

**ncfe.**

# **A guide to Customised Qualifications**

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## Section 1

### Introduction

Thank you for choosing NCFE's Customised Qualifications.

The main aim of this guide is to help explain the application and accreditation process as well as how to register your learners.

Hopefully this guide will answer all of your questions, however if you need any additional advice or guidance, our Accreditation and Employer Services team is available to support you further.

**Email:** [accreditationteam@ncfe.org.uk](mailto:accreditationteam@ncfe.org.uk)

**Call:** 0191 239 8000

## Section 2

### About Customised Qualifications

Customised Qualifications allow you to have an unlimited number of qualifications accredited for one annual fee. This cost-effective model is ideal for any organisation looking to develop qualifications with unique content that falls outside of our portfolio of regulated qualifications.

This service allows you to gain accreditation from a national Awarding Organisation, providing a guarantee that your qualification(s) are of a high standard.

Customised Qualifications are written and owned by you, so although we won't advertise your qualifications, we're happy for you to market them by referring to NCFE accreditation.

You can also use our logo on any learning materials associated with your Customised Qualification, once it's approved and accredited, and we'll include your logo on the certificates we award to your learners.

The guiding principles for Customised Qualifications can be found in Appendix 1.

## Section 3

### Becoming an NCFE centre

If you don't currently work with NCFE and want to offer a Customised Qualification you'll need to apply for centre approval, using the Customised Qualification Application Form (New NCFE Centre).

When we receive your Customised Qualification Application Form (New NCFE Centre) this is what will happen next:

1. A member of our processing team will process your application and allocate a regional External Quality Assurer (EQA).
2. Once an EQA has accepted the allocation, we'll email you within 5 working days of receiving your application to confirm the name of your EQA.

They'll also tell you that your allocated EQA will contact you within 2 working days to arrange a mutually convenient date and time for their review.

#### **Approval Advisor:**

1. Within 2 working days of being allocated your centre, the EQA will email you to introduce themselves and to outline what you need to do for the review, the format of the review and to arrange a visit date and answer any queries you have about the process.
2. The EQA will then either call you a couple of days later to agree a visit date and time; or will send you an email with suggested dates and times and contact you later to confirm which is most suitable. Your EQA will advise if you require an on-site approval visit or if a remote approval can take place.
3. On the day of your approval visit, the EQA will check that you meet our approval criteria and that you've everything in place to successfully deliver NCFE Customised Qualifications and units. The visit could last up to a full day.
4. The EQA has 2 days after the approval visit to write their report and to email you a copy confirming whether or not you've met our approval criteria. If you haven't fully met our criteria, your EQA will provide details of what you need to do to meet the criteria.

#### **Approval Confirmation**

1. If the approval review was successful, we'll add your details to our database and send you confirmation of approval by email within 5 working days. We'll send you a copy of the report, a centre certificate, and invoice for the cost of the approval visit.

## Section 4

# The Customised Qualification accreditation process

### The Customised Qualification accreditation process:

1. Within 5 working days of centre approval we'll confirm by email that we're now in a position to process and review your Customised Qualification.
2. Following confirmation, our review panel will consider your Customised Qualification application and we'll provide you with feedback within 15 working days.
3. Once you've addressed any feedback we've sent you and we're happy to accredit your Customised Qualification we'll confirm this to you by email. We'll send you an 'Accreditation Confirmation Report' for you to check the details for accuracy, and to sign and date to confirm that it's correct and that you agree with the title of the qualification; unit titles; level and Total Qualification Time all of which will be shown on the certificate of achievement.
4. When we receive your signed 'Accreditation Confirmation Report' we'll activate your Customised Qualification and you'll be able to register your learners.

### Already approved to offer other NCFE qualifications?

All you need to do is complete the Customised Qualification Application Form (Existing NCFE Centre), available on our website.

When we receive your Customised Qualification Application Form (Existing NCFE Centre) this is what will happen next:

1. Within 5 working days we'll acknowledge receipt, by email.
2. Our review panel will consider your Customised Qualification application and we'll provide you with feedback within 15 working days.
3. Once you've addressed any feedback we've sent you and we're happy to accredit your Customised Qualification we'll confirm this to you by email. We'll send you an 'Accreditation Confirmation Report' for you to check the details for accuracy, and to sign and date to confirm that it's correct and that you agree with the title of the qualification, unit titles, level and Total Qualification Time.
4. When we receive your signed 'Accreditation Confirmation Report' we'll activate your Customised Qualification and you'll be able to register your learners.

## Section 5

# Guidance for writing Customised Qualifications

Need help writing your learning outcomes and assessment criteria, or choosing the most appropriate assessment method(s)? Our Guidance for writing Customised Qualifications will be able to help you.

You can download a copy from our website ([ncfe.org.uk](http://ncfe.org.uk)).

## Section 6

# Occupational Competence Guidelines

### Staffing requirements

Organisations must:

- have a sufficient number of appropriately qualified/experienced Assessors to assess the volume of learners they intend to register.
- have a sufficient number of appropriately qualified/experienced Internal Quality Assurers to internally quality assure the anticipated number of Assessors and learners.
- ensure that all staff involved in assessment and Internal Quality Assurance are provided with appropriate training and undertake meaningful and relevant continuing professional development.
- implement effective Internal Quality Assurance systems and processes to ensure all assessment decisions are reliable, valid, authentic, sufficient and current. This should include standardisation to ensure consistency of assessment.
- provide all staff involved in the assessment process with sufficient time and resources to carry out their roles effectively.

### Assessors and Internal Quality Assurance

Staff involved in the assessment and Internal Quality Assurance must be able to demonstrate that they have (or are working towards) the relevant occupational knowledge and/or occupational competence, at the same level or higher as the qualification being assessed and internal quality assured. This may be gained through experience and/or qualifications.

## Section 7

# Registering and certificating learners

The easiest way to register and keep track of your learners' progress is to use the NCFE Portal, our online learner administration interface. You can use the NCFE Portal to:

- register learners
- claim certificates
- download forms, invoices and reports
- view your learners' status 24 hours a day.

To access the NCFE Portal you need to apply for a username and password. This can be done by completing the NCFE Portal registration form which is located on the NCFE Portal section of our website.

Once you have your username and password you can log on and start registering your learners.

Once your learners are registered with NCFE we'll allocate a unique 'batch reference number' to your group. The batch reference number is used to track groups of learners from registration to certification and you should use this batch number when making enquiries.

Please ensure that you register your learners with NCFE as soon as possible. This ensures you receive all the help and support you need from us, including prompt allocation of your External Quality Assurer. Your External Quality Assurer won't be able to visit until you've registered learners.

### **Direct Claim Status**

Direct Claim Status (DCS) is a scheme that will enable you to claim learner certificates without needing authorisation from your External Quality Assurer (EQA).

DCS is granted at a centre level so there is no need to independently achieve DCS on each Customised Qualification that you run.

For DCS to be achieved, your centre must show the following within your EQA report:

- No outstanding actions from your previous EQA visit report
- At least 3 completed learning portfolios shown as being sampled
- Grade 1,2,3 exclusively against all report criteria

If your centre achieves DCS then you will be able to claim certificates for the next 12 months without having to gain authorisation from your EQA.

## Section 8

# External Quality Assurance and reviews

The purpose of the review is to check the internal quality assurance systems.

The External Quality Assurer (EQA) will monitor the quality and consistency of any assessment decisions made and review the internal quality assurance taking place within your centre.

In addition, the EQA will also review your scheme of work for your Customised Qualification, to ensure that the learning and assessment are being delivered effectively and to also check that CVs of all staff involved in the delivery of your Customised Qualification.

Once you have registered learners on your Customised Qualification you will be allocated an EQA. You are entitled to one free visit per session as part of the Customised Qualification. Additional visits can be requested for a small fee (please see our latest Fees and Pricing guide online for more details).

During your first quality review, your EQA will provide support and guidance to help you deliver your Customised Qualification effectively and will review your learners' work to make sure you're on the right lines.

After each review you will receive a report summarising the visit. The report will provide positive feedback and details of any actions that you may need to complete.

The reports undertaken by your EQA will also determine if your centre is entitled to Direct Claim Status (DCS). See Section 7 for more information

### **The role of the NCFE External Quality Assurer (EQA)**

The External Quality Assurer (EQA) forms a vital link between the centre and NCFE, acting as our quality assurance agent to ensure systems are maintained. This is a vital role in ensuring learners continue to achieve the necessary standard.

The External Quality Assurer is required to perform 3 main functions:

- Monitor procedures to ensure the centre's internal assessment and quality assurance decisions are in accordance with NCFE requirements.
- Maintain records of external quality assurance and provide feedback to NCFE in the form of a report.
- Provide information, advice and support to centres.

## Section 9

### Fees

Customised Qualifications are a cost-effective way for centres who want to develop several qualifications. Fees comprise of 3 separate elements – an initial approval fee; an annual fee; and the combined registration and certification fee for each learner.

Please note that to become a Customised Qualifications centre you'll need to become an Approved Centre. If you offer additional NCFE qualifications outside of your Customised Qualification, you'll also be charged the Annual Approval fee.

#### Initial Approval Fee – £500

The initial approval fee contributes towards the cost of assessing the eligibility of the centre for the licence, the Approval Advisor visit and the administrative costs of the approval. The fee is non-refundable.

#### Annual Fee – £2,000

The annual fee allows you to develop, deliver and evaluate an unlimited number of bespoke qualifications. It contributes towards the costs of providing a team of Quality Verifiers. It also covers the ongoing support of NCFE's Accreditation and Employer Services team for all centres. The annual fee will be invoiced at the beginning of each year (1 August).

#### Registration and Certification combined fee – £15 per learner

This contributes towards the administration costs of registering and, where applicable, issuing a certificate for a learner. The combined registration and certification fee is invoiced at the point of registration.

#### Review fee for level 4 and above qualifications

An additional fee is applicable if you're looking for accreditation for a qualification that is at level 4 or above. The standard fees will apply for first and second reviews, but there will be a reduced fee for any third and fourth reviews that are needed. This is set at half the cost of first and second reviews. So for example, the cost of a first and second review of 1-5 units would be £500, this would then reduce to £250 for a third and fourth review. (Please see table below).

#### Sector Expert Reviews

This is an optional, additional review fee that is non-refundable. Centres can choose to have their qualifications reviewed by an expert in their chosen sector / subject area to give more detailed feedback contextualised to that sector / subject. (Please see table below).

	1st & 2nd Review	3rd & 4th Review
1-5 units	£500	£250
6-10 units	£750	£375
11-15 units	£1000	£500
16-20 units	£1250	£625
21-25 units	£1500	£750
+5 units	+£250	+£125

## Section 10

# Stipulations for advertising and promoting Customised Qualifications

NCFE's Customised Qualifications are designed to accredit bespoke qualifications which fall outside NCFE's national portfolio of qualifications. Qualifications of recognised bespoke education or training are regarded by our Regulators to be 'unregulated' provision – but are subject to Condition B5, 'Representations regarding qualifications' as follows:

### **B5.1 – Statements regarding qualifications which are not regulated qualifications**

*An awarding body must not (and must take all reasonable steps to ensure that any person connected with it does not) make any statement (via any act or omission) that would be likely to lead users of qualifications to believe that a qualification it makes available (whether regulated or not) is an **Approved, Designated** or regulated qualification when it is not an **Approved, Designated** or regulated qualification*

### **B5.2 – Advertising and promotion of qualifications**

*An awarding organisation must not (and must take all reasonable steps to ensure that any person connected with it does not) advertise or promote its qualifications in a manner that is likely to be misleading to Users of qualifications.*

As an Approved Centre of NCFE you've already followed our Approval Criteria and completed the NCFE Application to become an Approved Centre. In order to continue to work with us and enable us to maintain compliance for the General Conditions or Recognition you shall be responsible for the content, accuracy and legality of any qualification information or material. This includes all advertising and promotional qualification information or material which is printed; or on any website; or in any electronic form, which must adhere to our Regulators Condition B5.1, 'Statements regarding qualifications which are not regulated qualifications'; and Condition B5.2, 'Advertising and promotion of qualifications'.

All Customised Qualifications that are accredited by NCFE are subject to the Stipulations and Guidelines for Advertising and Promotion Qualification Information. NCFE reserves the right to verify what it considers advertising or promoting qualification(s) in a manner that is likely to be misleading to learners. Any confirmed breach of these Stipulations, by your centre, shall be deemed unacceptable by NCFE and NCFE has the right to withdraw accreditation of the Customised Qualifications immediately and without notice.

Our Regulators are the Office of the Qualifications and Examinations Regulator (Ofqual) in England, Qualification Wales (QiW) in Wales, Examinations and Assessment (CCEA Regulation) in Northern Ireland.'

## Section 11

### Using NCFE's Customised Qualification logo

We provide all approved Customised Qualification customers with a logo in order for them to promote their provision with us. You can use this logo on any documentation or media relating to your Customised Qualification(s).

Instructions for the use of our logo are in Appendix 3.

The NCFE Customised Qualification logo will appear on your learner certificates. You can also include your centre's logo on certificates. To include your logo on learner certificates please send us a high quality PNG or JPEG of your logo.

# Appendix 1

## Guiding principles for Customised Qualifications

The Customised Qualification service is underpinned by the following principles:

- The ownership of qualification design and content remains with the centre.
- Qualification details are regarded as confidential to the centre and to NCFE and will not be divulged by NCFE to a third party without prior agreement from the centre.
- The content of the Customised Qualification is original and doesn't infringe on any third party copyright or Intellectual Property Rights. NCFE can in no way be held responsible for infringements.
- The delivery staff are occupationally competent in the subject area.
- The centre will let NCFE know of any changes to the information below within 2 weeks of the change(s) taking place.
- The centre will not advertise and promote provision as accredited by NCFE until the centre has received written confirmation from NCFE that accreditation has been awarded for the Customised Qualification.
- The centre understands that their qualification, accredited as a Customised Qualification is considered by the Regulators and NCFE to be unregulated provision and as such the centre will not make any verbal or written statements that would be likely to lead learners to believe the Customised Qualification is a regulated qualification.
- The centre understands that if they don't register any learners within 2 consecutive academic years NCFE has the right to withdraw accreditation from the Customised Qualification.
- When we review your qualification we'll look at your reasons for developing it, including why our existing NCFE regulated qualifications don't meet your needs and we will also check if your qualification is materially different to one of NCFE's regulated qualifications. The purpose of the materially different check is for us to be sure that your qualification is not similar to one of our regulated qualifications. We'll check that the knowledge, skills and assessment(s) are different to any of our regulated qualifications. This helps to ensure that learners would not consider this as an NCFE owned and regulated qualification, and we'd expect that you would check that your qualification is not similar to another regulated qualification. If you need any advice on this, please do not hesitate to get in touch.
- The centre will include, in the title of their qualification, either the full name or an abbreviation of the centre name.

## Appendix 2

### Approval Criteria

To gain and maintain approval to offer one of our products you must meet the criteria detailed in the tables below. We will review the evidence in support of the centre approval criteria either on the initial approval review or on the first external quality assurance review following approval.

Management Systems and Administrative Arrangements	
Criteria	Possible Sources of Evidence
<ul style="list-style-type: none"> <li>The centre’s aims, policies and procedures in relation to the qualification are supported by senior management and understood by the assessment team.</li> </ul>	<ul style="list-style-type: none"> <li>Documented quality procedures</li> <li>Curriculum development plans</li> <li>Organisational chart</li> </ul>
<ul style="list-style-type: none"> <li>There are procedures in place to ensure effective communication systems between all levels of staff and in all directions (including placements and staff who work remotely).</li> </ul>	<ul style="list-style-type: none"> <li>Staff handbooks and updates</li> <li>Agendas and minutes of team meetings</li> <li>Records of emails</li> </ul>
<ul style="list-style-type: none"> <li>Staff responsibilities, authorities and accountabilities of the assessment and internal quality assurance team across all assessment sites are clearly defined, allocated and understood.</li> </ul>	<ul style="list-style-type: none"> <li>Organisational chart</li> <li>Clear lines of accountability in relation to the assessment and internal quality assurance</li> <li>Records of all assessment sites and personnel</li> <li>Staff development policy</li> </ul>
<ul style="list-style-type: none"> <li>Time will be allocated for regular team meetings and standardisation for all staff involved in the teaching, assessment and internal quality assurance of the qualification.</li> </ul>	<ul style="list-style-type: none"> <li>Records/minutes of meetings, briefings and/or updates</li> <li>Schedule of activity for staff involved in the delivery of the qualification</li> </ul>
<ul style="list-style-type: none"> <li>A staff induction and development process is in place for the assessment and internal quality assurance team.</li> </ul>	<ul style="list-style-type: none"> <li>Induction schedule or checklist indicating policies and procedures provided to staff</li> <li>Record of meetings, briefings and/or updates</li> <li>Records of individual development plans</li> <li>Action plans to acquire the Assessor and IQA qualifications, where appropriate</li> </ul>
<ul style="list-style-type: none"> <li>There are documented policies including but not limited to appeals, complaints, health and safety, safeguarding, malpractice and plagiarism, conflicts of interest and diversity and equality.</li> </ul>	<ul style="list-style-type: none"> <li>Documented policies including appeals, complaints, health and safety, safe guarding, malpractice and plagiarism, diversity and equality, conflicts of interest</li> <li>Documented policy review mechanisms</li> </ul>

<b>Management Systems and Administrative Arrangements</b>	
<b>Criteria</b>	<b>Possible Sources of Evidence</b>
<ul style="list-style-type: none"> <li>• There are appropriate staff, resources and systems necessary to support the accumulation and transfer of credits, the recording of exemptions and recognition of prior learning.</li> </ul>	<ul style="list-style-type: none"> <li>• RPL Policy</li> <li>• Process for checking and recording of exemptions and credit transfers</li> </ul>
<ul style="list-style-type: none"> <li>• Learner personal data is collected and held in accordance with the Data Protection Legislation, including the Data Protection Act 1998.</li> </ul>	<ul style="list-style-type: none"> <li>• Data protection policy</li> <li>• Signed declarations from learners</li> <li>• Security and access arrangements</li> </ul>
<ul style="list-style-type: none"> <li>• Marketing and advertising of the qualification(s) is clear, accurate and not misleading and, where applicable, complies with our guidelines.</li> </ul>	<ul style="list-style-type: none"> <li>• All advertising, promotional activity and materials reflects the qualification being offered and, where relevant, adheres to the 'Stipulations for Advertising and Promoting Customised Awards' in line with Ofqual Conditions of Recognition B5.1 and B5.2.</li> <li>• Use of our logos meet our branding guidelines.</li> </ul>
<ul style="list-style-type: none"> <li>• The centre has in place a robust registration and certification process and will register learners in a timely fashion to allow for external quality assurance to take place.</li> </ul>	<ul style="list-style-type: none"> <li>• Copies of enrolment forms</li> <li>• Learner registration details</li> <li>• Progress on the qualification and estimate timescale for completion</li> </ul>
<ul style="list-style-type: none"> <li>• There is a process in place to notify us of any changes in relation to the delivery of the qualification which may affect the centre's ability to meet our approval criteria.</li> </ul>	<ul style="list-style-type: none"> <li>• Documented processes</li> <li>• Record of communication with us</li> </ul>
<ul style="list-style-type: none"> <li>• Where qualification(s) have been written and developed by the centre, there is a robust process in place to ensure the content is fit for purpose.</li> </ul>	<ul style="list-style-type: none"> <li>• Clearly stated aims, objectives, learning outcomes and associated assessment criteria for each qualification.</li> <li>• Learning outcomes and assessment criteria are appropriate to the level assigned.</li> <li>• Checks are carried out to ensure it is materially different to any of our regulated qualifications and that the knowledge, skills and assessment content are also different from any of our regulated qualifications.</li> </ul>

<b>Management Systems and Administrative Arrangements</b>	
<b>Criteria</b>	<b>Possible Sources of Evidence</b>
<ul style="list-style-type: none"> <li>Learner records and details of achievements will be accurate, kept up to date and securely stored in line with our requirements for a minimum of 3 years and will be made available for external quality assurance reviews and auditing.</li> </ul>	<ul style="list-style-type: none"> <li>Learner registration details</li> <li>Learner assessment records</li> <li>Evidence files or portfolios</li> <li>Security and access arrangements</li> <li>Assessment outcomes</li> </ul>
<ul style="list-style-type: none"> <li>There is a process in place for withdrawing qualifications and learners from us.</li> </ul>	<ul style="list-style-type: none"> <li>Procedure for withdrawing learners</li> </ul>
<ul style="list-style-type: none"> <li>The centre's achievements will be evaluated and reviewed and used to inform future qualification developmental activity.</li> </ul>	<ul style="list-style-type: none"> <li>Internal audit/self assessment arrangements</li> <li>Record of findings against the approval criteria</li> <li>Evidence of corrective actions taken</li> </ul>
<ul style="list-style-type: none"> <li>Feedback will be used to evaluate the quality and effectiveness of qualification provision against the centre's stated aims and policies, leading to continuous improvement.</li> </ul>	<ul style="list-style-type: none"> <li>Evaluation forms/surveys</li> <li>Users charter/customer service statements</li> </ul>
<ul style="list-style-type: none"> <li>Actions identified by external quality assurance reviews will be disseminated to appropriate staff and corrective measures implemented.</li> </ul>	<ul style="list-style-type: none"> <li>External Quality Assurer review report(s) circulated to the assessment team and senior management</li> <li>Action plans</li> <li>Minutes of team meetings</li> </ul>

Resources	
Criteria	Possible Sources of Evidence
<ul style="list-style-type: none"> <li>• There are sufficient competent and knowledgeable Assessors and Internal Quality Assurers to meet the demand for assessment and internal quality assurance activities.</li> </ul>	<ul style="list-style-type: none"> <li>• Staff CVs and CPD records together with copies of relevant certificates</li> <li>• A record of Assessor/learner ratios and time allocation</li> <li>• Verbal confirmation from Assessors and IQAs</li> <li>• List of qualified Assessors and IQAs</li> </ul>
<ul style="list-style-type: none"> <li>• Assessors and Internal Quality Assurers will have sufficient time, resources and authority to perform their roles and responsibilities effectively.</li> </ul>	<ul style="list-style-type: none"> <li>• Scheme of work/lesson plans</li> <li>• Sampling matrix and tracking sheets</li> <li>• Learner feedback</li> </ul>
<ul style="list-style-type: none"> <li>• There will be appropriate continued professional development (CPD) provision for staff involved in the delivery of the qualification.</li> </ul>	<ul style="list-style-type: none"> <li>• Copy of your staff development plans</li> <li>• Records of training undertaken such as CPD records.</li> <li>• Records of meetings, briefings and/or updates</li> </ul>
<ul style="list-style-type: none"> <li>• Equipment and accommodation used for the purposes of assessment comply with the requirements of relevant business legislation and qualification requirements.</li> </ul>	<ul style="list-style-type: none"> <li>• Public employee liability certificates</li> <li>• Records of equipment and accommodation</li> <li>• Evidence of any additional resources obtained</li> <li>• Maintenance schedules</li> </ul>

<b>Assessment</b>	
<b>Criteria</b>	<b>Possible Sources of Evidence</b>
<ul style="list-style-type: none"> <li>• There is a planned programme of delivery and assessment methods available for the qualification which meets our guidelines.</li> </ul>	<ul style="list-style-type: none"> <li>• Schedule for qualification delivery, teaching plans</li> <li>• Assessment plans and learner assessment records</li> <li>• Provision for learners with particular assessment requirements</li> <li>• Records of assessment team meetings</li> <li>• Internal quality assurance plans and schedules of activity</li> </ul>
<ul style="list-style-type: none"> <li>• Information, advice and guidance about qualification procedures and practices will be provided to learners and potential learners.</li> </ul>	<ul style="list-style-type: none"> <li>• Learner guidance and induction materials</li> <li>• Details of support services available</li> <li>• Appeals and complaints procedures</li> <li>• Verbal confirmation by learners, if available</li> </ul>
<ul style="list-style-type: none"> <li>• Learners’ development needs will be matched against the requirements of the qualification and an agreed individual assessment plan established.</li> </ul>	<ul style="list-style-type: none"> <li>• Learner initial assessment procedures</li> <li>• Learner assessment plans</li> <li>• Learner/trainee contracts</li> </ul>
<ul style="list-style-type: none"> <li>• Learners will have regular opportunities to review their progress and goals and to revise their assessment plan accordingly to meet their target qualification.</li> </ul>	<ul style="list-style-type: none"> <li>• Learner assessment plan, frequency of review meeting, examples of revisions to assessment plans</li> <li>• Learner record</li> <li>• System to track learners’ progress</li> </ul>
<ul style="list-style-type: none"> <li>• Assessment methods will be valid and reliable and will allow access to assessment for learners.</li> </ul>	<ul style="list-style-type: none"> <li>• Assessment plans and learner assessment records</li> <li>• Provision for learners with particular assessment requirements</li> <li>• Access and fair assessment policy</li> </ul>
<ul style="list-style-type: none"> <li>• Learners will receive regular verbal and written feedback after assessment.</li> </ul>	<ul style="list-style-type: none"> <li>• Assessment plans and learner assessment records</li> <li>• Evidence files or portfolios</li> </ul>
<ul style="list-style-type: none"> <li>• Assessment records are in place which will show accurate assessment tracking, progress and achievement.</li> </ul>	<ul style="list-style-type: none"> <li>• Learner assessment records</li> <li>• System to track learners’ progress and assessment outcomes</li> </ul>
<ul style="list-style-type: none"> <li>• Adequate procedures exist to ensure secure and safe storage of current and completed learner assessment records and examination materials.</li> </ul>	<ul style="list-style-type: none"> <li>• Details of the security and access arrangements for the storage of current and completed learners assessment records and examination materials</li> </ul>
<ul style="list-style-type: none"> <li>• There are suitable arrangements to administer exams to ensure compliance with our external assessment regulations.</li> </ul>	<ul style="list-style-type: none"> <li>• Our up-to-date Regulations for the Conduct of External Assessment</li> <li>• Arrangements for storage and return of external assessment materials</li> <li>• Understanding of the process for external assessments</li> </ul>

Internal Quality Assurance	
Criteria	Possible Sources of Evidence*
<ul style="list-style-type: none"> <li>An appropriate IQA strategy and sampling plan is in place which will be reviewed regularly and corrective measures implemented.</li> </ul>	<ul style="list-style-type: none"> <li>IQA plans and reports</li> <li>A sampling strategy and schedule of activity</li> <li>Records/minutes of assessment team meetings</li> <li>Internal reviews of sampling strategies</li> <li>External Quality Assurer reports</li> <li>Evidence of corrective actions taken</li> </ul>
<ul style="list-style-type: none"> <li>Suitable arrangements are in place to ensure adequate liaison, consistency and standardisation will take place across all sites including satellite centres.</li> </ul>	<ul style="list-style-type: none"> <li>Documented quality assurance procedures</li> <li>Schedule for standardisation between satellite centres</li> <li>Records of all satellite sites and personnel</li> </ul>
<ul style="list-style-type: none"> <li>Allocation of Assessor responsibilities are clear and will meet the needs of learners and Assessors.</li> </ul>	<ul style="list-style-type: none"> <li>Organisational chart</li> <li>Records of all assessment sites and personnel</li> <li>CVs of the assessment team</li> <li>Signed agreements indicating the lines of accountability for partner organisations in relation to the management of assessment</li> </ul>
<ul style="list-style-type: none"> <li>Assessors will be provided with accurate advice and support to enable them to identify and meet their training and development needs.</li> </ul>	<ul style="list-style-type: none"> <li>Individual development plans for the assessment team</li> <li>Records of meetings, briefings or updates</li> <li>Action plans to acquire the Assessor and IQA qualifications, where appropriate</li> </ul>
<ul style="list-style-type: none"> <li>Internal quality assurance procedures and activities are clearly documented, consistent with national requirements and will ensure the quality and consistency of assessment.</li> </ul>	<ul style="list-style-type: none"> <li>IQA plans and reports</li> <li>A sampling strategy and schedule of activity</li> <li>Records of assessment team meetings</li> <li>Assessor networking opportunities</li> </ul>
<ul style="list-style-type: none"> <li>Records of internal quality assurance activity will be maintained in line with our requirements and will be made available for the purposes of auditing.</li> </ul>	<ul style="list-style-type: none"> <li>Internal quality assurance plans and sampling records</li> <li>Minutes of assessment team meetings</li> </ul>
<ul style="list-style-type: none"> <li>Adequate time will be allocated to allow for internal quality assurance duties to take place.</li> </ul>	<ul style="list-style-type: none"> <li>Schedules/plans for internal quality assurance activities</li> <li>Records/minutes of IQA meetings</li> </ul>

\* Please note that possible sources of evidence are given as examples and are not intended to be exhaustive.

## Appendix 3

# Brand Guidelines

### Customised Qualifications logo

#### Overview of logo usage terms

Our Customised Qualifications logo is available to all centres who run an NCFE accredited Customised Qualification. This logo can be used on any documentation relating to these courses which fall under your centre's agreement with NCFE. This includes promotional materials, online advertising and certificates for your learners that are supplied by us.

As an NCFE accredited centre you agree that:

- you won't use the NCFE or the Customised Qualifications logo on any certificates that are not produced by NCFE.
- you won't advertise and promote provision under the Customised Qualifications logo when it is outside the scope of the product.

Below are guidelines on how to use the logo when it comes to creating your resources and/or advertising material. If you need access to our logo then you can get in touch with our Accreditation and Employer Services team who will also be able to advise on the usage of the logo if you are still unsure or have any further questions.

If you do request our Customised Qualifications logo then this will be sent to you as an email attachment.

## Customised Qualifications logo

### Usage and positioning

There should always be a clear space around the logo as shown, in order to ensure clarity. No other element should be allowed to infringe this clear space. The logo has been developed to ensure it is always visible and impactful. To ensure this legibility the logo should not be reproduced below a minimum size, as shown.



To define the quiet area around the logo, use the height of the (n). This is the minimum clear space that needs to surround the logo.



40mm (mininum size)

To ensure this legibility the logo should not be reproduced below a minimum size, as shown.

## Customised Qualifications logo

### Variations

**There are three versions of the logo designed for different uses.**

Please ensure that you use the correct version.



#### Master logo

This is the primary logo and should be used on all applications where the background is white or light.



#### Mono logo

This should be used when the master logo is not viable for resources i.e colour printing.



#### White-out logo

This should be used when the logo is set against a coloured background.

**The logo is supplied as these version in various different formats for print and web.**

The above versions allow flexibility for the Customised Qualification identity to appear in full colour, mono and white-out.

## Customised Qualifications logo

Incorrect usage



**Do not** use the logo without the strapline.



**Do not** use the logo on a full colour image or any back ground that would affect visibility.



**Do not** attempt to recreate any part of the logo. Use **only** the approved artwork.



**Do not** alter or swap any colours of the logo.



**Do not** stretch or squash the logo.