
<p>Approval Confirmed</p>	<p>Once the Provider Agreement has been received and the provider approval fee has been paid, you will receive confirmation of being an approved Open Awards provider.</p> <p>You will receive an e-certificate confirming your approval and details of next steps in setting up your curriculum and registering learners.</p>

**Let us look at each of these stages in more detail...**

## Initial Enquiry



To submit an enquiry, please click [here](#).

You will be asked to complete your name, provider name and contact details.

You will also be asked to create a password. You will need to use this to login to the Open Awards Portal.

Once you submit this enquiry, you will be sent an email from [webenquiries@openawards.org.uk](mailto:webenquiries@openawards.org.uk) with the subject line 'Open Awards | Initial Enquiry - Portal Login'.

Please click the green button to proceed to the Open Awards Portal and create your account.



**Please note**, the Open Awards team will **not** receive your contact details until you have completed this step.

By logging into the Open Awards Web Portal you are confirming that you have read, understood and agree to abide by the Terms and Conditions of the service.

[Terms and Conditions](#)

Username:

Password:

Remember me next time.

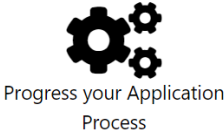
[Create new OR reset password](#)

If you have any problems or questions then please email [webenquiries@openawards.org.uk](mailto:webenquiries@openawards.org.uk)

Version:

Once you have logged into the Portal for the first time, you will be able to tell us which products/ services you are interested in. This will ensure the most appropriate member of the team contact you to talk through your curriculum requirements.

Click on the 'Progress your Application' icon.



Then click on the link for 'Initial Enquiry for {PROVIDER NAME}'

Please click the relevant button, and add any notes if there are specific qualifications you are interested in. Then press 'Submit/ Confirm'.

(Hide)

### Access to Higher Education Diplomas

By clicking this button, you are confirming that you are interested in delivering Access to HE Diplomas with Open Awards. You will be contacted by a member of the Business Development Team who will support you through this process.

Please add any notes you wish in the box below, and click 'Submit' to confirm your interest in Access to HE.

Notes:

**B** *I* U ~~S~~ <sup>X</sup> <sub>X</sub>

Type something 0

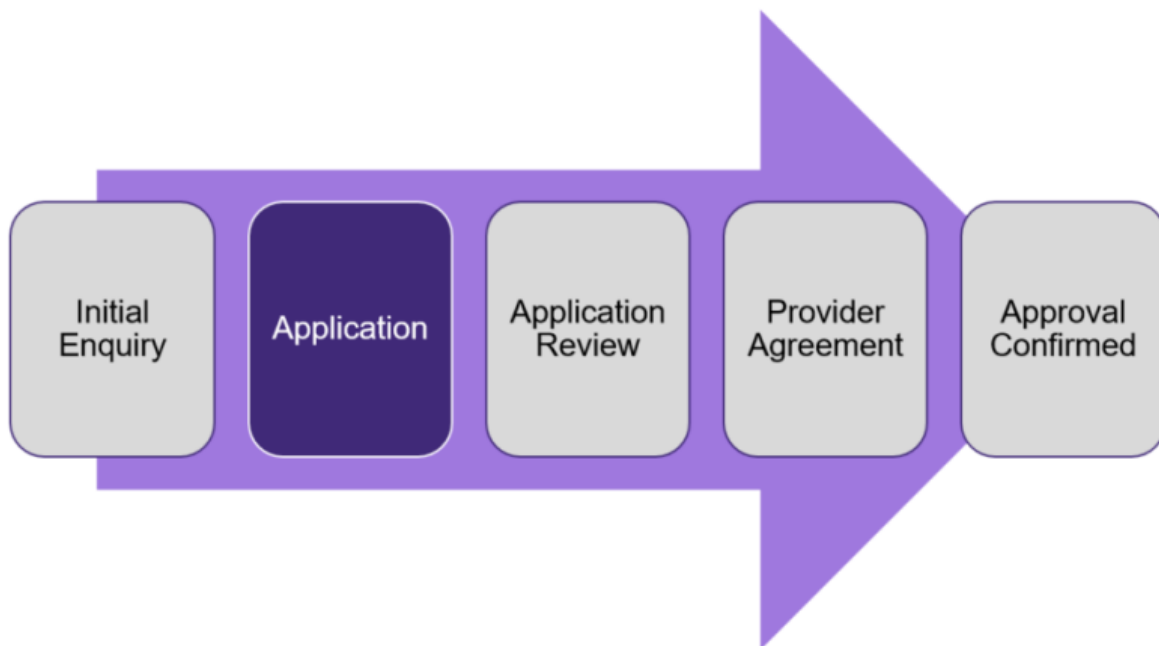
You can choose as many options as appropriate.

As soon as you login to the Portal for the first time, the Business Development team will be notified of your interest in working with Open Awards.

You will be contacted within two working days by a member of the team to talk through your curriculum requirements and how Open Awards can support you.



## Completing your Application



When you are ready to proceed, you will need to upload your completed application form along with supporting policies to the Portal.

The application form is available to download from the Portal and includes the following information:

### **1** Provider Details

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You will need to provide the following key information:

- Company name, number and address
- Any additional delivery sites
- Provider type
- How you heard about Open Awards

## 2 Key Contacts

You will need to provide details of the people who will undertake each of the key roles:

<b>Head of Organisation</b>	<p>The Head of the Organisation, e.g., Chief Executive. This person will:</p> <ul style="list-style-type: none"> <li>act as the ultimate point of accountability for the delivery of Open Awards qualifications</li> </ul>
<b>Provider Contact</b>	<p>This person will be the key contact between the Provider and Open Qualifications. They will:</p> <ul style="list-style-type: none"> <li>be authorised to sign the Provider Agreement</li> <li>commit resources on behalf of the provider</li> </ul>
<b>Curriculum Development Contact</b>	<p>The person with overall responsibility for curriculum planning and development within your provider. This person will:</p> <ul style="list-style-type: none"> <li>ensure that qualifications submitted to Open Awards for approval have been through an internal approval process</li> <li>liaise with the designated Business Development Manager to develop the curriculum at the provider</li> </ul>
<b>Quality Assurance Contact</b>	<p>This person is responsible for:</p> <ul style="list-style-type: none"> <li>maintaining assessment and internal quality assurance processes including internal standardisation</li> <li>liaising with Quality and Standards Advisers and External Quality Assurers as required</li> <li>ensuring the training and updating of staff involved with internal quality systems</li> <li>ensuring the regulations for qualifications are met</li> <li>ensuring that the provider abides by the Open Awards Provider Agreement and associated aspects of regulatory compliance</li> <li>ensuring the provider engages in external standardisation</li> </ul>

<b>Administration Contact</b>	<p>This person is responsible for:</p> <ul style="list-style-type: none"> <li>• Ensuring accurate and prompt completion of administrative forms/ processes</li> <li>• Registering learners within specified time frames</li> <li>• Liaising with Open Awards staff</li> <li>• Ensuring other provider staff have access to necessary documents.</li> <li>• Maintaining accurate records of all course and learner registrations</li> <li>• Ensuring complete and accurate records are retained in accordance with the provider Recognition agreement</li> <li>• Ensuring the distribution of certificates to learners</li> <li>• Monitoring administrative processes and addressing any issue arising</li> <li>• Keeping the password for the Portal secure</li> </ul>
<b>Finance Contact</b>	Person responsible for ensuring timely payment of invoices.
<b>Safeguarding Contact</b>	Person responsible for ensuring that the provider safeguards the interests of learners and staff.

A named individual may perform more than one of the functions listed, although we discourage all functions being taken on by the same one or two individuals. Where an individual is performing multiple roles, we will require information about how any potential or actual internal conflicts of interest are managed.

### 3 Registration Details

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You will need to indicate your intended age group(s) for delivery; anticipated number of learners; and your anticipated start date for delivery.

We appreciate this may change and is only used as an indication of your delivery plans at this stage.

### 4 Qualification/Unit Delivery Intentions

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You will need to indicate which sectors and levels you are planning to deliver. Again, we appreciate this may change and is only used as an indication of your delivery plans at this stage.

**Please note**, if you are planning to deliver Access to Higher Education Diplomas there is a supplementary application form. Please see the Access to HE section below for more information.

## **5 Language Requirements – Qualification Wales Only**

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As Open Awards offers qualifications regulated by Ofqual and Qualification Wales, please use this section to tell us if you have any requirements for guidance and resources in Welsh language.

If you opt for Welsh language delivery, your learner's certificates will also be issued in Welsh language.

Please ensure you have checked the Qualification Wales register or Open Awards qualification guides to check that the qualification you want to deliver is regulated by Qualification Wales and available in Welsh language.

## **6 Certification**

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Open Awards offers e-certificates and printed copies.

E-certificates are made available for you to download and share via the Portal.

Printed certificates will be posted to the address that your provider has registered with Open Awards.

We would encourage all providers to consider opting for e-certificates only as part of our commitment to increasing our sustainability as an organisation. However, we understand the important to some learner groups of receiving printed copies of their certificates.

Please use this section to tell us your certification options.

## **7 Supporting Information**

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Please provide as much detail as you can to support your application. The questions cover:

- Previous experience of delivering qualifications
- Sector experience
- Staffing and resources
- Positive outcomes
- Wider curriculum offer
- Strengths
- Areas of improvement
- Development plans

You will be asked to provide details of assessors and internal verifiers for the qualifications you are planning to deliver with Open Awards.

At the point of application, you are not required to provide evidence to demonstrate their occupational experience or relevant qualifications. However, you may be asked for this at a later stage by the Open Awards quality assurance team.

**Please note**, internal verifiers cannot review their own assessment decisions. Therefore, we will require at least two named individuals at the point of application to cover the roles of assessor and internal verifier.

You will be required to upload the following policies and procedures:

Business	Quality
Complaints	Distribution of certificates for learners
Conflict of Interest	Internal quality assurance and standardisation
Data Protection	Invigilation of controlled assessments (where applicable)
Employers Liability Certificate and Public Liability Certificate (minimum cover £1million)	Learner enquiries, complaints and appeals
Equal Opportunities and Diversity	Malpractice and maladministration
Fire Evacuation	Plagiarism
Health and Safety	Quality assurance course review (monitoring learner progress, review & feedback)
Managing Risks Policy OR risk assessments of specific risks your Organisation faces, e.g. violence at work, service users with challenging behaviours, visitors etc.	Recognition of prior learning
Safeguarding and/or Child Protection	Reasonable adjustments and special considerations
Safer Recruitment and/or Checking for Criminal Records	Student support (advice & guidance, induction, protection of learner interests in event of withdrawal)

Your policies may have alternative names, or they may be combined. Please use the space provided to inform us of this to help your Business Development Manager find the information when reviewing your application.

The Business Development team are available to support you with any policies that you do not currently have. Please contact the team on [enquiries@openawards.org.uk](mailto:enquiries@openawards.org.uk) or 0151 494 2072 before submitting your application to discuss any support you need.

## 8 Additional Information

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This section will ask you to declare any plans for:

- Sub-contracting
- International delivery
- Consortium delivery

Please provide as much detail as you can in this section to avoid any delay to your application.

**Please note**, you are not able to sub-contract any element of the delivery or assessment of Access to HE Diplomas. <sup>a</sup>

## 9 Provider Approval Fee

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At the point of submitting your application form, you will be invoiced for the provider approval fee. Please see our [website](#) for details of all our fees and charges.

**Please note**, this fee is non-rechargeable. This includes if Open Awards rejects your application for any reason.

Therefore, please ensure that you only upload your application form once you have talked your delivery plans through with a member of the Business Development Team and you are sure that you can meet all the requirements outlined in the Provider Handbook and associated policies and procedures. These can be viewed on our website [here](#).

## 10 Declaration

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Once you have completed all the sections of the application form, please complete the declarations and add your signature to confirm your request to apply to Open Awards.

## 11 Notes

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Please use the 'notes' section to tell us anything else about your provider or delivery plans that may support your application.

## Uploading your Application

Once you are ready to apply to Open Awards, you will need to upload your application form via the Portal.

Please login to the Portal using your email address and password.

Click on the 'Progress your Application' icon.



Progress your Application  
Process

Then click on the link for 'Provider Approval for {PROVIDER NAME}'

**Please note**, if you are applying to deliver more than one product e.g. Ofqual regulated qualifications and Access to HE Diplomas, you will see a Provider Approval link for each product.

### ***To upload documents:***

1. Click on the heading '*Documents and Forms*', and then '*Upload Document*' below.
2. Select 'Provider Recognition' from the first dropdown.
3. Select 'Application Form' or 'Policies' from the second dropdown.
4. Click on "Select file..." to pick a file to upload.
5. Click "Upload".

▼ Documents and Forms

▼ ⓘ Upload Document

Pick a document type and sub-type from the drop-down lists and then click 'Browse...' to select a document to upload.

--Document Type--      --Document Sub-type--

Select file...      Upload

No documents or forms to display

Once you have uploaded all of the requested documents, please press the buttons 'All requested policies have been uploaded' and 'completed application form uploaded'.

Use the 'notes' section to tell us anything that you have not included in your application form and then press 'Submit/ Confirm'.

Progress (Steps/Actions)

(Hide) All requested policies have been uploaded Completed application form uploaded

Please click "Submit / Confirm" to confirm that you have uploaded all the policies listed in the Provider Approval Application Form.

Please add any comments to the 'notes' section below.

Notes:

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Type something 0

Submit / Confirm

(There are no steps/actions to display)

You will then need to press the button 'I confirm we wish to proceed with the application' and press 'Submit/ Confirm'.

Progress (Steps/Actions) 2

(Hide) I confirm we wish to proceed with the application

Please click "Submit / Confirm" to confirm that you are ready to proceed with your application.

Please note, that by clicking "Submit / Confirm" you are also confirming that you understand that at this point we will invoice you for your approval application.

Notes:

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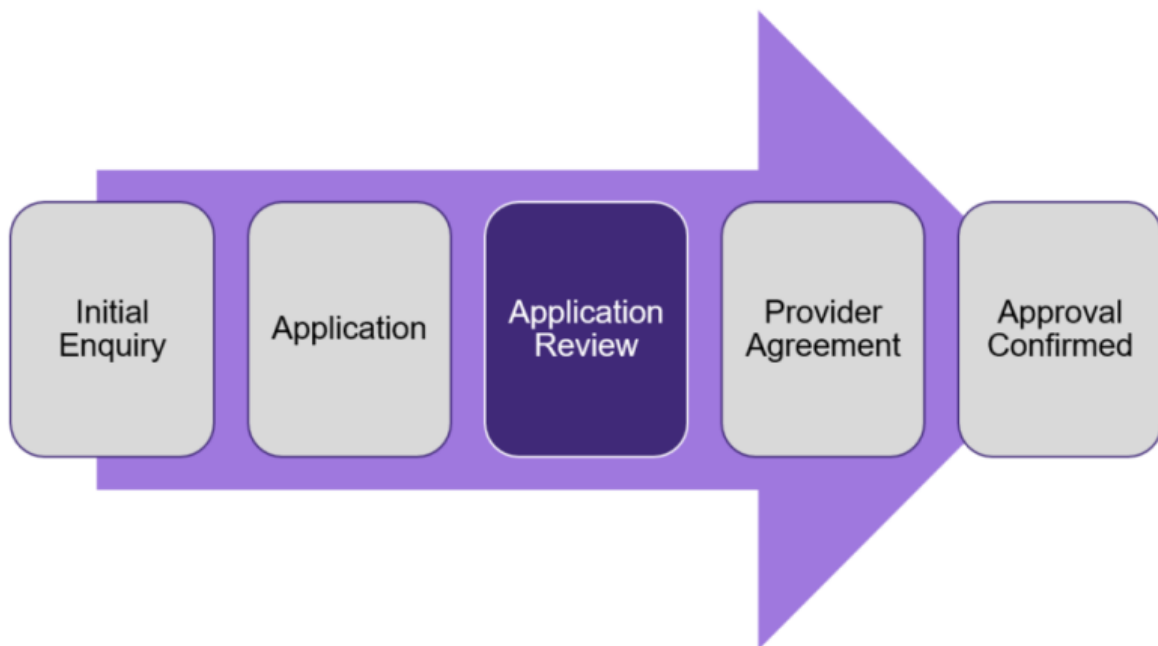
Type something 0

Submit / Confirm

ID	Step/Action	Scheduled	Actual	Status	Notes	Entered
2972635	All requested policies have been uploaded		30/07/2022			30/07/2022
2972636	Completed application form uploaded		30/07/2022			30/07/2022



## Application Review



Your Business Development Manager will be notified when you upload your documents and submit your application.

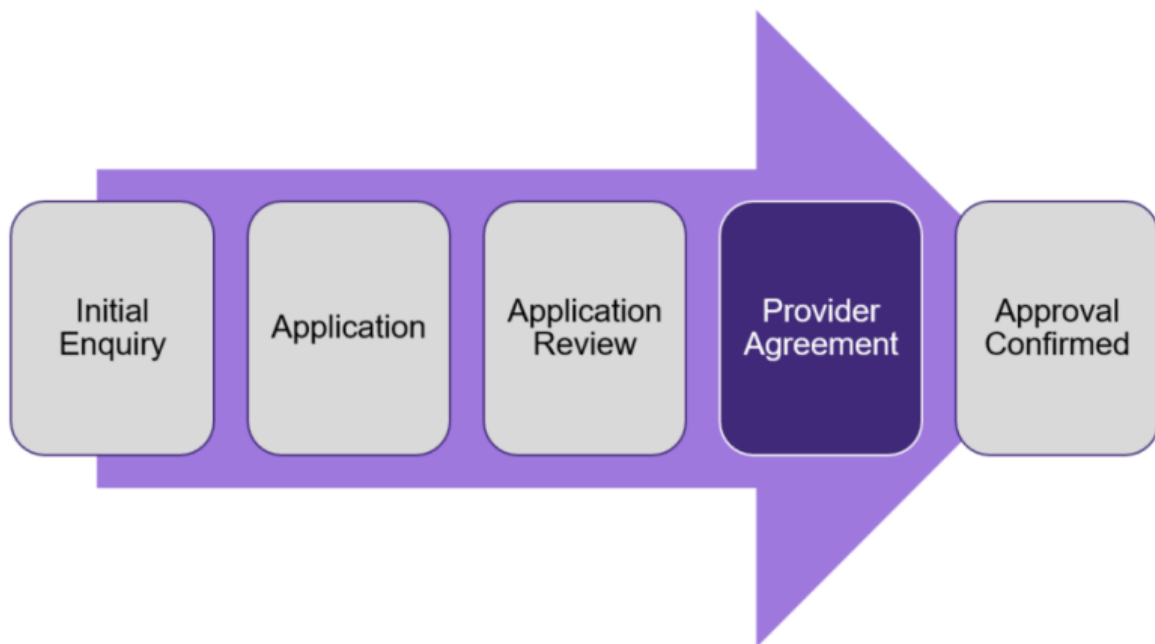
They will review your application within five working days. If they require any additional information, they will normally contact you by telephone to discuss this.

You will also receive an email notifying you of any additional information required. This can be uploaded via the Portal in the same way as your application form.

As part of the review process, your Business Development Manager will create a Provider Improvement Action Plan. They will talk this through with you to agree actions and timescales.

The Provider Improvement Action Plan will be made available to you to view via the Portal and will become the main working document whilst you are working with Open Awards. Actions will be reviewed by the Quality Assurance team as part of your ongoing compliance activities.

## Provider Agreement



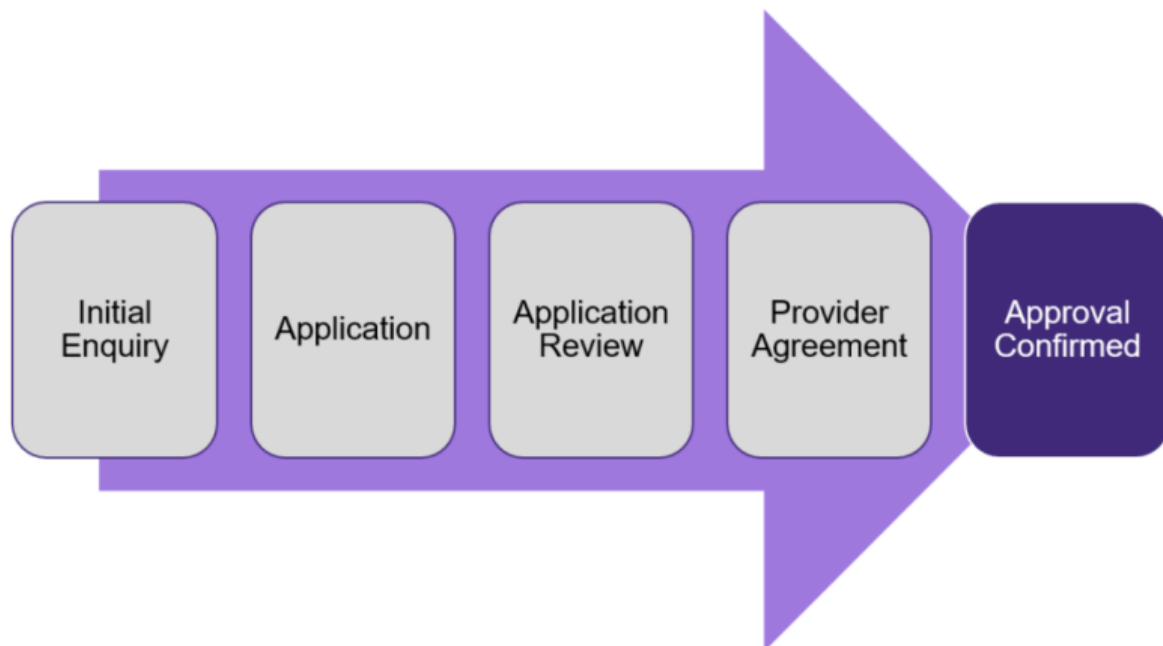
Once your application has been reviewed, your Provider Improvement Action Plan agreed, and the provider approval fee paid, you will be issued with a Provider Agreement to sign. This agreement outlines the roles and responsibilities between Open Awards, as the awarding body, and you as the provider.

Please read this carefully and ensure that you fully understand all requirements. This agreement forms the basis of the ongoing working relationship between the two organisations.

The Provider Agreement will be issued via EchoSign and will go to the person named as the 'Head of Organisation'.

**Please note**, the email from EchoSign can sometimes end up in a junk/spam folder. Therefore, please check these before contacting Open Awards. If you don't receive the Provider Agreement within three working days of being notified of it being issued, please contact the team on [enquiries@openawards.org.uk](mailto:enquiries@openawards.org.uk) or 0151 494 2072.

## Approval Confirmed



Once we have received your signed Provider Agreement, you will receive confirmation of your approval with Open Awards.

You will receive a certificate of approval via the Portal, along with instructions on next steps.

# Access to Higher Education – Supplementary Application

The process to apply to deliver Access to Higher Education Diplomas is exactly the same with two exceptions:

## 1. Supplementary Application Form

In addition to the application form outlined above, you will need to complete the supplementary application form for Access to Higher Education. This includes the following information:

### 1 Centre Details

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It is a requirement of Open Awards license with the Quality Assurance Agency, that only providers whose main and permanent base is in the UK can be approved to deliver Access to Higher Education Diplomas. This section asks you to confirm that you meet this requirement.

### 2 Key Access to HE Contacts

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We require two additional key contacts for providers delivering Access to Higher Education Diplomas:

<b>Access to HE Coordinator</b>	<p>The role of the Access to HE Coordinator is key to the development and delivery of Access courses. This is usually a senior manager with responsibility for all Access to HE provision at your provider. This person will be the first port of call for curriculum or quality assurance information or queries and will be expected to cascade information to colleagues as necessary. Some administration queries will also be directed to this person.</p> <p>The Access to HE Coordinator should be allowed an appropriate amount of time and support to ensure that the following duties relating to the Access to HE Diploma are carried out:</p> <ul style="list-style-type: none"><li>• acting as the main point of contact for Open Awards</li><li>• cascading Open Awards guidance to appropriate staff at the provider</li><li>• providing information, advice and guidance to current and potential learners</li><li>• attending Open Awards activities (e.g.</li></ul>
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	<p>training and briefings)</p> <ul style="list-style-type: none"> <li>• ensuring colleagues attend appropriate Open Awards events</li> <li>• supplying relevant, timely information to Open Awards</li> <li>• ensuring that grades are added to the Markbook in a timely manner</li> <li>• appointing and training tutors and internal verification staff</li> <li>• ensuring compliance with Open Awards policies and procedures</li> <li>• overseeing moderation and compliance reviews carried out by Open Awards</li> <li>• ensuring that actions are completed in a timely manner</li> <li>• publicity and promotion of the Access to HE Diploma</li> <li>• organising the Final Awards Board</li> </ul> <p>The Access to HE Coordinator need not personally carry out all of these duties but must take responsibility for ensuring they are undertaken.</p>
<p><b>Access to HE Administrator</b></p>	<p>Open Awards will direct all administration and course-related queries and information to this contact.</p> <p>They will also be included in some of the curriculum correspondence. You may choose to have more than one administrator (usually for additional Portal accounts) but you must identify a lead contact.</p> <p>Certificates are always sent to this person and the site where the Access to HE Administrator is based as recorded with Open Awards as the correspondence address. Occasionally, the Access to HE Coordinator and Administrator roles are carried out by the same person.</p> <p>A Portal account is allocated to the Access to HE Administrator at your provider. Additional Portal accounts can be provided although care should be taken to ensure that control of learner and course information is monitored centrally. Please note that by logging onto the secure Portal, you are accepting the terms and conditions of use. These terms and conditions can be found on the log in screen when you input your credentials.</p>

### 3 Access to HE Diploma Delivery Intentions

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This section will ask you specifically about the Access to Higher Education Diplomas you are planning on delivering and the staffing, facilities and resources you have in place to meet the requirements outlined in the Diplomas Specification.

You will be required to provide evidence of tutors, assessors and internal verifier's professional competence and subject knowledge as part of the application process.

### 4 Funding

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This section requires you to outline your funding arrangements for your Access to Higher Education provision.

**Please note**, privately financed courses not subject to external inspection will be subject to additional ongoing quality checks from Open Awards.

### 5 Track Record

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This section requires you to outline any previous experience you have of offering Access to Higher Education Diplomas through a different Access Validation Agency (awarding body). Please provide as much detail as you can.

If your organisation has not delivered Access to Higher Education Diplomas previously, please outline how you will ensure you have the required expertise and understanding of both Open Awards and QAA requirements for delivery, assessment and internal quality assurance.

### 6 Supporting Information

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This section asks you to expand on the following:

- Operational management of Access to Higher Education delivery
- Marketing to and recruitment of learners
- Information, advice and guidance
- Admissions process
- Self-evaluation arrangements
- Planned modes of delivery and assessment

## 7 Declaration

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The declaration section includes specific requirements of providers delivering Access to Higher Education Diplomas. Please read the statements A-J carefully and then tick to confirm you understand and agree to adhere to the requirements.

This declaration will be supported by the Provider Agreement that will be issued at the final stage of the Provider Approval Process.

### 2. Access to Higher Education Committee Approval

Once your application has been reviewed and you have agreed a Provider Improvement Action Plan with your Business Development Manager, your application will be referred to Open Awards Access to Higher Education Committee for final approval.

Open Awards will only refer your application if we are recommending it be approved. However, final approval is subject to a decision by the Access to Higher Education Committee.

The Access to HE Committee meet three times per year. Therefore, we encourage you to submit your application to us as early as possible to ensure we can meet any planned delivery start-dates.

If you are planning to start delivery at the beginning of an academic year, your application will need to be presented to the Access to Higher Education Committee meeting in June. Therefore, we would suggest that you submit your application by end April at the latest.

**Please note**, you will not be able to be approved for specific Access to Higher Education Diplomas until after you are an Open Awards approved provider. However, your Business Development Manager will work with you throughout the process to ensure that we can meet your curriculum needs.

Once the Access to HE Committee has approved your application, you will receive confirmation of your status as an approved provider. At this stage, you will receive an e-certificate confirming your approval and an email with full details of next steps.

## Next Steps

Once you are an approved Open Awards provider, you will receive support from across the teams to ensure you get the most out of working with us. Please note the following main contact details and areas of responsibility:

<p><b>Quality Assurance Team</b></p>	<p>This team are responsible for your day-day account management with Open Awards.</p> <p>You will be allocated a Quality and Standards Advisor (QASA) who will contact you to introduce themselves. Your QASA is responsible for providing ongoing support and guidance around delivery, assessment and internal quality assurance of Open Awards qualifications and courses. They will also coordinate your external quality assurance activities.</p> <p>The quality team inbox is monitored Monday-Friday 9am – 5pm (4pm on a Friday). Please contact them on <a href="mailto:quality@openawards.org.uk">quality@openawards.org.uk</a> or call your allocated QASA directly. Their contact details can be found by logging into the Portal.</p>
<p><b>Customer Services</b></p>	<p>This team are your first port of call for all questions/queries relating to working with Open Awards. This includes:</p> <ul style="list-style-type: none"> <li>• Accessing and using the Portal</li> <li>• Accessing and using the XAMS Assessment platform</li> <li>• Setting up courses</li> <li>• Registering learners</li> <li>• Scheduling assessments</li> <li>• Entering results and claiming certificates</li> </ul> <p>The inbox and telephones are monitored Monday-Friday 9am – 5pm (4pm on a Friday).</p> <p>Please call the team on 0151 494 2072 or email on <a href="mailto:customerservices@openawards.org.uk">customerservices@openawards.org.uk</a></p>
<p><b>Curriculum and Business Development</b></p>	<p>This team supported you through the Provider Approval process and will continue to be available to support you with ongoing curriculum planning and growing your delivery as you work with Open Awards.</p> <p>Please contact us via the customer services contact details above.</p>



## Key Contacts and Portal Access

All of the contacts you are provided in your application form will be set-up on the system and, where required by the role, be provided with a login for the Portal.

Please ensure all contacts provided are aware of the need to login to the Portal and contact us on [customerservices@openawards.org.uk](mailto:customerservices@openawards.org.uk) if you have any difficulties logging in.

## Training and Support

As part of your approval with Open Awards, all relevant team members will be able to access the Open Awards Learning Management System for online courses, as well as a range of live training events.

Please visit our website for details on upcoming training and events by clicking [here](#).

To access online courses to support your delivery, assessment and internal quality assurance, you will need to register with Open Awards Learning Management System. This can be accessed via our online learning shop [www.oalearn.org.uk](http://www.oalearn.org.uk).

Your organisation will be issued with a PLUC code. This can be found via the Portal in the 'Documents and Forms' section. There is one code per organisation, which can be used by individuals to access free online courses and webinars.

Any training that has been mandated will be outlined on your Provider Improvement Action Plan. Please remember to retain evidence of completing these courses, as you will be asked for this at your first quality compliance activity.

## Setting Up Qualifications or Courses

Before you start delivering Open Awards qualifications or courses, you will need to submit a request to be approved for each required qualification. This is done via [the Portal](#) by uploading the relevant New Qualification Request Form (NQRF) or New Course Request Form (NCRF).

For more information on how to request approval for qualifications, please see the Provider Handbook available on our [website](#).

## Registering Learners

Once you have set up your qualifications and/ or courses, the next step is to register your learners. Your Administration Contact will be able to do this by creating a new Course Run via the Portal.

There are different timescales for registration depending on the duration of the course:

<b>Short Courses (less than 15 weeks)</b>	Register learners within 25 working days of the start date of the course
<b>Long Courses (15+ weeks)</b>	Register learners within 60 working days of the start date of the course

Please ensure you adhere to these timelines to avoid incurring late charges, and to prevent any delay in external quality assurance activities and certification.

**For more information on delivering qualifications and courses with Open Awards, please view our Provider Handbook or contact your Quality and Standards Advisor on [quality@openawards.org.uk](mailto:quality@openawards.org.uk).**

## Frequently Asked Questions

<p><b>How long will the approval process take?</b></p>	<p>This depends on how ready you are to deliver qualifications and units with Open Awards, and how much support you need at the beginning of the process to ensure you have all the required resources, policies and procedures.</p> <p>The Business Development team will contact you within two working days of receiving your initial enquiry to talk through your curriculum and delivery plans. The team also commit to reviewing your application and supporting documents within five working days of it being uploaded.</p> <p>If you have a specific start-date for delivery, we would encourage you to apply to Open Awards as early as possible to ensure we can work together to meet this.</p>
<p><b>What does the approval process approve us for?</b></p>	<p>The Provider Approval process will approve you as an Open Awards provider. This will enable you to request approval to deliver regulated qualifications within our portfolio.</p> <p>We ask for an overview of your delivery intentions at the point of application to enable us to assess your suitability for approval. However, you will need to apply to add the specific qualifications after the Provider Approval process has been completed.</p>
<p><b>How much does it cost to become an Open Awards provider?</b></p>	<p>There is one-off Provider Approval fee at the point of submitting your application. This fee covers the process of working with a dedicated Business Development Manager to review your application and policies/procedures, and to produce a Provider Improvement Action Plan.</p> <p>Once you are approved, you will be invoiced for the annual fee. This price includes access to the Open Awards Learning Management System for online training; ongoing support from your Quality and Standards Advisor; and external verification of your assessment decisions.</p> <p>The annual fee will be pro rata'd for the academic year depending on when you join Open Awards.</p> <p>All prices can be found in our Pricing Information on our <a href="#">website</a>.</p>

<p><b>Does applying to Open Awards guarantee approval?</b></p>	<p>No.</p> <p>The Provider Approval process includes a robust review of the information provided in your application, alongside a review of your submitted policies and procedures. Open Awards reserves the right to reject your application if there is not sufficient evidence to demonstrate you can meet our policies as outlined in the Provider Handbook.</p> <p>Your dedicated Business Development Manager will work with you throughout the process to ensure you have all the information and support you need to be able to meet the minimum requirements for delivering Open Awards qualifications.</p> <p>If, for any reason, we are unable to approve your application, you will be given detailed feedback on the reasons for this and suggested actions to support you to apply again in the future.</p> <p><b>Please note</b>, the provider approval fee is non-refundable at the point of submitting your application. Therefore, please talk to the team before applying.</p>
<p><b>Who is responsible for reviewing my application and making a decision about approving us as a provider?</b></p>	<p>Your application will be reviewed initially by your dedicated Business Development Manager. They will contact you within two working days of your initial enquiry to introduce themselves and talk you through the process.</p> <p>Depending on any risks identified through the review process, your application may be referred to the Director of Business and Development, or Senior Management Team for approval. If this is the case, you will be notified of this requirement and any potential delay to you receiving an outcome.</p>

<p><b>What policies do I need to upload with my application?</b></p>	<p>The policies and procedures required as part of your application are outlined in the section above here. They are also listed in the application form.</p> <p>They may have a different title or be combined. Please indicate this on your application form to help the team identify the information we are looking for.</p> <p>If you do not have any of these policies, please contact your Business Development Manager for support on <a href="mailto:enquiries@openawards.org.uk">enquiries@openawards.org.uk</a>.</p>
<p><b>Can you provide example policies?</b></p>	<p>Open Awards does not provide example policies or procedures. This is because it is important that any policy adopted by your organisation will work for you in practice and reflects your working practices. However, we can provide support with what we expect to be included as a minimum within the policy. Please contact your Business Development Manager for support on <a href="mailto:enquiries@openawards.org.uk">enquiries@openawards.org.uk</a>.</p>
<p><b>Can you fast track my application?</b></p>	<p>The timescales for approval are dependent on how ready your organisation is to deliver Open Awards qualifications and courses. If you have everything in place at the point of application, the normal turnaround time is two weeks from receiving your application to confirming your approval.</p> <p>This will take longer if there are gaps in the evidence provided or insufficient evidence of your organisation being able to meet Open Awards policies and procedures.</p> <p>If you have a specific start-date for delivery, we would encourage you to speak to the team as early as possible so we can ensure we can meet the timescales you require.</p>

**Can't find the answer to your question? Please contact us on 0151 494 2072 or [enquiries@openawards.org.uk](mailto:enquiries@openawards.org.uk)**