



Centre Handbook

Contents

Section 1: Introduction - Welcome to Gatehouse Awards.....	4
1.1 Contact Us.....	4
1.2 Mission Statement & Customer Service and Support.....	4
Section 2: Centre Approval & Arrangements with Centres.....	6
2.1 What is a Centre?	6
2.2 Centre Approval Criteria.....	6
2.3 Applying for Centre Approval (UK-based centres).....	6
2.4 Applying for International Centre Approval.....	7
2.5 Further Qualification Approvals	7
2.6 About our Terms and Conditions of Business	7
2.7 Centre Approval Visits	8
2.8 Maintaining Centre Approval Status & Centre Visits	8
2.9 Changing Centre Information	9
2.10 Alternative Delivery Locations: Satellite Centres, Examination/Assessment Venues and Subcontractors.....	9
2.11 Centres Operating Across National Borders.....	11
2.12 The Gatehouse Awards Logo.....	11
2.13 Qualification Titling.....	12
2.14 Gatehouse Awards Documentation.....	12
2.15 Inactive centres	13
2.16 Minimum Spend Threshold	13
2.17 Invoicing and Payments.....	13
Section 3: Qualifications Information.....	15
3.1 Background to Regulated Qualifications	15
3.2 The Regulated Qualifications Framework (RQF).....	15
3.3 The GA Quality Endorsement Scheme.....	15
3.4 Use of Regulators' Logos	16
3.5 Making Reference to Regulators	16
Section 4: Candidate Registrations	17
4.1 Use of the Ark.....	17
4.2 Candidate Registration and Data Storage	17
4.3 Registration Requirements.....	18
4.4 Unique Learner Numbers (ULNs)	18
4.5 Amendments to Candidate Registration Details	18
Section 5: Delivery: Assessments and Examinations	19
5.1 Assessment Models.....	19

5.2 GA Assessment Standards (CRAVES).....	20
5.3 Candidate Access to Assessment	20
5.4 Delivery and Assessment of GA Qualifications	20
5.5 Recognition of Prior Learning (RPL)	21
5.6 Language of Assessment.....	21
5.7 Rules of Combination	22
Section 6: Centre Staff Requirements.....	23
6.1 Staff Requirements.....	23
6.2 Qualifications & Professional Standards	23
6.3 Professional Experience.....	23
6.4 CPD Requirements.....	23
6.5 Evidence Requirements	24
6.6 Supporting Staff Members Working Towards Qualifications	24
Section 7: Quality Assurance Arrangements	26
7.1 Internal Quality Assurance	26
7.2 Internal Quality Assurance Staff.....	26
7.3 Internal Quality Assurance Records	26
7.4 Centre staff registered for a GA qualification.....	27
7.5 Assessment of Relatives	27
7.6 External Quality Assurance	27
7.7 Centre Risk Assessment and Ratings.....	27
7.8 External Quality Assurance Visits	27
7.9 Investigations into Malpractice and Maladministration	30
7.10 Identification of Non-Compliance Within a Centre.....	31
Section 8: Certification	32
8.1 Design and Content of Certificates	32
8.2 Issue of Certificates/Results.....	32
8.3 Direct Claims Status	33
8.4 Amended and Replacement Certificates	33
Section 9: Complaints and Appeals	34
9.1 Centre Complaints Procedure	34
9.2 Centre Complaints	34
9.3 Learner Complaints.....	34
9.4 Results Enquiries & Appeals	34

Section 1: Introduction - Welcome to Gatehouse Awards

Gatehouse Awards Ltd (GA) is an Awarding Organisation recognised by the Office of Qualifications and Examinations Regulation, England (Ofqual) and other recognition bodies worldwide, including government ministries, employers and universities.

This handbook provides new and existing centres with guidance on how they can ensure they are complying with our *Centre and Qualification Approval Criteria* and *Terms and Conditions of Business* by explaining the importance of specific requirements and pointing users towards the various policies, procedures and guidance documents provided by GA to all centres.

GA values its centres and learners and endeavours to provide useful information and guidance across a range of documents; however, should any further information or clarification be required, please contact our Customer Support team at info@gatehouseawards.org

1.1 Contact Us

There are a number of key departments within GA.

- **The Quality & Compliance Team** – is led by the Assessment Manager and oversees all aspects of compliance and quality assurance including, but not limited to qualification development and review, approvals of External Quality Assurance of Centres, policy, complaints, appeals and malpractice/maladministration.
- **Administration Support Team** – providing all current and potential centres with expert support and guidance whenever needed, available via email or by phone during normal office hours.
- **Finance Team** - is led by our Finance Manager. However, any queries relating to invoicing and fees should be addressed to the Centre Administrator in the first instance.
- **Business Development Team** – working with centres, employers and partner organisations to bring creative and innovative ideas for qualifications, as well as improvements to our current offering.

Our contact details can be found on our website www.gatehouseawards.org.

1.2 Mission Statement & Customer Service and Support

GA brings a fresh and innovative approach to the regulated qualifications sector so that learners, businesses and communities can make their success happen.

We aim to:

- ✓ be recognised as a leading organisation that delivers innovative solutions
- ✓ deliver quality in everything we do

- ✓ provide excellent customer service
- ✓ ensure transparency in every aspect of our work
- ✓ inspire others to 'make it happen' by recognising their skills and achievements
- ✓ maintain high quality in regulatory standards

Our values are:

- ✓ accountability for what we do and how we do it
- ✓ having the courage to change and the ability to make improvements every day
- ✓ working with others, to make sure we're meeting expectations
- ✓ having integrity, being honest and operating ethically and with transparency
- ✓ commitment and passion for high quality standards in education, training and qualifications
- ✓ the principles of Equality, Diversity and Inclusion in our people, our leadership, our policies and all our communications

...whilst maintaining the benefits of being able to offer an individualised, tailored service to all learners and centres.

We promise that we will endeavour to meet the goals outlined in our Mission Statement, putting the needs of centres and learners first without compromising the standard of our qualifications and service.

GA has in place a full *Customer Service and Support Statement* containing details of the minimum service levels our customers can expect from us in all their dealings with GA, including how we look at, and act on, feedback received.

The *Customer Service and Support Statement* is publicly available and can be downloaded from our website at www.gatehouseawards.org.

Section 2: Centre Approval & Arrangements with Centres

2.1 What is a Centre?

Organisations that are considering offering GA qualifications must go through the centre approval process in order to become an 'approved centre' ('centre'). A centre is an organisation, such as a college, school, training provider or employer, which is approved by an awarding organisation for the delivery of training and qualifications.

Approval is based upon the ability to meet the centre approval criteria.

2.2 Centre Approval Criteria

In order to successfully gain approval, a centre will need to demonstrate that it meets the Centre Approval Criteria published by GA.

In summary, a centre is required to have in place:

- ✓ a senior member of staff with overall responsibility for the centre's operations
- ✓ allocated individual members of staff with responsibility for assessment and internal quality assurance arrangements, registrations/certificate claims, and finance
- ✓ robust management and administrative arrangements
- ✓ staff who are competent and suitably qualified to deliver, assess and internally moderate (where applicable) and quality assure each aspect of the qualification(s)
- ✓ sufficient physical resources to deliver each aspect of the qualification(s)
- ✓ adequate policies and procedures to support qualification delivery and record keeping.

The full Centre Approval Criteria and examples of how a centre can evidence it meets the criteria is published in the document *Centre & Qualification Approval Criteria*, which can be downloaded from our website.

2.3 Applying for Centre Approval (UK-based centres)

Any organisation wishing to be approved as a GA centre must complete an approval application (forms are published on the GA website). The application must be completed in full prior to submission. The application consists of two parts:

Part 1: Centre Approval Application

Part 2: Qualification Approval Application

A full copy of the procedure for processing applications for centre approval, including minimum requirements for centres, is available upon request or can be accessed on the GA website.

Applicant centres seeking approval for delivery of programmes under the GA Quality Endorsement Service are required to complete and submit the relevant QES application form

along with Part 1: Centre Approval Application and may not necessarily be required to complete Part 2: Qualification Approval Application.

Part of the Centre Approval Application involves the submission of a *Declaration and Statement of Commitment* by the Head of Centre. This is a written, enforceable agreement that confirms that the centre will abide by the *GA Terms and Conditions of Business* and all relevant policies and procedures as required by GA.

A fee for centre approval is charged at the time the centre submits their application and is not refundable regardless of whether or not the application is successful. The centre should refer to the published *GA Product Catalogue & Fees List* for full details. If centres are unsure of what fees may be applicable, or centres are based outside of the UK, they should contact GA directly by emailing info@gatehouseawards.org.

Centres which meet all essential requirements and have provided all requested evidence will be approved and receive official notification of their centre approval being granted within 20 working days of making their application. Centres **MUST** wait until official notification and their official Centre Number has been received prior to commencing marketing activities or delivery of GA qualifications.

GA may decide not to progress an approval application at any stage or extend approval with conditions. There is no obligation to let organisations know the reasons, nor is there a right of appeal.

2.4 Applying for International Centre Approval

Centres outside the UK are considered 'international centres' and the approval process is slightly different. Some GA qualifications may not be available in every country. The terms and conditions of approval may also vary from country to country.

International centres should therefore contact GA directly for information about how to apply for centre approval in the first instance by emailing info@gatehouseawards.org.

2.5 Further Qualification Approvals

Approved centres may add further qualifications to their approval at any time by submitting a further *Qualification Approval Application Form*, containing the information specific to how the centre will meet the delivery, assessment, moderation and quality assurance requirements of the additional qualification(s).

2.6 About our Terms and Conditions of Business

The *Ofqual Conditions of Recognition* sets out the regulatory requirements for Awarding Organisations and include the obligations for Awarding Organisations in relation to their

approved centres. GA's *Terms and Conditions of Business* are therefore based on these requirements and are part of our legally enforceable agreements with centres.

GA will, if necessary, take legal action against a centre who breaches the terms of the agreement, particularly where that risks our ability to comply with our Conditions of Recognition. It is imperative, therefore, that all centres read and understand these in full, but particularly the centre's obligations. The *GA Terms and Conditions of Business* is a publicly available document and can be accessed on our website.

2.7 Centre Approval Visits

A centre approval visit will normally be conducted by a GA External Quality Assurer (EQA). During these visits, the EQA seeks evidence to confirm that the applicant organisation meets the centre approval criteria and ensure that all systems, processes and procedures are in place. The allocation of EQAs is at the discretion of GA.

The duration of a centre approval visit will vary, depending on the time needed to complete the review but organisations should normally expect that the visit will last at least half a day. At the end of the visit the EQA will complete a report form, which will include any action plan and approval recommendation. This report is reviewed by GA alongside the application for approval. A copy of this report will also be made available to the organisation for their records.

2.8 Maintaining Centre Approval Status & Centre Visits

It is essential that centres maintain the level of resources, equipment, staffing, assessment and quality processes and maintain an appropriate venue and data storage process in order to maintain their Approved Centre status. These will be checked by the GA EQA when they conduct centre visits.

Centre visits may be arranged with the centre in advance. GA also undertakes unannounced visits to centres from time to time. Centres are obliged to allow GA staff into their premises on these occasions and to comply with any reasonable request for access to information, records, staff and learners.

Unannounced visits often include examination audits. These are designed to ensure validity, reliability and integrity in the assessment of qualifications and provide the opportunity to confirm that the centre's examination administration and conduct meets requirements.

In addition, GA conducts an annual re-approval exercise to ensure that centres are continuing to maintain the minimum standards and continue to adhere to the Statement of Commitment. GA reserves the right to apply sanctions, refuse re-approval of a centre or withdraw Centre Approval if the centre fails to comply with the requirements for approval.

2.9 Changing Centre Information

At times it may be necessary for a centre to update the information GA holds about it, for instance if there has been a change in key staff or relocation of premises. Should this be the case, a centre is required to complete a *Centre Update Form*, available on the GA website.

Please note that dependent on the nature and scale of the reported change an administration fee may be applied.

Where substantial changes have taken place in a centre, particularly in relation to management, physical and staff resources, centres should be aware that:

- an additional EQA Review may be required to confirm that the approval criteria continue to be met. Additional EQA visits are chargeable.
- it may be necessary to conduct full external moderation activities prior to certification.

Centres will be kept fully informed of all actions required in these instances.

2.10 Alternative Delivery Locations: Satellite Centres, Examination/Assessment Venues and Subcontractors

Centres may wish to deliver GA qualifications in other locations other than their main centre premises. Centres must be aware that GA will count the additional site as an extension of the main centre. The main centre will be expected to undertake sufficient internal quality assurance to be satisfied that the additional centre site is operating compliantly and in line with all of GA's systems and procedures.

A Satellite Centre:

- is a separate, permanent site where the main centre delivers GA qualifications on an ongoing basis, operating under the main centre's management, administrative and quality assurance systems. Access to GA must be available to conduct EQA activities.
- is a permanent site for ongoing centre operations and administration, as well as teaching/assessment and other functions related to learners and wider qualification delivery.
- may be used to deliver controlled exams, where the facilities at the venue are approved as suitable for the specific examination.
- can be either a Second Branch (staff employed by the main centre) or a Franchise (run by another organisation and their staff, under a written enforceable agreement with the main centre).
- must operate under appropriate, main centre-designated management, administrative and quality assurance systems, policies and procedures at all times.
- may hold learner records, which must be retrievable within 24 hours by the main centre.

- requires the main centre to submit a formal application to GA (Application for a Satellite Centre form) before use.
- is subject to payment of the satellite centre application fee and approval is renewable annually (with a fee).

An Examination Venue:

- is a venue utilised by the main centre, usually on a part-time and/or ad hoc 'room for hire' basis, or a school or other organisation, where the main centre is delivering controlled examinations (e.g. paper-based examinations which have specific timings and conditions under which the examination is taken – see GA Regulations for Delivering Controlled Examinations). Access to GA must be available to conduct EQA activities when in use.
- is used only to deliver controlled examinations to the main centre's own learners. There is no ongoing operational centre presence at the venue.
- requires the main centre to submit a formal application to GA (Application for a Examination Venue form) before use.
- is subject to payment of the examination venue application fee and approval is renewable annually (with a fee).

Note:

- all examinations must be delivered by staff employed directly by the main centre.
- the main centre must arrange to take examination materials with them to the venue – materials are not sent to the venue, and the main centre is responsible for transporting them to and from the venue.
- no assessment materials or candidate records must be held at the examination venue, other than for the duration of the examination delivery.
- the main centre is responsible for the examination delivered there and for confirming the venue is fit for purpose and meets the conditions required under GA's Regulations for Delivering Controlled Examinations.

An Additional Assessment Venue:

- is a site, separate from the main or satellite site, used by the main centre solely to deliver assessments (excluding controlled examinations) to its own learners, accessible to the centre to deliver assessment as and when the centre/learners require. Access to GA must be available to conduct EQA activities when in use.
- is used only for assessment purposes – there is no ongoing operational centre presence (no offices, no permanently based staff, no administrative functions) the way a main or satellite centre has.
- is not used to deliver controlled examinations (an examination venue approval is required for this).
- does not use a separate staffing, management or QA structure provided by the assessment venue. When assessment activities are taking place, these are run and staffed directly by main centre staff.
- is not used for storage of assessment materials or candidate records, beyond the assessment itself while assessment is taking place.

- The main centre is responsible for the assessment delivered there and for confirming the venue is fit for purpose (health & safety, fair conditions, as well as any equipment, products or other resources provided by the venue) – not for matters belonging to the venue itself.
- requires the main centre to submit a formal application to GA (Application for an Additional Assessment Venue form) before use.
- is subject to payment of the satellite centre application fee and approval is renewable annually (with a fee).

Centres wishing to apply for a satellite site, examination venue or additional assessment venue approval can do so by completing the relevant application form, available on the GA website.

Please note: the sub-contracting of any aspect of the delivery of GA qualifications and/or examinations is NOT permitted.

2.11 Centres Operating Across National Borders

Where a centre operates across national borders and wishes to deliver GA qualifications in different territories, the centre must seek prior permission from GA. This is because terms and conditions may vary from country to country. Each centre's request to operate across national borders will be considered on a case-by-case basis.

Please note, this does not apply within the UK e.g. if a centre in England wishes to also operate in Scotland. In this instance, a Satellite Approval Application would be the appropriate route of establishing approval to do so.

2.12 The Gatehouse Awards Logo

All approved centres are provided with a copy of the GA logo for use on marketing and other documents. However, the use of the logo is restricted and closely monitored to ensure it is not misused.

Centres must ensure the following requirements are adhered to:

- The colours, wording and font of the logo must not be altered in any way, without the use of shadows, gradients or other effects.
- The logo must not be rotated, be stretched or have its proportions altered.
- The colours, wording and font of the logo must not be altered in any way,
- Borders must not be added to the logo
- The logo should be used on websites and appropriate marketing material of approved centres **only**, including any satellite centres
- Use of the logo should be restricted to authorised marketing and promotional materials, such as:
 - Stationery, e.g. letterhead, business cards and compliment slips
 - Websites and email signatures

- Marketing material advertising GA qualifications, such as leaflets, brochures and exhibition stands

On termination of centre approval, for whatever reason, the centre must remove the GA logo from all websites, literature, marketing material and any other documents immediately.

All centres must ensure that the GA logo is not subject to misuse. This includes ensuring that centres do not:

- Use the logo on materials advertising qualifications or courses which are not GA regulated qualifications or accredited by GA
- Produce their own certificates for qualifications
- Use the logo on certificates produced by another Awarding Organisation for a qualification they accredit
- Allow the use of the logo by any person or business who has not been approved by GA

2.13 Qualification Titling

It is a regulatory requirement that the qualification titles listed on the Register are used consistently whenever they are being referenced. It is important, therefore, that centres ensure that they make the titles of the qualifications clear and keep them in line with the titles used on the Register and on the *Qualification Specifications* provided by GA whenever they refer to the qualifications on their websites, marketing or any other materials they may provide to learners or make available to the general public.

2.14 Gatehouse Awards Documentation

To help centres and their staff meet the requirements set out in the *GA Terms and Conditions of Business* and the *Centre Declaration and Statement of Commitment*, GA provides a full suite of policies for centres to read, understand and implement, plus a number of important documents and forms.

All documents, forms and policies are available upon request or may be available to download from the GA website.

The documents referred to include, but are not limited to:

- *Terms and Conditions of Business*
- GA Policies – including (but not limited to):
 - *Conflict of Interest Policy & Procedure for Approved Centres*
 - *CASS Strategy & General Moderation Policy*
 - *Quality Assurance Policy*
 - *Appeals Policy and Procedures*
 - *Malpractice & Maladministration Policy and Procedure*
 - *Customer Service & Support Statement*
 - *Complaints Policy and Procedure*
 - *Invoicing & Fees Policy*

- *Sanctions Policy*
- *Candidate Access Policy*
- *Whistleblowing Policy*
- *Regulations for Conducting Controlled Assessments*
- Examination and Assessment Materials including Candidate Booklets, Guidance for Assessors and Quality Assurance staff and Invigilator and Interlocutor Booklets
- Request for Reasonable Adjustments
- Record of Reasonable Adjustments / Special Considerations
- Declaration of Interests
- Malpractice and Maladministration Report Form
- A variety of guides on specific areas of interest
- Centre Update Form

If a centre is either unable, or unsure of, how to comply with any of GA policies and procedures, they should contact us at info@gatehouseawards.org.

2.15 Inactive centres

If a centre is inactive, i.e. there are no registrations or certifications for any GA qualifications and there hasn't been a visit or any other activity to confirm the centre's status, for a period of twelve months or more, centre approval will automatically lapse. The centre will need to re-apply for centre approval.

2.16 Minimum Spend Threshold

Unlike some Awarding Organisations, GA does not require centres to meet an annual minimum spend threshold. However, in order to ensure that GA is able to deliver a high-quality service to centres and learners and ensure GA is able to meet all regulatory and legislative requirements, GA reserves the right to charge individual centres for additional quality assurance services.

2.17 Invoicing and Payments

Invoices for GA products and services are issued regularly so as not to cause unnecessary backlogs and minimise financial difficulties for our clients. Invoices must be paid within the timescale stipulated on the invoice. Bank transfer is the expected method of payment.

Late payments may incur additional charges. A list of fees is published in the *GA Product Catalogue and Fees List*, available on the GA website. Fees are subject to annual review and may be adjusted with appropriate notice.

Learner/candidate registration fees are non-refundable. Changes to registrations, including transfers to alternative learning aims or amendments to learner details, may incur additional

fees. Learner/candidate withdrawals are non-refundable but are not subject to any additional charge.

Discounts and bespoke fees may be arranged on a case-by-case basis where a centre wishes to pre-pay, make a bulk order of registrations or purchase other 'off-list' products and/or services. Note that pre-payment is required to secure discounts and bulk purchases are non-refundable.

Section 3: Qualifications Information

3.1 Background to Regulated Qualifications

GA is recognised by the Office of Qualifications and Examinations Regulation (Ofqual) in England.

Regulated qualifications appear on the Ofqual Register of Regulated Qualifications.

All GA qualifications can also be made available in other countries and are generally accepted worldwide.

3.2 The Regulated Qualifications Framework (RQF)

From October 2015, regulated qualifications appear under the Regulated Qualifications Framework (RQF). The RQF provides a single, simple system for cataloguing all qualifications regulated by Ofqual. Like a bookcase in a library, qualifications are indexed by their 'level' and 'size'. Qualifications at any specific level can be very different from one another, for example in their content and purpose.

Qualification Level: Levels indicate the difficulty and complexity of the knowledge and skills associated with any qualification. There are eight levels supported by three 'entry' levels. While most qualifications will be assigned a single level, some may span more than one.

Qualification Size: Size refers to the estimated total amount of time it could typically take to study and be assessed for a qualification. This can be anything from a matter of hours to several years of study and different learners can take different amounts of time to study for the same qualification. Size is expressed in terms of Total Qualification Time. The part of that time typically spent being taught or supervised, rather than studying alone, is known as Guided Learning Hours. Qualifications can sit at different levels but require similar amounts of study and assessment time. Equally, qualifications at the same level can take different amounts of study and assessment time.

3.3 The GA Quality Endorsement Scheme

GA recognises that not all training programmes necessarily result in an Ofqual-regulated qualification, for example those which are only delivered and assessed overseas. The GA Quality Endorsement Scheme (QES) provides an opportunity for organisations to submit details and content of their training and education programmes for endorsement and backing from a leading Awarding Organisation. With the GA QES, training providers can demonstrate the quality of their delivery to their own customers with externally issued and endorsed certificates from GA.

The GA QES is subject to centre approval and quality assurance monitoring of the training provider. Course endorsement is based on documentary evidence submitted by the provider, desk-based checks and centre visits carried out by GA to verify the information provided.

Detailed information can be found in the document *GA Quality Endorsement Scheme Policy and Procedure* and in the *GA QES Standard Submission Form*, available on the GA website.

3.4 Use of Regulators' Logos

Centres must **NOT** use the Ofqual logo under any circumstances without the prior written permission of Ofqual.

Under Ofqual Regulations, the logo can only be used by Awarding Organisations and then only on qualification and credit certificates.

Please also note that the Ofqual logo will not be included on any certificates for qualifications not listed on the Ofqual Register of Regulated Qualifications.

3.5 Making Reference to Regulators

Centres must **NOT** refer to themselves as being 'approved' by a Regulator or offering qualifications 'approved' or 'accredited' by a Regulator. This is a serious breach of the Regulators' conditions as it is misleading to the general public. Any centre found to be using such references to the Regulator will be asked to remove such references and, in the case of written material, withdraw and destroy any documents containing the reference.

Approved centres are recommended to use the following phrases when describing their approved status:

- 'Approved by Gatehouse Awards, an Awarding Organisation recognised by Ofqual'
- 'Approved by Gatehouse Awards to offer qualifications on the Register of Qualifications regulated by Ofqual'
- 'Able to offer regulated qualifications under Approval by Gatehouse Awards, an Awarding Organisation recognised by Ofqual'

Should a centre require any further guidance on the wording to use, they should contact their Centre Administrator.

Section 4: Candidate Registrations

4.1 Use of the Ark

The Ark is the secure GA online Learner Management System which all approved centres are provided access to via a secure username and password, issued at the point of centre approval. As well as registration, it also allows centres to carry out other administration tasks, such as view the qualifications they are approved for, search for learners, view examination results, view invoices, claim certificates for internally assessed qualifications and access and download e-certificates.

Centre staff must keep their username and password secure and adhere to the terms and conditions of use of the Ark at all times.

A full *Centre Guide to the Ark for Centres* is available upon request or may be available to download from the GA website.

4.2 Candidate Registration and Data Storage

Centres must have a candidate registration process that ensures all the relevant data required for certification is obtained. Learner data must be held securely (whether electronic or paper-based records) and in line with current Data Protection and Privacy legislation.

As a minimum, the following learner details are required to be held by centres:

- full name
- date of birth
- address
- acceptable confirmation of identification and learner signature

Any additional information required is detailed in the relevant Qualification Specification. Learner information must be retained by the centre for a minimum of **12 months** following learner certification.

For controlled examinations, centres must also refer to the *Regulations for Conducting Controlled Examinations* for details on the requirements for photographic ID.

Data must be stored in such a way that it is secure but easily retrievable when required by authorised staff and for internal and external quality assurance purposes. If a Centre holds records off site, such as in a secure document storage facility, they must be **able to retrieve such documentation within 24 hours**.

Records **must not** be held in a private, domestic household as that is not a secure storage facility and does not allow GA or the Regulator access to the documents.

4.3 Registration Requirements

ALL learners must be registered on the Ark within 6 weeks of starting their programme of learning, or prior to the first assessment taking place, *whichever is the soonest*.

Please refer to the *Centre Guide to the Ark* for full details of how to enter learner details onto the Ark for full and complete qualification registrations and exam booking (where applicable).

Usually, registrations have a set period of validity. This is specified in the relevant Qualification Specification.

4.4 Unique Learner Numbers (ULNs)

All centres funded for Further Education and work-based learning in England, Wales and Northern Ireland must register each recorded learner with a Unique Learner Number (ULN).

Further information on how centres gain access to the Learning Records Service can be found at the Education and Skills Funding Agency website

<https://www.gov.uk/government/organisations/education-and-skills-funding-agency>

4.5 Amendments to Candidate Registration Details

There may be times when a centre needs to amend some details on a learner's registration. Centres should refer to the *Centre Guide to the Ark* for full details of how to do this.

Section 5: Delivery: Assessments and Examinations

5.1 Assessment Models

Assessment is the process by which a learner's knowledge, understanding and skills are evaluated against set learning outcomes and/or specified assessment criteria.

All GA qualifications rely on assessment. The assessment of the learner is designed to confirm that they have achieved the standard or meet the criteria the qualification requires, or determine that they have not. Assessment is a measure of the learner's attainment against set learning outcomes and assessment criteria.

Assessment models vary depending on the qualification and components within a single qualification may combine different assessment models.

Assessment Model	Assessment Type and Examples
Assessment designed and delivered by the centre, where centre staff make assessment decisions	Centre (internally) - devised assessment tasks and materials, e.g. projects, assignments, observations of demonstration of skills, questions & answers (written and/or verbal), witness testimonies, work product evidence. These may be compiled into a portfolio of evidence. There may be a combination of evidence types, which are internally assessed and moderated and externally moderated or verified by GA. Some qualifications may require centre-devised assessment materials to be authorised by GA prior to use.
Assessment designed by GA and delivered by the centre where centre staff make assessment decisions	GA provides externally set assessment materials or examination papers to be used with learners under the supervision and/or guidance of centre staff (acting as interlocutors, invigilators or assessors). The learner work is then internally assessed and moderated, and subject to moderation or verification by GA.
Assessment designed by GA and delivered by centre staff where GA make assessment decisions	GA provides externally set assessment materials to be used with learners under the supervision of centre staff (acting as interlocutors or invigilators). The centre returns the completed scripts (or recordings/other forms of assessment materials) securely to GA for external assessment and moderation.
Assessment designed by GA and delivered by GA	GA provides externally set assessment materials to learners directly, e.g. via Moodle. Assessment materials are received directly by GA and are externally assessed and moderated. This model does not require centre staff to be involved in the assessment or moderation process.

Different assessment models may also make use of online/digital and remote formats of assessment as well as paper-based and/or in-person assessment.

Assessment is generally available 'on-demand'.

Full details of the assessment model(s) for each qualification, as well as all the quality assurance criteria and standards, can be found in the relevant Qualification Specification.

5.2 GA Assessment Standards (CRAVES)

Regardless of the model or method of assessment, assessors must ensure that all evidence is judged to meet the requirements of "CRAVES":

- ✓ **Current:** the work is relevant at the time of the assessment
- ✓ **Reliable:** the work is consistent with that produced by other learners
- ✓ **Authentic:** the work is the learner's own work
- ✓ **Valid:** the work is relevant and appropriate to the subject being assessed and is at the required level
- ✓ **Evaluated:** Where the learner has not been assessed as competent, the deficiencies have been clearly and accurately identified via feedback to the learner resulting in improvements in knowledge or competency leading to the award
- ✓ **Sufficient:** the work covers the expected learning outcomes and any range statements as specified in the criteria or requirements in the assessment strategy.

More details on CRAVES for specific qualifications can be found in the relevant Qualification Specification.

5.3 Candidate Access to Assessment

GA is dedicated to providing access to assessment for all learners, free from discrimination and unnecessary barriers of any kind. There are a number of reasonable adjustments available to eligible learners to ensure that they are not disadvantaged in any way. Centres should refer to the *GA Candidate Access Policy* for details of our general rules, a copy of which is available to access on the GA website.

5.4 Delivery and Assessment of GA Qualifications

Each qualification has its own set of learning outcomes, with assessment criteria or indicative content which needs to be adhered to. This information can be found in the relevant Qualification Specification and qualification-specific supporting Handbooks or other documentation for centre use.

Centres should also refer to the following guides and policies prior to delivering any assessments to ensure they are meeting all of the requirements laid down by GA and the Regulator (this is not an exhaustive list):

- *Candidate Access Policy & Procedure*

- *CASS Strategy & General Moderation Policy*
- *Conflict of Interest Policy & Procedure*
- *Maintaining Confidentiality of Assessment Materials Policy*
- *Malpractice & Maladministration Policy & Procedure*
- *Regulations for Conducting Controlled Examinations*
- *Appeals Policy & Procedure*
- *Guides for Centres (variety of topics)*
- *Qualification specific guidance, regulations and supporting documentation*

5.5 Recognition of Prior Learning (RPL)

In some circumstances, learners may be allowed to claim credit for learning or achievement or experience and therefore not have to duplicate learning or work produced for assessment. The evidence presented to support a claim for RPL must be sufficient to allow assessors to judge the learner as having met the learning outcomes and assessment criteria according to CRAVES and be an 'equivalent' source of evidence.

Centres should first refer to the Qualification Specification for the qualification they wish to apply RPL to for details of the component units, learning outcomes, assessment criteria, indicative content and any other qualification-specific assessment requirements.

Centres should refer to the *GA RPL Policy* for details of our definitions of different types of RPL, the general rules and process of applying for and using RPL. A copy of this policy can be accessed on the GA website.

5.6 Language of Assessment

GA has a responsibility to ensure that learners can be assessed in English and may allow assessment in a language other than English provided that:

- the assessment is comparable to that offered in English
- the learner's lack of language proficiency does not prevent them from properly carrying out the role that is supported by the qualification, or facilitating any intended progression permitted by the qualification (e.g. university progression).

Please note, this does not apply to assessments where proficiency in the English language is part of the assessment criteria.

When proposing to deliver and assess a qualification in a language other than English, the centre's responsibilities are as follows:

Initial request:

Before delivering a qualification in a language other than English, centres must demonstrate to GA that the conditions for doing so are met and seek approval to go ahead with delivery in another language. The type of evidence required depends on the circumstances and may include a statement from an employer or university clearly stipulating that the language of work and/or study does not require English language proficiency.

Notification via the ARK

Where GA confirms a qualification can be delivered and assessed in a language other than English (under any of the permitted exceptions other than BSL, which has its own process), the centre must then notify GA of each individual learner and notify GA of the language to be used. On the Ark, each individual learner registration must indicate the language of delivery and assessment.

Failure to notify GA at the point of registration may result in delays to certification and may constitute maladministration under GA's Malpractice and Maladministration Policy.

The centre's language of delivery arrangements are subject to review during EQA visits.

Translation Requirements

Where assessments, mark schemes, completed learner work or any other records relating to delivery, assessment and quality assurance are used, these are required to be translated in order to facilitate marking, moderation/verification, or an EQA Review.

The centre is responsible for providing the translations including any associated costs.

All translations must be carried out by a qualified, certified translator with demonstrable competence in both languages and, where appropriate, the relevant subject area.

Translators are not required to hold a formal legal accreditation (such as sworn translator status) but must hold a relevant professional qualification or membership that demonstrates their competence. AI translation tools must not be used.

Depending on the risk profile of the centre and the qualification, GA may require a full translation (100% of evidence) or select a sample of materials which must be translated. The scope of any translation request will be determined in accordance with GA's risk-based approach, consistent with the QA and CASS policies.

5.7 Rules of Combination

Rules of Combination are developed by GA and outline the mandatory and non-mandatory units that must be achieved in order to gain the appropriate combination of units, or qualification contents, for a qualification to be awarded.

Details of the Rules of Combination are included in the relevant Qualification Specification.

Section 6: Centre Staff Requirements

6.1 Staff Requirements

All staff involved in any part of the delivery of a GA qualification (i.e. teachers, assessors, invigilators, interlocutors, internal moderators, verifiers and other internal quality assurance staff) must meet the set criteria outlined in the relevant Qualification Specification.

Centres should refer to this prior to applying for approval to offer a qualification and ensure these standards are maintained throughout the time a centre offers that qualification. Centre staff should also be familiar with, and refer to, the range of policies and procedures GA makes available which are relevant to the delivery of GA qualifications.

The following general requirements apply to all teaching, assessment and quality assurance staff:

6.2 Qualifications & Professional Standards

Centres must ensure that all staff involved in the delivery of GA qualifications hold suitable qualifications and meet professional standards, as follows:

- Hold a regulated qualification at the level, or level above, in their subject specialism
- Hold or be working towards appropriate teaching/assessment/IQA qualifications
- Maintain membership of relevant professional bodies where applicable to their subject area
- Maintain appropriate professional indemnity insurance where required

6.3 Professional Experience

Centre staff are generally expected to demonstrate:

- A minimum of 3 years post-qualification experience in their specialist field
- Current and on-going active practice with a minimum of 5 hours per month relevant to the qualification being delivered
- A minimum of 2 years' experience in teaching or assessing in a related field
- Evidence of successful delivery of similar level qualifications

6.4 CPD Requirements

Centre staff must also:

- Maintain a structured CPD portfolio with a minimum of 30 hours annual CPD

- Evidence both subject-specific and teaching/assessment related CPD activities
- Demonstrate engagement with current research and developments in their field
- Keep up to date with GA's requirements and qualification updates

6.5 Evidence Requirements

For each member of staff, centres must be able to provide:

- A detailed CV with chronological work history
- Copies of regulated qualification certificates
- CPD certificates and learning reflections
- Current professional registration/memberships, where applicable
- Evidence of industry-specific practice hours, where relevant
- Examples of teaching materials/assessment/IQA documentation
- Records of internal standardisation activities

Centres must maintain complete and up-to-date records of all staff qualifications, experience and CPD activities. These records must be made available for review during External Quality Assurance visits.

6.6 Supporting Staff Members Working Towards Qualifications

Where a member of staff within a centre does not yet hold formal qualifications but is working towards them, they must:

- Be working towards an appropriate teaching, assessing or IQA qualification, with completion expected within 2 years
- Be supervised by a fully qualified member of staff who will act as their mentor
- Have their work countersigned by their qualified mentor, where applicable
- Maintain detailed records of all activities including:
 - Session plans and materials
 - Observation records from their mentor
 - Feedback from learners
 - Self-evaluation records
 - Progress reviews with their mentor

Staff acting in the capacity of a Teacher must be able to demonstrate prior experience of at least 30 hours of documented teaching before starting to teach independently under supervision. This should be evidenced as a log of teaching hours and be made available to GA upon request.

Trainee members of staff must also:

- Participate in standardisation activities alongside qualified staff
- Have their work sampled at a higher ratio by Internal Quality Assurers
- Meet all other requirements regarding subject expertise and professional experience as outlined above

The supervising mentor must:

- Hold relevant teaching/assessing/IQA qualifications
- Have at least 2 years' experience in teaching/assessing/IQA
- Provide regular documented observations and feedback
- Participate in progress reviews
- Confirm the validity and authenticity of the supervised member of staff's work

The above arrangements are considered temporary while the required qualifications are being achieved. Centres must maintain clear records of progress towards achieving the appropriate qualifications and ensure completion within the specified timeframe.

Section 7: Quality Assurance Arrangements

7.1 Internal Quality Assurance

Centres must have a written policy or procedure outlining their internal quality assurance processes. All such policies must reflect the specific Internal Quality Assurance arrangements set out in the Qualification Specification for the qualification(s) the centre offers.

GA also provide a range of guidance documents and template forms which centres may find useful when developing their internal assessment, moderation and quality assurance policy and procedures.

All centre policies must be made available for review by a GA External Quality Assurer or the Regulator on demand. It is therefore important that these are kept up to date.

7.2 Internal Quality Assurance Staff

The following staff information must be held by the centre for all staff involved in the delivery, assessment and quality assurance of GA qualifications:

- Assessor / Internal Moderator / Internal Verifier vocational competence and continuing professional development (CPD) records, including CVs showing how staff satisfy relevant assessment strategy requirements
- Interlocutors / Invigilators competence, level of language proficiency and continuing professional development (CPD) records, including CVs showing how staff satisfy examination delivery requirements
- Assessor / Internal Moderator / Internal Verifier achievements of relevant Assessment and IQA / Learning & Development qualification certificates (originals)
- Monitoring records of all staff, including Assessor / Internal Moderator / Internal Verifier progress towards relevant Assessment and IQA / Learning & Development unit achievement.

7.3 Internal Quality Assurance Records

The centre's internal quality assurance records and associated documentation must be held for a minimum period of three years, as required for regulatory compliance purposes.

The records will include, as a minimum:

- who assessed and internally moderated/quality assured what and when it was done
- what assessment decisions have been made and the methods of assessment used
- details of the sample selected for moderation and its rationale
- details of assessor and IQA standardisation meetings
- details of delivery staff feedback and support
- details of delivery staff competence and CPD
- the monitoring of delivery staff and impact of CPD undertaken

7.4 Centre staff registered for a GA qualification

Centres must inform GA in advance if they wish to register a member of staff for a GA qualification. This must be done before they undertake any assessment. Failure to notify GA could affect the centre's approved status and/or may constitute malpractice. Members of staff should only undertake assessments if they are registered to complete the qualification and cannot undertake a GA qualification while they are teaching or assessing that qualification at that centre without the express prior agreement of GA. Where this happens without seeking prior agreement, GA reserves the right to withhold certification.

7.5 Assessment of Relatives

In some centres, we recognise that family members may work together and may be in a position to assess and/or internally quality assure one another. This is considered a conflict of interest and is not allowed unless formally agreed beforehand with GA. Failure to notify GA of these situations is considered non-compliance and could affect the centre's approved status.

7.6 External Quality Assurance

GA operates a model of external quality assurance comprising of centre assessed standards scrutiny and a wide system of centre controls. These are designed to ensure the ongoing compliance of all approved centres and the validity of all qualifications.

Full details can be found in the *GA CASS Strategy and General Moderation Policy* and *GA Quality Assurance Policy*.

7.7 Centre Risk Assessment and Ratings

GA will apply a 'risk rating' to a centre based on a number of factors. Please see the *Quality Assurance Policy* for further details.

7.8 External Quality Assurance Visits

In addition to centre approval visits, where these are required, GA operates a system of External Quality Assurance which includes reviews of centres (either carried out remotely or via site visits) on at least an annual basis.

Reviews and visits are carried out by fully trained and authorised External Quality Assurers (EQAs) who, as the representatives of GA and have the right of entry at all Approved Centres, whether prior notice has been provided or not.

GA EQA visits are split into different types of visit. Visit types are: Annual General Review, Moderation Visit (Full or Short), Verification Visit.

- **Annual General Review** – During this visit, the GA EQA will focus on the following areas (sampling of learners' work, assessment decisions and IQA evidence does not take place at the Annual General Review):
 - Management Systems of The Centre
 - Resources and Staff
 - Assessment Processes
 - Internal Quality Assurance Processes

Centres will be provided with full feedback from the EQA's findings and presented with a report containing recommended areas for development and highlighting areas of good practice demonstrated by the centre. The Centre may also be presented with Actions arising from the visit. The Annual General Review ensures a Centre's continual adherence to the Gatehouse Awards Centre Approval criteria and will receive a Centre Risk Rating based on the EQA's findings.

Reports are shared with the centre via the ARK.

Arranging Moderation and Verification Visits

Requests for Moderation and Verification Visits should normally be made through the centre's dedicated Centre Administrator, who will coordinate the arrangements with the centre and the allocated EQA.

Where a centre is already in direct contact with its EQA, the centre and EQA may discuss and provisionally agree a suitable date for a visit. In these circumstances, the centre must notify its Centre Administrator of the proposed arrangements in advance of the visit so that the visit can be formally recorded and any necessary administrative arrangements completed.

Timescales for Arranging Visits

Centres are encouraged to plan ahead when requesting Moderation or Verification Visits, particularly where certification is required by a particular date. While GA will always aim to arrange visits as promptly as possible, availability will depend on a number of factors.

GA will strive to arrange a requested Moderation or Verification Visit within 10 working days of receiving the request. Visits can often be arranged sooner, but centres should not assume that an EQA will be available at very short notice.

Full and Short Moderation Visits

The standard fees paid by centres include two Full Moderation Visits in each 12-month period. During a Full Moderation Visit, the EQA will select an appropriate sample from the learner portfolios presented by the centre in accordance with GA's moderation requirements.

Where a centre requires additional Full Moderation Visits within the same 12-month period, these can be arranged for an additional fee. Charges are applied in accordance with the current *GA Product Catalogue & Fees List*.

Centres may alternatively request a Short Moderation Visit where only a small number of learner portfolios require moderation. A Short Moderation Visit can cover up to 10 learner portfolios and is charged on a per-portfolio basis, with current charges published in the *GA Product Catalogue & Fees List*.

A Short Moderation Visit may be a more suitable option where, for example, a centre has only a small number of learners requiring certification and arranging a Full Moderation Visit would not be necessary or cost-effective. This provides centres with greater flexibility to request moderation according to their certification needs and learner numbers.

- **Moderation Visit** – During this visit, the GA EQA will focus on the following areas:
 - Management and Administration of the Programme - directly relating to the qualification/s under the scrutiny at the visit
 - Resources and Staff - directly relating to the delivery of the qualification/s under the scrutiny at the visit
 - Assessment of learners in practice (at all stages in the learner journey)
 - Internal Quality Assurance in practice (at all stages in the learner journey)

The centre should present to the EQA all learner work, assessment decisions and internal quality assurance evidence specifically relating to learners requiring certification. The EQA will select a sample of the evidence provided for moderation. This sample will consist of work that has and has not been through the Centre's Internal Quality Assurance process and will cover all active assessment and internal quality assurance staff. The Centre may also present to the EQA, work from learners that are in-progress through their programme of learning (the right to request to see in-progress learner work/assessments/internal quality assurance evidence remains with the EQA). The EQA may speak with Centre staff involved with the delivery of the qualification/s under the scope of the visit, and learners (where possible).

Centres will be provided with full feedback from the EQA's findings and presented with a report containing recommended areas for development and highlighting areas of good practice demonstrated by the centre. The Centre may also be presented with Actions arising from the visit. Moderation Visits ensure a Centre's continual adherence to the GA Centre Qualification Approval criteria. The findings of this visit will, in part, inform the Centre's overall risk rating. The findings of this visit type will also inform the Centre's eligibility for future Verification Visits.

Reports are sent to the centre electronically.

Centres must retain/have access to learner portfolios at least until the EQA visit has taken place to allow for standards scrutiny and moderation / verification.

- **Verification Visit** – This type of visit can apply following successful Moderation visits. The EQA will inform the Centre at a Moderation Visit if they are eligible to undertake Verification Visits.

During this visit, the EQA will focus on the following areas:

- Management and Administration of the Programme - directly relating to the qualification/s under the scrutiny at the visit

- Resources and Staff - directly relating to the delivery of the qualification/s under the scrutiny at the visit
- Assessment of learners in practice (certificated from the date of the last visit to the date of the current visit)
- Internal Quality Assurance in practice (certificated from the date of the last visit to the date of the current visit)

The centre should present to the EQA all learner work, assessment decisions and internal quality assurance evidence specifically relating to learners between the date of the previous Moderation or Verification Visit and the current visit. The EQA will select a sample of the evidence provided for verification. This sample will consist of work that has and has not been through the Centre's Internal Quality Assurance process and will cover all active assessment and internal quality assurance staff. The Centre may also present to the EQA, work from learners that are in-progress through their programme of learning (the right to request to see in-progress learner work/assessments/internal quality assurance evidence remains with the EQA). The EQA may speak with Centre staff involved with the delivery of the qualification/s under the scope of the visit, and learners (where possible).

Centres will be provided with full feedback from the EQA's findings and presented with a report containing recommended areas for development and highlighting areas of good practice demonstrated by the centre. The Centre may also be presented with Actions arising from the visit. Verification Visits ensure a Centre's continual, ongoing adherence to the Gatehouse Awards Centre Qualification Approval criteria. The findings of this visit will, in part, inform the Centre's overall risk rating. The findings of this visit type will also inform the Centre's eligibility for future Verification Visits and the timescales between each Verification Visit.

Reports are sent to the centre electronically.

Centres must retain/have access to learner portfolios at least until the EQA visit has taken place to allow for standards scrutiny and moderation / verification.

7.9 Investigations into Malpractice and Maladministration

As part of External Quality Assurance activities, GA will fully and thoroughly investigate any allegations of malpractice and maladministration, whether it has been identified externally or internally. All information which GA deems necessary to investigate and resolve an allegation of maladministration or malpractice must be provided by the centre.

Failure to report suspected malpractice and/or to co-operate with follow up activity may lead to awards not being made, certificates not being issued, future entries and/or registrations not being accepted or withdrawal of qualification and/or centre approval.

Full details of how an investigation might be undertaken, from the initial suspicion being raised to a sanction being applied and, in some instances, a fee being charged for the visit, can be found in the *Malpractice and Maladministration Policy*.

7.10 Identification of Non-Compliance Within a Centre

The GA External Quality Assurance activities at pre- and post-approval of a centre and GA's post-approval monitoring ensures that where the centre is found to be non-compliant with any GA regulation, this is identified and communicated to the centre. The centre's Risk Rating will increase, and the non-compliance(s) could lead to the withdrawal of the centre and/or qualification approval.

GA may withdraw or suspend centre and/or qualification approval on written notice to the centre at any time. Reasons for this include, but are not limited to:

- Failure to comply with the *GA Terms and Conditions of Business, Centre Approval Criteria* or with any GA policies, regulations, requirements and procedures
- If there are major deficiencies in the assessment process and GA reasonably believes that the centre can no longer assure the appropriate quality of provision
- Where GA is notified of sanctions placed on a centre by another Awarding Organisation.

GA reserves the right to withdraw centre approval with immediate effect should the non-compliances adversely affect learners or the reputation of GA, the Regulator or that of regulated qualifications. If the centre and/or qualification approval has been withdrawn, centres must provide GA and affected learners with the information or support GA considers reasonable within a specified timeframe. In these instances the centre will be advised of the process.

Centres which have their approval removed have a responsibility to fulfil their legal obligations, as set out in the *GA Terms and Conditions of Business* that form part of their contract with GA.

GA may decide not to withdraw approval immediately but may decide to suspend all or any centre activities (including the ability to register/certificate learners) for either a specified period of time or indefinitely. This may be in order to see if a situation can be remedied, or in order to protect learners and/or GA. Centres have the right to appeal against withdrawal or suspension of centre or qualification approval. For further information, refer to the *GA Appeals Policy and Procedure*.

Where a centre chooses to withdraw itself, they must inform GA. GA's Quality Assurance staff will work with the centre to support learners who may be affected by this decision.

Section 8: Certification

8.1 Design and Content of Certificates

GA certificates have been designed to be clear and secure. They meet all regulatory conditions as set out in the Ofqual Certificate Requirements.

Learners who are awarded a GA qualification or unit certificate will receive an e-certificate as standard.

E-certificates contain additional security features to those found on traditional paper certificates and are compatible with the *GA Online Certificate Verification tool*. E-certificates are kinder to the environment and this is one way in which we are reducing our carbon footprint and responding to the national and international climate change emergency.

Traditional hard copy certificates can be requested from GA for an additional fee. Standard e-certificates can also be printed out by the centre or by the learner for use in a paper-format portfolio or to be displayed in paper format where required.

Please note that all information used for certificates will be taken from that held on the Ark. It is the responsibility of the centre to ensure that these details are correct prior to claiming certificates.

8.2 Issue of Certificates/Results

Specific details regarding the issue of certificates and results can be found in the relevant Qualification Specification. General points to note include:

- All externally-assessed results (including certificates for successful learners) for qualifications and units are published and issued to centres within 10 working days of the receipt of the examination materials or authorised certification claims. The results and certificate numbers will appear on the Ark for centres to refer to alongside the instructions on how to download and access the e-certificates.
- Learners should not have their results confirmed for internally-assessed qualifications until the required levels of External Quality Assurance has been carried out by GA.
- All internally-assessed qualification certification claims should be made via the Ark.
- Any hard copy certificates will be issued to the main centre (not a satellite address) and it is the responsibility of the centre to ensure these are forwarded to learners in a timely manner. This is a regulatory responsibility and failure to do so could result in action being taken for malpractice against the centre.
- The main centre is expected to hold all learner records (or be able to bring them to the main centre within 24 hours' notice, if they are routinely held at satellite centre premises) for the purposes of auditing by GA and/or the Regulator.

IT IS STRICTLY PROHIBITED for centres to produce their own certificates for GA qualifications or units. To do so is a serious breach of the Regulations attached to being a GA Approved Centre and could affect the approved status of that centre. In addition, all such unauthorised certificates would be invalid for the learners, who would have to be reassessed before they could be certified by GA for that qualification, at the expense of the centre involved. Any centre found to be producing their own certificates using the GA name/details will be immediately subject to sanctions.

8.3 Direct Claims Status

Direct Claims Status (DCS) is not available for GA qualifications.

Arrangements for standards scrutiny, moderation and verification will be put in place in line with the *GA CASS Strategy and General Moderation Policy*.

8.4 Amended and Replacement Certificates

Centres should refer to *The Centre Guide to the Ark* for details of the process for obtaining an amended or replacement certificate.

Section 9: Complaints and Appeals

9.1 Centre Complaints Procedure

Centres are required by GA to operate an internal complaints procedure, which learners, all staff, external stakeholders and members of the public can use in the event that they wish to challenge the centre. Centres have a responsibility to inform learners of their complaints policy. EQAs will request to see evidence of the centre complaints policy and procedure as part of their quality assurance monitoring.

Centres must also make learners aware of GA's Complaints Policy and Procedure.

9.2 Centre Complaints

If a centre has a complaint relating to GA, their feedback is welcome and is seen as an opportunity to make improvements. GA will investigate all complaints received in line with the *GA Complaints Policy and Procedure*, available on the GA website.

9.3 Learner Complaints

Learners who have a complaint about their centre must first raise the matter using their centre's internal complaints procedure. If, after doing this, they are unhappy with the outcome provided, they may raise the complaint with GA, remembering to send copies of all relevant correspondence between the learner and centre.

Learners must ensure they provide their full name, GA candidate number (if known), their date of birth and details of the centre (including the centre number if known) and contact GA by emailing info@gatehouseawards.org

9.4 Results Enquiries & Appeals

Learners must seek information about their results from their centre prior to contacting GA with a results enquiry.

Centres are required by GA to operate an internal appeals procedure. EQAs will request to see evidence of the centre's appeals procedure as part of their quality assurance monitoring. When a learner's results vary considerably from the result they expect, the centre must follow their own internal procedure. If the issue cannot be resolved internally after exhausting all available channels for appeal, the centre should inform GA.

Where the appeal is related to a decision GA have made about the results of external assessment, reasonable adjustments, special consideration or actions to be taken following a malpractice or maladministration investigation, the centre may wish to bring it to GA's attention. Centres are entitled to appeal against GA's decisions (including decisions taken

about approval and revocation of centre approval) and should refer to the *GA Appeals Policy and Procedure*, available on the GA website.

Appendix 1: Glossary of Terms

Appeal: a request for a review of a decision.

Assessor: a member of staff at the centre employed for the purpose of making internal assessment decisions.

Centre: an institution or organisation, usually a school, college, training provider or employer which is approved by GA to deliver the training, preparation and delivery of the assessment for a qualification.

Comment: an idea, suggestion or opinion on how GA could improve its services.

Complaint: a formal expression of dissatisfaction made by a member of GA staff, learner, Centre Representative or a member of the public who has reason to raise a complaint regarding the service received from, or conduct of, GA as an Awarding Organisation or one of its Approved Centres.

Compliment: positive feedback about a service provided by GA.

Controlled Assessment: an internal assessment, where the assessment materials are set either internally or externally, where learners are usually supervised by their teachers and elements of the assessment can be taken at flexible times, and internally assessed and moderated.

Controlled Examination: examinations which are externally set and externally marked by the awarding organisation and are conducted in accordance with *Regulations for Conducting Controlled Examinations*.

CRAVES: the principles of quality assurance in relation to the assessment of learner's work, which stipulate that the work assessed must be Current, Reliable, Authentic, Valid, Evaluated and Sufficient.

Examinations Officer: a person who is employed by the Centre to be the single point of contact for GA with regards to all aspects of the delivery and administration of examinations.

Head of Centre: a person who is employed by the Centre to be the single point of contact and accountability for all aspects of quality assurance with regards to the delivery of examinations.

Marker: a person who is employed by the awarding organisation and who marks the completed scripts or recordings of learners across a range of Centres approved by the awarding organisation. Also referred to as an **Examiner**.

Examiner: a person who is employed by the awarding organisation and who marks the completed assessment materials or recordings of learners across a range of Centres approved by the awarding organisation. Also referred to as a **Marker**.

External Moderator (EQA): a person who is employed by GA and is responsible for assuring the quality and consistency of assessment across Centres, general quality assurance, moderation and verification activities

GA appointed Examination Observer: a professional person engaged by GA to attend Centres when controlled examination session has been booked for the purposes of ensuring that the examination is delivered in line with all relevant regulations and requirements.

GA Representative: An individual or Organisation, or employee of such an organisation, contracted by GA to represent GS in specific locations outside the UK.

Instructions (or rubric): an explanation given on the front cover of the question paper in order to guide the learner e.g. in terms of the number of questions to answer, the time allowed or the marks allocated for each task.

Interlocutor: a person who is employed by the Centre to administer the spoken components of any controlled examinations. This term is usually used in the context of language assessments.

Interlocutor script: script provided for the members of staff delivering spoken examination components which should be adhered to unless otherwise indicated.

Internal Quality Assurer: a member of staff employed by the centre who is responsible for monitoring the work of all assessors involved with the qualification, to ensure that they are applying the assessment criteria for the competency of skills consistently throughout all assessment activities, and that the evidence presented meets the requirements of CRAVES .

Invigilator: a person who is employed by the Centre to supervise learners whilst they undertake written elements of the controlled examinations.

Learner (or Candidate): a person who is registered with the awarding organisation to undertake a qualification and to be assessed for that qualification.

UK Centre: An approved GA Centre, based in the United Kingdom (England, Northern Ireland, Scotland and Wales).

Maladministration: is a sub-category of malpractice which relates directly to the administration of GA qualifications, but which has not been a deliberate act to attempt to subvert the integrity or security of the assessment process or the qualification as a whole.

Malpractice: a deliberate act by a staff member, learner or centre which has, or may have, an adverse effect on the assessment process, the award of the qualification or the integrity or security of any examination or qualification made available by GA.

Marking (or assessing): an activity which is undertaken by the GA subject specialists to check the learners' answers to the test questions against the mark scheme in order to produce an overall mark or result.

Moderation: the process by which assessment decisions made by either centre's internal assessment staff or awarding organisations' assessment staff (markers) are checked in order to ensure standardisation of results for learners.

Overseas or International Centre: An approved GA Centre, located outside of the United Kingdom.

Reasonable adjustment - arrangements made prior to assessment which help to reduce the effect of a disability or difficulty that may place the learner at a significant disadvantage during the assessment process.

Scripts: the question papers completed by the learners. These may be referred to as **completed tests**, **completed question papers** or **completed assessment materials**.

Special consideration – a consideration applied during or after an examination when unforeseen circumstances may prevent the learner from attending or completing their examination, such as temporary illness, bereavement or disruption to examination.

Tasks: these form the parts of the tests and are the sections of the question papers which are answered by the learner.

Tests: the question papers which are provided by the awarding organisation to the Centre for the learners to undertake. These may also be referred to as **unit tests**, **examinations** or **assessment materials**.

Tutor (or teacher, trainer, teaching staff): a person(s) who is (are) employed by the Centre to teach the learners in preparation for the tests.

Document Specification:	
Purpose:	To provide centres with a full overview of who Gatehouse Awards are and what they, as approved centres, need to do to deliver our qualifications in a compliant and effective manner.
Accountability:	Governance Committee
Responsibility:	Director
Version:	14.6
Effective from:	August 2026
Review date:	August 2028
Links to Ofqual GCR:	A4 to A8; B3; B5 to B7; C1; C2; D1to D8; E1to E5; F1 to F3; G1 to G9; H1 to H6; I1 to I4
Other relevant documents:	Ofqual General Conditions of Recognition (GCR) Qualification Specifications GA's website at www.gatehouseawards.org All GA Policies, Procedures and Guidance Documents, including Forms.