

Centre Quality Assurance Guide

How to get started: Gaining approval

1.1 Centre Approval

1.1.1 What is centre approval?

Centre approval allows us to ensure that you have the necessary policies, procedures and systems in place to assure the quality and integrity of qualifications and programmes you provide to learners.

Gaining centre approval with us involves you providing evidence to us that you can meet our Centre Approval Criteria (Appendix A). The criteria sets out the necessary areas you need to evidence, the potential sources of evidence identified within the criteria are examples and is not intended to be an exhaustive list of evidence.

Our process requires you to be fully aware of the Centre Monitoring Criteria which will be applied on approval. This document is available on our website for download.

Although we take this very seriously we are here to help guide you through the process.

1.1.2 How do I gain centre approval?

Our process starts with you completing the relevant centre application form (QACA) which is available for download on our website or by contacting us and simultaneously applying for one qualification approval.

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1. Fill in the centre approval application form (QACA) and send to us at approvals@fdq.org.uk along with supporting evidence.
 2. We will review your application within 5 days of receipt and we may be in touch if we need to ask you for further information
 3. We will notify you of the outcome which will be either
Visit required or Approval Granted
 4. If a visit is required we will arrange for our Approvals Officer to come and visit you. They will seek evidence during the visit to confirm that the centre approval criteria has been met. The visit should last no longer than half a day but will depend on the level of evidence required at the visit.
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5. Our Approvals Officer will make recommendations to FDQ on the outcome of the visit. These will have been discussed with you at the visit. We will then confirm the outcome with you, which will be one of the following:
Approval Granted, Approval withheld subject to an action plan, Denied *
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6. Once approval is granted we will send you confirmation and access details to our online system within 5 days of FDQ confirmed decision
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1.2 Qualification Approval

1.2.1 What is qualification approval?

Our process starts with you completing the relevant qualification application form (QAQA) which is available for download on our website or by contacting us.

1.2.2 Which qualifications can I gain approval for?

FDQ offer a range of qualifications across the food and drink supply chain, including competency, vocational and compliance qualifications e.g. food safety. Full details of these can be found on our website at www.fdq.org.uk.

1.2.3 How do I gain qualification approval?

Our process starts with you completing the relevant centre application form (QACA) which is available for download on our website. When applying for qualification approval you need to be familiar with the competency requirements set out in the relevant assessment strategy and provide evidence of personnel meeting these requirements.

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1. Fill in the qualification approval application form (QAQA) and send to us at approvals@fdq.org.uk along with supporting evidence.
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2. We will review your application within 5 days of receipt and we may be in touch if we need to ask you for further information
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3. Our Approvals Officer will review your application and make recommendations to FDQ. We will then confirm the outcome with you, which will be one of the following:

Approval Granted, Approval withheld subject to an action plan, Denied *

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4. Once approval is granted we will send you confirmation within 5 days of FDQ confirming the decision
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***Centre and Qualification Approval outcomes:**

Approval Granted

Centres who meet the centre and qualification approval criteria will be granted approval. We will confirm this in writing and in the case of centre approval issue you a certificate of approval for display.

We will allocate you a centre number and send you access details to our online system and allow you to register learners on to qualifications you have been approved for.

Approval Withheld subject to an action plan

Where there has been insufficient evidence to satisfy you have met the necessary requirements of centre or qualification approval we will set you a timed action plan. This will detail the areas you need to develop, the date by which these need to be addressed and any evidence we will require.

Subject to the successful achievement of the action plan we will then grant you approval.

Denied

Where it is clear from the application and visit that you do not have the relevant systems, procedures or policies in place to guarantee the quality and integrity of delivery of qualifications and programmes we will deny you centre or qualification approval.

1.3 How much will it cost?

We remain committed to be as competitive as possible with our pricing and therefore review our charges continually, ensuring you always get the best price from us.

Details of how much it costs to gain centre and/or qualification approval are detailed in Appendix B.

1.4 Guidance and Support

We are keen to support you through this process and are on hand to answer your questions throughout. If you need specific questions answering in relation to your application please contact our offices on 01908 231 062 or contact your Quality Consultant if you have one appointed.

Appendix A Centre Approval Criteria

Organisations that do not have approval to provide FDQ qualifications must apply for Centre Approval (form QACA) and Qualification Approval (form QAQA) simultaneously.

The current versions of forms QACA and QAQA are available for download from www.fdq.org.uk

Centre Approval Criteria

The following table sets out the criteria for approving centres to provide FDQ qualifications, and identifies potential sources of evidence for meeting the criteria. The potential sources identified are examples and is not intended to be an exhaustive list of evidence.

Criteria	Reference to FDQ application for centre approval (form QACA)	Potential sources of evidence from centre
The Centre has.....		
1. provided all necessary information and has named a centre Main Contact	Section 1	<ul style="list-style-type: none"> ➤ Completed all relevant parts of QACA Section 1 which apply to the centre ➤ Identified and named the accountable person as Main Contact
2. declared any centre approval from other Awarding Organisations including withdrawn approvals	Section 2	<ul style="list-style-type: none"> ➤ Completed all relevant parts of QACA Section 2 which apply to the centre ➤ Copies of last two External Quality Assurance reports from each Awarding Organisation
3. arrangements in place to ensure learners have a safe and managed environment for the provision of qualifications	Section 3.1, 4.1	<ul style="list-style-type: none"> ➤ Documented policy and procedures for Health and Safety
4. arrangements in place to ensure learners have equality of opportunity and fair treatment in the provision of qualifications	Section 3.2, 4.1 Section 3.5, 4.2 Section 3.7, 5.4	<ul style="list-style-type: none"> ➤ Documented policy and procedures for Equality of Opportunity and Diversity ➤ An Access to Assessment or Fair Process procedure ➤ A Complaints procedure
5. arrangements in place for obtaining as required; either Unique Learner Numbers (ULNs)	Section 3.3, 3.4, 5.1	<ul style="list-style-type: none"> ➤ Documented policy and procedures for obtaining ULN/SCN/learner records or plans as necessary for centre

or Scottish Candidate Numbers (SCNs) or learner records/plans		to meet regulatory requirements
6. arrangements in place for the induction of learners and the Recognition of Prior Learning (RPL) or Accreditation of Prior Learning (APL)	Section 3.4, 4.4, 5.2 Section 5.2 Section 4.5, 5.3	<ul style="list-style-type: none"> ➤ Documented policy and procedures for Learner Induction ➤ Initial assessment procedures ➤ Procedures for managing and using learning records/plans ➤ Withdrawal from Awarding Organisation policy and procedure
7. arrangements in place for providing assessment of units and/or examination, and their internal quality assurance	Section 3.5, 4.2, 5.6 Section 3.6, 4.3 Section 3.7, 5.4 Section 3.8, 4.4, 5.6 Section 3.9, 5.5	<ul style="list-style-type: none"> ➤ Documented policy and procedures for assessment and/or examination of learners ➤ Documented policy and procedures for the internal quality assurance of assessment and/or examination ➤ A malpractice and maladministration policy ➤ An Appeals procedure ➤ Procedures for determining and applying; exemptions, proxies, reasonable adjustments, special considerations ➤ System for tracking and recording learner progress
8. secure arrangements for managing learner records, examinations and the transmission of claims for learner achievement	Section 3.4, 4.5, 5.3 Section 3.10, 4.6	<ul style="list-style-type: none"> ➤ Documented procedures for access/use of learner records ➤ Documented procedures for ensuring security in examinations, sending and receiving documentation
9. the personnel resources in place to provide qualifications	Section 4.7 Section 6.5 Section 6.5 Section 4.8	<ul style="list-style-type: none"> ➤ An organisational chart ➤ Role/job descriptions/specifications ➤ CVs and certificates of personnel ➤ Procedures for informing FDQ of Personnel changes
10. the physical resources and arrangements in place to provide qualifications	Section 4.9 Section 4.9 Section 4.10 Section 4.10	<ul style="list-style-type: none"> ➤ Facilities and equipment for the administration of qualifications ➤ Facilities, tools and equipment required to meet the assessment needs of qualifications

	Section 4.8	<ul style="list-style-type: none"> ➤ Details of satellite sites for assessment/examination ➤ Details of subcontract or partnering arrangements ➤ Procedures for informing FDQ of Centre changes
11. the arrangements in place to monitor performance and drive improvement in the provision of qualifications	Section 6.1, 6.2, 6.3 Section 6.4 Section 6.5 Section 6.6	<ul style="list-style-type: none"> ➤ Documented policy and procedures for Quality Improvement ➤ Procedures for monitoring personnel performance and appraisal ➤ Procedures for the identification and recording of personnel training and development needs ➤ Continuing Professional Development (CPD) procedures and records
12. given FDQ and the qualifications regulators permission to provide access to facilities, personnel and records for external quality monitoring	Section 7	<ul style="list-style-type: none"> ➤ Completion and sign off of QACA

Appendix B Charges

	Price	Description
Centre approval	£600 - £1000	Prices depend on how much support is needed to gain approval including; <ul style="list-style-type: none"> - reviewing your application, - 1 visit if required and - 2 qualification approvals.
Re-approval for lapsed centres	£350	Lapsed FDQ centres within the last 2years
Additional visits to gain approval	£350	If more than 1 visit is required to gain approval
Qualification approval	£150 per qualification £600 for 4+ qualifications	One qualification includes the Award/Certificate/Diploma where available

Charges as of January 2018