



## Centre Approval Guide

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## About Industry Qualifications

Industry Qualifications' (IQ) founding principle is to provide qualifications that are responsive to the needs of the vocational sector to ensure that learners are provided with a learning experience relevant to their industry. We aim to provide qualifications that are valued and recognised as being best in class by ensuring the highest levels of assessment integrity and customer service. We are approved by UK's regulators of qualifications: Ofqual, CCEA, Qualification Wales and SQA Accreditation.

## The IQ Group

IQ Group of Companies seek to provide an internationally recognised mark of quality assurance for skills, management systems, products and services. IQ promotes quality, partnership and integrity through its group of companies spanning education, professional membership and standards certification markets. Our focus is on high growth, highly specialised sectors with potential for international growth.

## Contact Us

We are here to help if you need further guidance with our requirements. Please get in touch with IQ's Customer Service team at

**Email :** [info@industryqualifications.org.uk](mailto:info@industryqualifications.org.uk)

**Main Phone Switchboard:** +44 (0) 1952 457 452

**Fax:** +44 (0) 843 211 1067

### Head Office Address:

Coppice House,

Halesfield 7

Telford

Shropshire

TF7 4NA

## Requirements for all centres seeking approval

Organisations wishing to become IQ accredited centres must demonstrate how they will operate in accordance to the requirements set out in the IQ QMS Centre Guide (IQA/0.1/001) and any qualification specific requirements as stated within the qualification specification they are seeking approval to deliver; e.g. tutor and centre requirements.

To become an IQ Accredited Centre, prospective centres usually submit a completed:

- IQ Centre Approval Form IQA/0.9/001,

and a relevant qualification approval form:

- IQ Regulated Qualification Approval Form IQA/0.9/002, or
- IQ Business Case IQA/0.3/006 and IQ Customised Qualification Form IQA/0.3/008

These forms and guides can be obtained from the IQ website at [www.industryqualifications.org.uk/centre-portal/approvals](http://www.industryqualifications.org.uk/centre-portal/approvals) and must be submitted to [info@industryqualifications.org.uk](mailto:info@industryqualifications.org.uk) for consideration.

The IQ Centre Approval Form is an important form and creates an agreement between IQ and the centre. Completion requires the following information:

- Centre Details and Information
- Qualification Approval
- Centre Resources
- Quality Assurance
- Learner Support
- List of Centre Administration Staff
- List of Centre Assessors/Trainers
- List of Centre's Internal Verifier (at least 1 per centre)

In addition to completing these forms, the centre must also provide the following:

- Relevant Qualification Approval Form,
- Legible copies of CVs and relevant certificates for centre personnel,
- Copies of relevant company policies and procedures stated in the centre approval form; where IQ's policies and procedures are not being used,
- Employment and Public Liability Insurance,
- The 2 most recent EV reports from another awarding organisation (if available),
- Evidence of training / assessment rooms, and other physical / technical resources required to deliver the qualifications requested.

The form must be signed by the Head of Centre; who is the individual responsible for:

- Overall governance of the centre;
- Ensure effective operation of required systems;
- Implementing, monitoring and reviewing procedures;
- Identifying future resource and development needs;
- Liaising with IQ's Quality Assurance team and the External Verifier (EV).

In some cases, IQ may decide seek financial guarantors for the centre.

The centre must adhere to the quality assurance procedures and ensure that the requirements as set out in those procedures are maintained. The accredited centre will be asked to demonstrate that they have effective quality assurance and control systems in place to monitor and review the IQ accredited qualifications.

In addition, IQ will conduct checks to assess whether centres have:

- Adequate financial and technical resources;
- A workforce (including managerial resources) of an appropriate size and competence;
- Senior officers and directors that are of good standing.

For further details of these requirements, please see IQ's Centre QMS Guide (IQA/0.1/001).

IQ will acknowledge the receipt of your centre approval application within 2 working days, and aim to arrive at a decision within 10 working days of receipt of your application.

## Customised Qualification Approval

If the centre is also applying for approval of a customised qualification, a completed Customised Qualification Business Case IQA/0.3/006 and Customised Qualification Form IQA/0.3/008 is required. Upon receipt, IQ will discuss any relevant detail with the nominated representative, and provide an indicative quote for the development of the customised qualification(s).

Please note that meeting the centre recognition criteria may not always result in the approval or progress of your customised qualification and vice versa. Prospective centres are required to undertake centre approval **prior** to accepting a quote to develop customised qualifications with IQ to ensure that it is able to meet the quality assurance requirements to deliver qualifications developed.

For further information about developing customised qualifications with IQ, please see the section on Developing a Qualification with IQ at [www.industryqualifications.org.uk/qualifications/developing-a-qualification-with-us](http://www.industryqualifications.org.uk/qualifications/developing-a-qualification-with-us)

## International Centres

IQ welcomes applications from international centres, however we will assess on a case by case basis whether it would be practicable for us to accredit centres in a specific region for the qualifications applied for. Fees for the approval of international centres differ. For more information, please contact the IQ Business Development Team at [info@industryqualifications.org.uk](mailto:info@industryqualifications.org.uk).

## Quality Hub Centres

Quality Hub Centres are approved to work with other centres (satellite centres) to quality assure the delivery and assessment of IQ qualifications. The Quality Hub remains responsible for any issues of quality assurance arising at the satellite centre. IQ will not normally consider applications to become a quality hub centre without a proven track record of running IQ qualifications.

For more information, please see [www.industryqualifications.org.uk/centre-portal/hub-satellite-centres](http://www.industryqualifications.org.uk/centre-portal/hub-satellite-centres), or contact the IQ Business Development Team at [info@industryqualifications.org.uk](mailto:info@industryqualifications.org.uk).

## Extending your centre approval scope with IQ

Should the centre wish to apply for new qualifications after the initial approval, an IQ Regulated Qualification Approval Form IQA/0.9/002 will need to be completed and submitted to IQ ([info@industryqualifications.org.uk](mailto:info@industryqualifications.org.uk)) for review along with supporting CVs, Certificates and CPD documentation.

If a qualification request falls within the scope of qualifications already approved by IQ against your centre and we have been able to check previously that your centre has all the necessary resources available to support delivery of this qualification, then we will process your request free of charge.

If this new qualification requires additional centre resources that were not checked at the time of a previous visit/approval, then we may need to arrange a visit to your centre to confirm that you have adequate resources available to support delivery. The cost of this will be the same as a standard external verifier visit, as outlined in our IQ Price Guide. You will always be contacted to confirm you are happy to proceed with the applicable fees before we make an accreditation visit. Please note that the cost of this visit is non-refundable regardless of whether your application is approved or declined.

## Approval Decisions

On receiving the forms and supporting documentation, IQ's Approval team will review the submission information contained in the forms. If you have not provided enough evidence to support your centre approval application for consideration by the centre approval panel, we will be in touch to request further information and will reconsider your application when further information is submitted. We will not progress your application further until such time the information is provided.

Once reviewed and processed, the approval is validated by IQ's Centre Approval Panel.

There are 5 possible outcomes arising out of a consideration by the approval panel:

1. Centre approval status is granted;
2. Centre approval status is dependent upon the receipt of further clarification or outstanding action points;
3. Centre approval status is granted pending development and confirmation that centre meets the criteria set out in a customised qualification;
4. A centre approval visit is required prior to granting approval. Please note that a further external visit fee is chargeable in line with the IQ Price Guide, and you will be advised by the approvals team if this is the case. *NB: A centre approval visit is always required prior to approval for a number of sectors; requirements of this nature will be advised to you when you apply for approval;*
5. Your centre approval application is rejected as IQ feel that concerns held about your centre cannot be addressed at this time, e.g. if forged documents have been supplied.

Following decision 1-4, if applicable, an invoice for centre approval and any associated visit fees will be issued. Once IQ confirms payment of this invoice, the centre will also receive access to IQR (IQ's registration and certification system) and IQ's Centre Guidance Portal (which contains all relevant and required centre and qualification information and documents). This will enable the centre to register learners and commence qualification delivery.

**In all cases, learner certificates will not be issued until after a visit to the centre has been conducted by an IQ External Verifier.**

## Reviewing our approval decision

Centre approval decisions cannot be appealed, although you may request a review of IQ's decision by the Senior Management Team. Upon review, IQ's centre approval decision is final. Prospective centres that have been declined are advised to apply again after a period of 12 months, and only when they have met the centre recognition criteria in full.

**IQ Centre Approval Flow Chart**

