

# **Quality Assurance Overview**

**V2.0**

## WELCOME MESSAGE

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This guide to our quality assurance process explains how we oversee the delivery of SFEDI Awards qualifications throughout our centre network providing support and guidance to strive to achieve a consistently high standard of enterprise education.

# ABOUT US

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SFEDI Awards is the UK's only specialist enterprise and business support Awarding Organisation providing flexible solutions to meet the needs of learners.

Operating across the UK, we work with enterprising organisations to support the drive towards a more competitive enterprise landscape with increased employment opportunities, improved productivity and, ultimately, greater prosperity locally, regionally and nationally.

Our qualifications are built on research and strong demand from the market place and recognised as market leading by many across all walks of life.

Building links with strong advocates of enterprise learning and skills development we partner with respected organisations, such as the Institute of Enterprise and Entrepreneurs, to ensure that learning is not a one off, it becomes a development journey for life.

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SFEDI Awards qualifications have a massive worth to those wishing to become self employed and those going into employment

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SFEDI Awards qualifications are really well designed, worthwhile qualifications and SFEDI is a pleasure to deal with at all stages from application, to approval to our ongoing support engagements

# OUR QUALIFICATIONS

I wasn't sure what I wanted to do or where I could make the most impact but this qualification gave me focus and helped me find my place in my local community



## Self Improvement

Whether going into employment, self-employment or simply starting a journey of self-improvement, our Enterprise Skills Development qualifications can help



## Business Support

Successful business needs high quality support professionals and our Business Support qualifications can help develop the industry recognised behaviours, knowledge and skills required



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Ensuring I had credibility in the marketplace by gaining industry recognised qualifications was vital to my operation within the business support world

My qualification helped me to learn the fundamentals of how to begin to structure a business idea and growth strategy



## Start Up and Grow

Starting, running and growing a business isn't a magic trick. The right training and support provided by our Start Up and Grow qualifications can help build success

# OUR APPROACH TO QUALITY ASSURANCE

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## Plan

Using many different sources of information from sampling of folders, government agency reports, news reports and many other forms, we gather information to inform how best to support our delivery network in the provision of SFEDI Awards qualifications. Whether this be through distance or face to face support we aim to do this in the most appropriate way with the least possible burden

## Do

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

## Check

All decisions and plans generated as a result of activities with our centres are reviewed internally at SFEDI Awards to verify the findings and ensure that any suggested improvement plans are justified, appropriate, proportionate and do not create excessive burdens on centres and those that undertake SFEDI Awards qualifications

## Act

With findings verified and improvement plans in place and agreed, we work with our centres to support the implementation of new ways of working that will continue to develop how they deliver SFEDI Awards qualifications, and the support provided to those that undertake them

# BENEFITS TO OUR APPROACH



## SCHEDULED

Yearly schedule enabling  
forward planning by centres



## APPROPRIATE

Appropriate levels of quality  
assurance based on need and  
demand



## TIMELY

Increased levels of on demand  
quality assurance leading to  
quicker release of learner  
folders and certificates



## SUPPORT

Increased levels of centre  
support and guidance through  
individual reports and  
improvement plans



## CONSISTENCY

Sharing of best practice across  
the centre network enabling  
an increase in quality and  
consistency nationally

# PROCESS OVERVIEW

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The **June** monitoring activity involves all centres whether they have claimed certification since the previous December monitoring activity or not. The monitoring activity will involve a processes and systems check and a folder sample, if appropriate.

## JUNE

Step 1 – Request Centre IQA Strategy and Centre IQA Sampling Plans and Centre Policies

Step 2 – EQA sample is selected from records submitted in step 1

Step 3 – Distribution of sampling list 4 weeks prior to submission deadline

Step 4 – Submission of folders either by post or electronically

Step 5 – Completion of folder sample (if applicable)

Step 6 – Completion of process checks

Step 7 – Distribution of individual feedback report

## DECEMBER

The **December** monitoring activity involves only those centres who have claimed certification and/or registered learners since the previous **June** monitoring activity. The monitoring activity will involve a folder sample only unless additional support requirements have been identified.

Step 1 – Request Centre IQA Strategy and Centre IQA Sampling Plans

Step 2 – EQA sample is selected from records submitted in step 1

Step 3 – Distribution of sampling list 4 weeks prior to submission deadline

Step 4 – Submission of folders either by post or electronically

Step 5 – Completion of folder sample

Step 6 – Distribution of individual feedback report

# WHAT TO INCLUDE

Depending on whether you are involved in the June or December monitoring activities there are certain things that you should include when submitting your information.

The list below provides you with the minimum information that is required but you can choose to submit more if you feel it will help to demonstrate your working practices in more detail.

If, once we have completed the monitoring activity, we require additional information then we will request this from you separately.

## JUNE SUBMISSION

- ▶ Portfolios for learners that have been requested as part of the sample
- ▶ Assessment and quality assurance reports for each of the learners that have been requested as part of the sample
- ▶ CPD records for staff members
- ▶ Copies of most recent:
  - ▶ Assessment policy
  - ▶ Internal Quality Assurance policy
  - ▶ Appeals procedure and log
  - ▶ Complaints procedure and log records of any instances of the following: Malpractice and Maladministration, Conflicts of Interest, Reasonable Adjustments

## DECEMBER SUBMISSION

- ▶ Portfolios for learners that have been requested as part of the sample
- ▶ Assessment and quality assurance reports for each of the learners that have been requested as part of the sample
- ▶ CPD records for staff members
- ▶ Records of any instances of the following: Malpractice and Maladministration, Conflicts of Interest, Reasonable Adjustments, Appeals or Complaints, Minutes from Team Meetings and Standisation activities



# SUBMITTING FOLDERS ELECTRONICALLY

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## PREPARE

Set up a parent folder with subfolders for each learner selected for the sample containing all of the relevant files and zip or compress the parent folder



## LOCATE

Click on the 'Upload File' button and locate the zip folder containing all of the learner folders you wish to submit



## ACCESS

Login to the Registr8 system and click on the 'Documents' drop down menu



## UPLOAD

Upload the folder to the system and once you refresh the screen you will see it appear under the title 'Request for Information'

# SUBMITTING FOLDERS BY POST

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## PREPARE

Gather together all folders and relevant paperwork for each of the folders selected for the sample



## PRINT

Print a copy of the sampling list and include with the folders putting a line through any folders that are not being included



## SUBMIT

Send the package securely to the SFEDI Awards office c/o EQA Sampling Team ensuring to include return details if different from main address and contact that is held by SFEDI Awards

# INDIVIDUAL REPORTS

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Following the monitoring activity each centre receives an individual report providing the following:

- ▶ A list of folders sampled (if applicable)
- ▶ Feedback on whether the centre has fully, partially, or not met the centre criteria
- ▶ Feedback on folders sampled (if applicable)
- ▶ Details of any areas for action or development with suggested solutions
- ▶ Decisions regarding the awarding of Direct Claims Status and sanctions

# DIRECT CLAIMS STATUS (DCS)

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Direct Claims Status (DCS) is a system where a centre can claim certificates for learners without the need for prior authorisation by SFEDI Awards and is awarded after multiple cohorts or samples of completions to demonstrate both quality and consistency in the approach that the centre takes in the delivery, assessment, and internal quality assurance of a qualification.

It is awarded per qualification and the decision as to whether it has been agreed or withdrawn 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.

## 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 claim certification and also work towards the awarding of Direct Claims Status for those qualifications. There is no need to wait until the June or December submission points.

# RISK APPROACH

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To help ensure appropriate levels of support are provided to individual centres within our delivery network, we make use of a risk rating system based on a variety of sources of information including monitoring activities, government agency reports, news reports and many other forms.

This helps in the determination of a robust risk approach where we allocate a risk rating to each individual centre within the delivery network following these three levels:

## Green

A Green risk rating is allocated 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

## Amber

An Amber risk rating is allocated where a centre partially meets the centre approval criteria and/or there are actions resulting from evidence seen during the monitoring activities, or other sources of information gives rise to the potential need for the completion of additional monitoring activities or an improvement plan

## Red

A Red risk rating is allocated where a centre does not meet one or more of the centre approval criteria and/or the safety and/or integrity of a qualification and/or a learner is being disadvantaged due to the working practices of the centre as observed through monitoring activities and/or other sources of information that gives rise to the belief that this is the case. Consistent failure to address action points raised in monitoring reports can also lead to allocation of Red risk rating.

# ADDITIONAL SUPPORT

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We also recognise that there may be a need to provide additional support outside of the normal monitoring activities.



Our Quality Assurance team are available to provide support at any time outside of the normal monitoring activities taking place and can be contacted either through telephone or email via the SFEDI Awards offices.

# CONTACT US



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