

# Becoming a centre with QNUK



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## The application process

The centre application couldn't be easier but it also helps us to ensure we undertake the necessary checks on your centre, your staff and the qualifications you want to offer.

Step 1: Login to our system at [MyQNUK.co.uk/?register](https://MyQNUK.co.uk/?register)

Step 2: Enter your company details

Step 3: Upload policies – free templates available

Step 4: Read and sign the centre agreement if you are happy with it

Step 5: Submit your centre application and pay the application fee

Step 6: Upload trainers and IQA details

Step 7: Register for qualifications

## Centre application

Once you have logged into our system you will need to answer a range of questions about your centre. Don't worry, you don't need to have physical training premises\* but you will need to tell us who does what in your business and how we and learners can contact you.

We will also ask you to upload a range of policies. These help to protect the interests of learners and enable you to ensure we are able to maintain our compliance with regulatory requirements.

Once your head of centre has signed the centre agreement you will be able to submit this part of your application. Our accounts team will be notified and will raise an invoice for the appropriate fee. This is payable on receipt.

Next, you can move to registering your teaching, assessing and internal quality assurance staff (IQA).

\* excludes certain qualifications for example SIA licence linked



## Teaching, assessing and IQAs registration

Registering your trainers, assessors and IQAs is as easy as ABC, first you need to check that your staff have the competence to offer our qualifications. These requirements can be found in our delivery resource requirements brochure.

To register a member of staff, you will of course need their permission, visit [MyQNUK.co.uk](http://MyQNUK.co.uk), go to “our staff” and click to “add Staff”.

Add a username and password, and then you can upload copies of their certificates, CV and any other supporting information to show that your centre has the right staff, with the right level of competence.

Don't worry if you have more than one trainer and one IQA, you can add more later if needed. These first four members of staff are included in the application fee.

## Qualification registration

Most training businesses want to offer a wide portfolio of qualifications, however for the majority of providers, they only ever deliver 4 different types of qualifications.

As a centre needs occupationally competent staff, including IQAs for each qualification and evidence of continuing professional development, the more qualifications you take on, the greater burden you will be under.

So, to start, it's best to stick with the qualifications you are likely to sell most of. As your business develops you can add more.

We provide you with access to your first four qualifications for free <sup>1</sup>

<sup>1</sup> excludes certain qualifications for example SIA licence linked

## Qualification approval

Once we have checked your trainers, assessors and IQA competence, and any required resources, our EQA team will arrange a standardisation meeting where we can ensure your IQA and if possible, your teaching and assessing staff are aware of the requirements of the qualification. Your IQA will filter this information down and check that the requirements are being met.





## Promoting your courses

To help grow your business, and maintain the integrity of regulated qualifications, it is important that you promote them responsibly.

Of course, you also need to build your own brand, so, we have produced marketing materials for our most popular qualifications. These are free to download and tailor to your company brand, or of course, feel free to design your own.

## Running your first course

Now that you have your trainers in place, your resources are ready and your learners are ready to learn. The qualification delivery is very straightforward.

1. Enrol learners
2. Deliver the learners with plenty of formative assessment
3. Assess learners
4. Collate results and complete the assessment evidence paperwork
5. Upload course and paperwork for verification
6. Receive and then send certificates to learners

We will quality assure your first courses to ensure you fully understand each of our requirements.



## Achieving Direct Claims Status

Direct claims status or DCS is awarded to those centres that have consistently demonstrated high standards of promotion, delivery, assessment and verification of our qualifications<sup>¶</sup>

### How do you achieve direct claims status?

To achieve direct claims status, we need to be reassured that you are able to maintain the quality of our qualifications. This quality follows the whole learner journey. This includes:

- Registering learners
- Effective teaching and learning
- Valid, consistent assessment decisions
- Quality assurance of assessment

#### ***Registering learners***

It is important that learners undertake the correct programme. A centre must ensure that they correctly advertise qualifications. We have produced guidance on this in our centre approval manual.

We will be looking to satisfy ourselves that you are responsibly promoting our qualifications, in line with our guidance.

#### ***Effective teaching and learning***

The first step in demonstrating effective teaching and learning is demonstrating competence in teaching and assessing and the subjects that your staff are offering.

These qualifications, along with documented, verifiable experience should be uploaded to each delivery staff's profile. We also require centres to confirm that they have the correct equipment to deliver each qualification. This equipment will be checked as part of our verification activities.

#### ***Valid and consistent assessment decisions***

It is paramount that assessment decisions are consistent. In essence, a learner undertaking a qualification at one end of the country, with one training provider, should be assessed to the same standard.

We will observe these assessments and check paperwork. Once we are satisfied that assessment decisions are consistent we can move you towards direct claims status

#### ***Quality assurance of assessment***

As awarding organisation, we have various regulatory requirements. As a centre, you will have to agree to work in a manner that ensures we are able to meet these regulatory requirements. Of course, we need to ensure that your internal quality assurance is in place, effective and maintains the standards required by us and the regulators.

<sup>¶</sup> Some qualifications are not appropriate for DCS



Direct claims status is only achieved when the highest levels of quality assurance and standardisation have been achieved.

### DCS for different qualifications

As each qualification is different, we need to award DCS based on each qualification. To reduce burden on you as a centre, we group relevant qualifications together. For example, if you have assessed a level 1 Health and Safety in the Workplace (RQF), we will provide DCS for the Level 2 Health and Safety in the workplace and other health and safety qualifications, solely assessed by MCQs.

### Review of DCS

Maintaining quality is just as important years after being approved as it is when achieving your approval and original DCS. Therefore, we will review our DCS decision after 4 months. If everything is being maintained, we will consider extending it for a longer period.

If a centres quality has dropped it maybe that they fall into “sanctions”. These sanctions vary from having an action plan of improvements which our EQA team can support you with, through to the removal of your centre status.

Naturally, the removal of a centre’s status only occurs where the centre is continually failing to meet our quality requirements.

## Growing and expanding your business

Not everybody wants a large training business, but in a faster paced, changing world, your business either needs to continually change or grow, or it will be a dying business.

Qualifications Network has a vested interest in your business, as you grow, we grow. We know it is our responsibility to provide fit-for-purpose qualifications for every new generation of learners. We know the benefit of providing centres with CPD as well as resources to promote their courses.

We don’t believe in customers and suppliers; we work with partners and in win-win manner. You offer our qualifications in a responsible manner with integrity and we’ll continue to provide goods and services for your benefit and the benefit of your learners.



**“QNUK has been the ideal Awarding Organisation to grow my business with”**

## Frequently asked questions

### *Is my centre guaranteed to be approved?*

No. As a smaller awarding organisation we are more selective about who we want offering our qualifications. Higher risk centres may well be great training providers, however the risk they bring may put excessive demands on our quality assurance resources.

We currently approve about 80% of applicants.

### *Are application fees refundable?*

No. Our EQA team undertakes a number of checks when approving centres. This can be incredibly time consuming and there are costs associated with some of the checks that we occasionally perform.

### *Why may my centre not be approved?*

We generally will not approve centres that are a significant high risk to us. There are a range of factors that contribute to the risk of a centre, some of these factors may be acceptable to other AOs. These include:

- The qualifications and experience of staff
- The history of the centre
- The financial standing of the business
- The seriousness of any previous history of malpractice or maladministration
- Failing to provide information or providing incorrect information during the application
- The reputation of the business and its staff
- The range of qualifications the centre is offering or is looking to offer

Our EQA team uses a range of information to build the picture of the centre, of course if a centre has little information available it makes it more difficult for them to undertake their due diligence. So, the more visible you are to potential learners and customers, the easier our checks.

### *Will I be told why I haven't been approved?*

We don't provide specific feedback for each application as it is important that we judge every application based on its own genuine merits.

### *Who is the head of centre?*

Being able to offer regulated qualifications comes with a lot of responsibility, on occasion failing to uphold the integrity of the qualification would mean the centre losing their approval which could have a major impact on the business.

The head of centre is the key person in the business who should have full oversight and awareness of the risk to what may be their business. The head of centre is typically the CEO, business owner, College Principal or School head teacher. They may not have day-to-day contact with QNUK but they should be aware if their centre is failing.

### *Who is a main contact?*

We love the relationships we build with centres and the main contact at your centre is going to be the person we communicate most with. They need full reign in your business to oversee the registration of learners, pass down communications to assessors, IQAs and other staff and to keep everyone informed of developments that affect your centre.

In smaller centres this is often the business owner however it may also be a full-time administrator.

### *What is an exams officer?*



An exams officer is typically an administration role. This person is responsible for correctly registering courses and learners, accessing and sending out assessment documents, learner resources etc. Finally, they are responsible for accurately recording learner's assessment results on our system.

*Is an exams officer the same as an assessor?*

No, an assessor is the occupationally competent individual that assesses learners against provided criteria. They are typically in the classroom or learner's workplace undertaking exams and assessments.

An exams officer is not involved in assessing learners, unless they are also an assessor. Their role is to upload learners and their results to our centre support portal; MyQNUK.

*How much does it cost to add additional trainers, assessors and IQAs to my centre?*

As each new trainer added needs to be checked, there is an administration fee to add new trainers, on occasion a trainer may not have the normally recognised qualifications and evidence of experience and additional checks are required.

The fee for a trainer registration can be found on our fees list at [Qualifications-Network.co.uk/fees](https://www.qualifications-network.co.uk/fees)

*How much does it cost to add new qualifications to my centre?*

The fee for each new qualification to be added to your centre can be found at [Qualifications-Network.co.uk/fees](https://www.qualifications-network.co.uk/fees)

*Are qualifications removed from my centre?*

The more qualifications a centre has, the higher their risk profile will be, particularly if they never offer these qualifications. We therefore reserved the right to remove qualifications if they have not been delivered for a period of 12 months, or 6 months in relation to high-risk qualifications.

*Is there a fee to renew my centre?*

Yes, like most AOs there is an annual fee to renew your approval with us. This ensures we are both happy in continuing the relationship.

The annual fee is available at [Qualifications-Network.co.uk/fees](https://www.qualifications-network.co.uk/fees), please note, the annual fee is reduced by the amount you have spent in the previous year on learner registrations to a maximum of £250.

