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**Updated Quality standards: FAQs**

Please re-visit our webpage regularly to see additional questions. These FAQs will be reviewed and added to regularly.

**Last updated: 20.10.2021**

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| **Question** | **Answer** |
| When do the QA standards go live? | The new “Quality Assurance Standards” suite of documents will come into effect automatically on 17 September 2021. |
| When can we download the documents? | The new documents are available to [download](https://www.i-l-m.com/trainers-and-centres/customer-handbook) on our website(s) now. |
| Will existing centres be sent the new documents electronically or by post? | Approved centres have been notified by email to advise of the new downloadable documents. |
| Has the qualification approval process changed? | No changes have been made to the approval process. |
| Do we still complete QAP forms on the walled garden? | Yes, the same process still applies. |
| Should we always expect an EQA visit to get qualification approval? | No, this will depend on a number of criteria. Your assigned Quality Delivery team will make the decision on the type of approval activity. |
| We are an FE college with three campuses with 3 different centre numbers. If we have approval for a particular qualification for one campus/centre can we automatically get approval for the other campuses/centre numbers? | If a centre has assessment sites these will have the same qualifications and QQR/Qual status as the main centre. Your EQA will sample learners across the main centre and all assessment sites.  If a centre has satellites, they will have completed their own QAPs so they may have different qualifications approved, QQR/Qual status and they have their own EQA activity. |
| Should we expect a quality review this year and if so, will this be remote or face to face? | EQA activity will continue as per schedule, but visits will now default to remote visits. Face to face visits can be arranged where needed. |