

# Direct Claims Status (DCS) Policy

V2.1

## Introduction

This is version two of the DCS Policy and replaces all previous versions. This document is subject to regular revision and maintained electronically by its owner. Electronic copies are version controlled. Printed copies are not subject to this control.

Change history to V2.1

Date	Section	Change	Reviewed by	Signed off By
June 2023	Centre Responsibilities	Direct Claims a Centre must hold an Amber or Green Risk Rating.	L Earle	R Lowbridge

Change history to V2.0

Date	Section	Change	Reviewed by	Signed off By
January 2023	All	Multiple changes due to annual review	N Preston	R Lowbridge

Change history V1.0

Section	Change
All	Restructure under standard headings

## Scope

This policy applies to all approved Centres offering SFEDI Awards qualifications.

## Definition

Direct Claims Status (DCS) is a process whereby a Centre can claim certificates for learners without the need for prior authorisation by SFEDI Awards. It is awarded after multiple cohorts or samples of learner completions have taken place and those samples demonstrate both quality and consistency in the approach that the Centre takes in the delivery, assessment, and internal quality assurance of a qualification.

## Examples

Direct Claims Status (DCS) is awarded on a qualification basis and so it may be the case where a Centre holds DCS for certain qualifications but not for others, this is not uncommon.

If a centre holds Direct Claims Status (DCS) it means that certification can be applied for without the prior need of a monitoring activity by SFEDI Awards.

Please note that the Centre still has requirements under the Retention of Records policy as to the retention of both learner portfolios and assessment and quality assurance documentation.

## Centre Responsibilities

For a Centre to be considered for Direct Claims Status (DCS) it must demonstrate that it has:

- An Internal Quality Assurer with appropriate knowledge and skills (and relevant qualifications where required)
- An Internal Quality Assurer who and has consistently demonstrated good practice
- An Internal Quality Assurance policy which is being effectively implemented and covers all aspects of Internal Quality Assurance
- Delivered the qualification(s) across multiple cohort(s) of individual(s) to completion and has demonstrated consistency and quality within both assessment and quality assurance
- Received a risk rating of Amber or Green.

The Centre are required to comply with requirements for quality assurance sampling by our External Quality Assurers (EQAs) or other SFEDI Awards staff. Details of this can be found in the section below on process and in the SFEDI Awards Quality Assurance Overview document.

## Process

SFEDI Awards uses many different sources of information to arrive at the most appropriate risk rating and support required for each Centre and each qualification that Centre is delivering.

Working with our Centres comes in different forms from the sampling of folders, discussions through telephone and electronic conferencing systems, face to face support and development plans. The methods used are selected to best meet the needs of the Centre and to support a consistent and high quality delivery of SFEDI Awards qualifications.

The primary SFEDI Awards quality assurance sampling takes place in June and/or December of each

year. Further details on this can be found in the SFEDI Awards Quality Assurance Overview document. DCS is normally only allocated to those Centres who are risk rated no lower than Green. This is where a Centre has met all the centre approval criteria and there are no actions resulting from evidence seen during the monitoring activities or other sources of information.

***DCS held:***

These qualifications will be part of the two-point monitoring activities in June and December each year and a Centre is not required to submit folders at other times unless requested by SFEDI Awards to allow for additional sampling and support to be provided. Completed folders must be retained until their release has been authorised.

***DCS not held:***

Those qualifications that Direct Claims Status is not held for, a Centre can make ad hoc submissions of folders throughout the year to both claim certification and at the same time, work towards the awarding of Direct Claims Status for those qualifications. There is no need to wait until the June or December submission points.

There are no set timescales for the achievement of Direct Claims Status (DCS) but it would normally involve a minimum of two successful monitoring activities being completed for the qualification(s) that it is being sought.

Direct Claims Status (DCS) can both be awarded and withdrawn from a Centre for a qualification(s) and it is the right of SFEDI Awards to withdraw Direct Claims Status (DCS) where it is felt necessary to protect the integrity of the delivery, assessment, and quality assurance of a qualification by a Centre and the interests of learners.

DCS is awarded per qualification and the decision as to whether it has been awarded or not can be seen within the Centre Monitoring Report issued following a monitoring activity taking place. Whether a Centre holds Direct Claims Status can also be seen at any time through the Registr8 system.

## **Regulation**

SFEDI Award's approach to DCS is part of their overall strategy to manage the control of Centre marked assessments. Where a Centre conducts assessment on behalf of SFEDI Awards this is managed through our Centre Assessment Standards Scrutiny (CASS) strategy.

## Review Arrangements

We will review this policy as part of our annual self-evaluation arrangements and revise it as and when necessary in response to customer and learner feedback, changes in our practices, actions from the regulatory authorities or external agencies, changes in legislation, or trends identified from previous allegations.

In addition, this policy may be updated considering operational feedback to ensure our arrangements for dealing with Direct Claims Status remain effective.

If you would like to feedback any views, please contact us via the details provided at the end of this policy

## Other Related SFEDI Policies and Documents

- Centre Assessment Standards Scrutiny (CASS) strategy
- Quality Assurance Overview
- Retention of Records Policy

## Contact Us

If you have any queries about the content of this policy, please contact our customer service department.

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