



## **Procedure for the recognition and monitoring of centres**

### **Recognition of centres**

Centres are required to complete the centre recognition form which is sent to the Administration Executive. The Administration Executive will check that all the required information and evidence has been included as detailed below.

#### **1. Single point of contact for the centre**

The Centre Contact acts as the main point of contact between NALP, the centre and the external moderators. S/he must ensure that the qualification is being run in accordance with the programme agreed with NALP, and that NALP are informed of any changes in staffing, facilities or accommodation. The Centre Contact should liaise with the Administration Executive at NALP and provide the information required.

The Centre Contact must also ensure that all personnel involved in the conduct of the examinations (eg Invigilators, exams officers) are appropriately trained, have access to the appropriate information, and meet to monitor the conduct of assessments before and after an examination session.

Evidence required will include details of job roles, name of person allocated this role and indication of experience and skills that qualify them for this role..

#### **2. Staff roles necessary to support valid and reliable assessment**

NALP require the following roles to be evidenced by the centre to ensure that the centre can conduct assessments appropriately.

Invigilators: these people should be identified by the centre as being appropriate to invigilate an examination and have no personal connection with any of the learners involved in the examination to ensure impartiality.

Examinations officer or equivalent: the role of the examinations officer (who may be the Centre Contact) is to ensure the safe receipt, storage and return of examination scripts.

Evidence required will include details of job roles, name of person allocated the roles above and indication of experience and skills that qualify them for this role.

#### **3. Evidence of necessary resources and systems in place to support the assessment process**

Evidence to support this should include the allocation of the resources and facilities available for the assessment of the units and qualifications offered.

Evidence required will include details of resources including the number and types of rooms suitable for the conduct of external assessments.

**4. Recording Recognised Prior Learning (RPL)**

The processes used in the centre to record Recognised Prior Learning (RPL). This is also known as APL (accredited prior learning) and the centre should have a system in place for recording any potential claims that learners may have for prior recognition. Where such instances occur, centres will need to inform NALP as soon as possible, providing evidence of the achievement (either in the form of a certificate or detail of the course content and assessment). NALP will then assess whether the learner has a legitimate claim for RPL on a case by case basis and inform the centre of the outcome accordingly.

Evidence required will be details of any initial or formative assessment functions currently carried out by the system plus a commitment to adhere to NALP policies governing RPL.

**5. Providing a Unique Learner Number (ULN)**

Centres have a responsibility to access the learner database on behalf of the learner to obtain a ULN. In order for a ULN to be generated, centres will be required to provide the:

- Candidate name
- Date of birth
- Postcode

Evidence will be in the form of a commitment to pass on any ULNs of learners at the centre to NALP for use within NALP databases.

**6. The ability to track the progress of learners**

Every centre should be able to make an assessment of the achievements of the learners to whom they are delivering the course as part of the formative assessment process. Centres should have in place systems which can track both formative and summative achievements.

Evidence required will be details of any initial or formative assessment functions currently carried out by the centre.

**7. Details of partnership arrangements**

If a centre has a partnership arrangement with another centre or organisation, it should clearly state the nature of the relationship and the roles and responsibilities of those involved in the partnership so that NALP can have confidence that the assessment process is being managed appropriately.

Evidence required will be details of:

- The nature of the relationship (ie does it affect delivery, assessment etc?)
- Roles and responsibilities of those involved in the partnership

- Any documentation relating to the partnership arrangements (eg service level agreements, contracts etc)

**8. Access to premises, people and records**

NALP and Ofqual staff may from time to time visit the centre to monitor activities and ensure that the centre is complying with regulatory requirements. As part of the approval process, centres must provide NALP and Ofqual staff with access to any information they need.

Evidence will be in the form of a commitment to allow NALP and/or Ofqual access to premises, people and records with due notice..

**9. Ensuring learners have fair and equal access to assessment**

Approved centres have a responsibility to comply with NALP's Equal Opportunities policy

Evidence will be in the form of a commitment to comply fully with NALP Equal Opportunities policy.

Provided there are no issues with the information provided by centres (eg any of the above information missing or not adequate), the centres are approved by the Administration Executive and countersigned by the Chief Executive.

In cases where approval is not clear (ie there are grounds for conditions to be imposed or the information is incomplete), these are referred to the Chief Executive for a second review and decision.

Centres will be informed of the success or otherwise of their application within 4 working weeks of receipt of the form.

**Monitoring of centres**

Centres will be monitored on their compliance with the above information that has been provided as part of their approval to run units and qualifications by NALP.

On approval, NALP will inform the centre that it wishes to carry out a centre visit and will arrange to spend time at the centre ensuring that all the information supplied by the centre is accurate and current. This will include access to the secure storage systems, any tracking or monitoring of learners carried out and meeting the exams officer and potentially the invigilators if they are present at the centre at the time of the visit.

NALP will maintain regular contact with the Centre Contact and will contact the Centre Contact just after an examination session to ascertain whether the session has been run appropriately.

NALP will also monitor centres during examination periods by:

- Allocating scripts from one centre to one examiner (if the numbers are feasible) – this ensures that if there are any discrepancies within a centre these can be picked up by the examiner
- Comparing statistics from one examination to the next at the end of an examination session to pick up any differences in the allocation of marks from one examination period to another (this may pick up changes of delivery and/or changes to the conduct of assessment)

Should any discrepancies be picked up by examiners NALP will immediately inform the centre and further investigation, including a centre visit, will be put in place. If it is found that a centre is in breach of its agreements as part of centre recognition the malpractice procedure will be invoked.

### **Sanctions Policy**

NALP has an arrangement with each approved centre that centres will abide by the requirements for approval as laid out in the Examinations Handbook. NALP will monitor regularly that examinations centres are complying with these requirements. Should any centre be found or suspected of not complying with the approval requirements, NALP reserves the right to impose a range of sanctions on that centre.

### **Non-formal actions**

NALP will always seek to resolve non-compliance issues through discussion with centres in the first instance. The usual outcome of any such discussion and investigations into the non-compliance by NALP will be an action plan which will identify what actions the centre should take to resolve the non-compliance issue and the dates by which these actions should be completed.

Centres should provide a regular update to NALP detailing the actions that have been taken to show that progress is being made towards resolving the non-compliance issue.

On completion of all the actions the centre should report to NALP that the non-compliance issue has been resolved. NALP will reserve the right to further inspection of the centre's policies, procedures and activities to ascertain that this is the case.

NALP will expect the centre to keep under review any new policies, procedures or activities that arise from the actions detailed in the action plan.

### **Formal actions**

Should NALP and a centre be unable to resolve the non-compliance issue by non-formal means, a number of formal actions can be taken by NALP. These may include, but are not exclusive to:

- Suspending certification of candidates registered for certain units or qualifications should the issue of non-compliance be restricted to a certain unit(s) or qualification(s)
- Suspending certification of candidates registered for any NALP qualification at that centre pending the outcome of investigations

- Withdrawing centre approval for a specified unit(s) and/or qualification(s) for a specified period
- Withdrawing centre approval for a specified unit(s) and/or qualification(s) indefinitely
- Withdrawing centre approval for a specified period
- Withdrawing centre approval indefinitely