

# Centre Approval Process

## Quality Assurance Standards

Version 1.0

Last modified 9-August-2021

For external use

## Introduction

Organisations wishing to offer City & Guilds and ILM qualifications must first become an approved centre. The centre approval process requires you to meet our centre quality assurance criteria, to deliver our qualifications and assessments to the required standards. Approval is the first stage of our comprehensive quality assurance model. Following this, we continue to monitor approved centres' capacity to meet our quality assurance criteria.

We have designed our centre approval process to be clear and straightforward, whilst maintaining our rigorous quality assurance standards. Our dedicated Quality Delivery team are on hand to facilitate and support centres through the approval process.

Centre approval includes an initial qualification approval. Approved centres wishing to offer additional qualifications must complete the qualification approval process.

This document outlines the key steps in the approval process for prospective centres, from initial expression of interest through to approval being granted. It is for use for use by any staff involved in the approval process.

## Centre Approval Application (CAP) and Qualification Approval Application (QAP) process

The first stage of the process involves submission of an **Application of Interest** form (available on our website) and a credit check. Once these have been processed, we will set you up with access to our secure online administration system, Walled Garden. This platform allows centres access to:

- view the City & Guilds / ILM catalogue
- submit approval applications
- track the progress of approvals
- view external quality assurance feedback reports.

### You will then receive two emails:

- One with the link and access details for Walled Garden, which gives immediate access to the CAP\* that must be completed.
- One to introduce the Quality Delivery team who will process and manage your centre approval.

\* The CAP is contained in the **Quality Portal**, an area of Walled Garden designed specifically for planning and managing centre quality assurance activities. It includes the

QAP where you list the qualifications you wish to offer. Please refer to the fees for costs of approval.

The CAP must be completed and submitted within ten working days of access being granted to the Walled Garden.

Once your CAP form has been submitted, the Quality Delivery team will review it to ensure all required information has been submitted and then allocate a City & Guilds / ILM external associate to your centre. They will ensure that all required systems, resources and procedures are in place before approval can be awarded.

Please refer to our **Centre Charges List** for costs of approval (available on the website).

## The Centre Approval Application (CAP)

The CAP is split into the following sections:

Contact Details	Centre address, quality contact (for all quality queries), head of centre
Business Information	Type of organisation seeking approval (further education, training provider, etc).  Also, where prospective centres intend to subcontract some aspect of assessment delivery to another organisation.
Current / Previous Approvals	Detail whether the organisation has or had any approval with City & Guilds/ILM previously.
Data Systems	To confirm staff who will have access to Walled Garden and the type of system profile they will have.  To confirm that qualification assessment and Internal Quality Assurance (IQA) procedures are in place as well as required policies (as detailed in Centre quality assurance criteria).
Learner Support	Systems are in place to track learner progress and support them through their qualification.
Centre Quality Performance	Detail of how the organisation will monitor and evaluate the assessment and quality assurance of the qualification
Qualification Details	QAP detailing the qualification approvals being sought, including estimated number of candidates to be registered, staffing involved etc

Existing Approvals	Detail whether the organisation has approval for the qualification with another awarding organisation.
Delivery and Resource	Confirmation that the organisation has the staff and physical resources required for the qualification assessment and IQA arrangements. This includes appropriate assessment sites.
Possible Sources of Evidence	Tick box section to confirm the sources of evidence the organisation will provide to support the application.
Declaration	Head of centre confirms acceptance of City & Guilds conditions
Payment Method	How the organisation will pay for centre approval

If you have any questions at all about completion of the CAP, please do get in touch with the Quality Delivery team.

When completing the CAP, you can save and exit the CAP as often as you need. Upon completion, click 'Submit'. A large green ✓ will appear on the screen.

If there are errors or the system identifies that information is missing, the screen will remain the same and you will need to scroll through the application to identify the errors/missing information (highlighted in red).

We process all CAP/QAP forms within 30 working days of receipt.

## Centre approval and qualification approval support activity

Allocated external associates will confirm with the centre the date for the approval support activity to take place. During this activity a CAP and QAP verification report (CAPv and QAPv) is completed by the external associate. This report is split into three sections and outlines whether the centre meets our approval requirements:

- **Supporting Evidence** – External associate comments on the physical resources, staff resources assessment and quality assurance requirements. This will include good practice identified as well as areas for improvement.
- **Action Plan** – Any actions the centre needs to meet are referenced to Centre and Qualification quality assurance criteria and are SMART (Specific, Measurable, Achievable, Relevant and Time-Bound)
- **Additional Comments** – Any other relevant information that the external associates feel may affect the approval application.

We will confirm the decision in writing and the CAPv and QAPv report will be made available in the Quality Portal, in the 'Online Forms' tab.

Where actions have been raised, the centre will have to forward evidence to the Quality Delivery team to confirm the actions have been met. If required, a further support activity may be arranged.

## Centre approval and qualification approval granted (with or without action plan)

Where approval is granted, we will write to the organisation to confirm it is now an approved City & Guilds/ILM centre and provide them with a unique six-digit centre number. A certificate of centre approval will be issued. Future external quality assurance activities will also be arranged at this stage, depending on the types of qualifications being offered.

Centres can then register candidates for the qualifications they are approved for on Walled Garden and undertake delivery and assessments (in line with the guidance in the relevant qualification and/or assessment documentation). For qualifications where centres can claim certificates themselves, they will require a first positive EQA sampling activity before claims can take place.

Once approved, centres can apply for further qualification approvals via the catalogue on Walled Garden and submit QAPs for processing.

## Centre quality assurance criteria

The centre quality assurance criteria are what initial centre approval is measured against and represent the minimum requirements that centres must adhere to, to retain this approval.

The table below lists the criteria, along with the sources of evidence that organisations will need to supply at approval, and upon subsequent ongoing external quality assurance monitoring.

Centre quality assurance criteria	Sources of evidence
The centre has a single named Centre Quality Contact	A documented named point of accountability for management of quality assurance, with secure contact details (specific to the centre).
The centre can hold and securely transmit details of assessment outcomes	Documented procedures to ensure security when sending and receiving details of learner information to us.
<p>The centre has the staff, resources and systems needed to support:</p> <ul style="list-style-type: none"> <li>• the delivery of assessment</li> <li>• where necessary, the recording of any appropriate exemptions</li> </ul>	<ul style="list-style-type: none"> <li>• Documented quality assurance procedures</li> <li>• An organisational chart</li> <li>• Up-to-date CVs, original certificates, and/or assessor qualifications of the assessment/delivery team</li> <li>• Documented procedures for registering learners within 12 weeks (unless there is a specified exception to this rule e.g. a short course programme, SVQs)</li> <li>• Learner tracking documentation</li> <li>• Procedures for recording exemptions, internal appeals, complaints, malpractice, maladministration, reasonable adjustments, special considerations and plagiarism</li> <li>• Induction plans for centre staff involved with delivery, assessment and internal quality assurance</li> <li>• A documented Equal Opportunities policy and procedures, along with evidence of their implementation</li> </ul>

	<ul style="list-style-type: none"> <li>• A documented Health &amp; Safety policy and procedures, along with evidence of their implementation.</li> </ul>
The centre has administrative systems in place to track the learner's progress	<ul style="list-style-type: none"> <li>• Records of learner tracking systems</li> <li>• Assessment records</li> <li>• Individual Learning Plans (ILP) – where appropriate.</li> </ul>
The centre has arrangements in place that allow for the Recognition of Prior Learning (RPL)	<ul style="list-style-type: none"> <li>• Records of initial assessment procedures</li> <li>• Learner induction plans</li> <li>• Individual Learning Plans (ILP).</li> </ul>
The centre documents the respective roles and responsibilities of any partnership arrangements, including satellite centres, additional assessment sites and subcontracted providers. This includes their contractual relationship.	<ul style="list-style-type: none"> <li>• Partner contracts and service agreements</li> <li>• Recorded agreements for roles and responsibilities.</li> </ul>
The centre must give access to premises, people and records, and to cooperate with any of the allocated quality assurance activities.	Access to all documentation as requested by the EQA
<p>The centre declares any withdrawn centre and/or qualification approval from us or other Awarding Organisations.</p> <p>The centre contact declares if they have been a director or centre contact for any centre that has had any approval removed.</p>	<ul style="list-style-type: none"> <li>• The CAP form at approval should be completed to include this information if applicable</li> <li>• Completion and sign-off of the Centre Update Form (CU form) for ongoing compliance.</li> </ul>

## Centre Document Library

The City & Guilds / ILM Centre document library can be found at

[www.cityandguilds.com/delivering-our-qualifications/centre-development/centre-document-library](http://www.cityandguilds.com/delivering-our-qualifications/centre-development/centre-document-library)

This is a resource area designed for our centres and has practical guidance information to help you with every aspect of running our qualifications.

The guidance covers everything from initial approval and centre charges, malpractice, to learner exam administration, policies and procedures.

## Contact us

T: 01924 930800

E: [centresupport@cityandguilds.com](mailto:centresupport@cityandguilds.com)

Lines open: Monday to Friday 08.00 to 18.00 GMT

## About City & Guilds

Founded in 1878 to develop the knowledge, skills, and behaviours needed to help businesses thrive, we offer a broad and imaginative range of products and services that help people achieve their potential through workbased learning.

We believe in a world where people and organisations have the confidence and capabilities to prosper, today and in the future. So we work with like-minded partners to develop the skills that industries demand across the world.

## City and Guilds Group

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